

A woman with blonde hair, wearing a black Sirona Care & Health jacket over a red polo shirt and a purple lanyard, stands in front of a stone house with a gabled roof and a window. A large purple shape overlaps the bottom left of the image, containing the title text.

Eligibility for home visits

Information for people in our care and carers.

Visit sirona-cic.org.uk/home-visits/ or use the QR code to see this information on our website.



Introduction

We aim to provide high quality healthcare services to everyone in our care. We deliver our community service in a variety of locations, including clinics in community hospitals and GP practices, as well as in the people's own homes and care homes.

We have produced the eligibility guidelines in this booklet for home visits. This will help us decide the best setting for your appointment.

Service provided by

Benefits of attending a local clinic:

- Clinics are set up with specialist equipment that often isn't available during home visits.
- Greater flexibility of appointment times to suit your needs.
- Waiting times for appointments are often shorter in local clinics compared to home visits.
- Specialist clinical areas provide a better working environment.

Who is suitable for a home visit?

People who are housebound. This includes:

- Those who cannot leave their home at all or require significant assistance to leave the house due to illness, frailty, surgery, disability, mental ill health or because they are nearing the end of life.
- Those who need a stretcher to leave their home or a two-person escort.
- Those a clinician has identified as needing a home visit due to a clinical need.

Who is not suitable for a home visit?

- Those who are not housebound and can go out with minimal help using a taxi, private car, motorised scooter, or bus.
- Those who are able to complete unassisted or assisted visits to the doctor, dentist, hairdresser, social events, shops or hospital outpatient appointments.

Please note that minimal assistance means you can leave home and travel to a clinic by vehicle—on your own or with support. This may include using a wheelchair.

Eligibility is based on clinical need, not age.

If you currently receive home visits

We regularly review the needs of people in our care. This may change if someone becomes unwell and needs home visits, or improves and would benefit from clinic based care instead.

Getting to a clinic

If you can't drive, you can attend clinic appointments using public transport, a taxi, or a lift from family or friends. Volunteer car schemes can also be found at your local library or GP surgery.

Community Transport Services

Information on a variety of community transport options can be found on council websites using the addresses below:

Bristol: bit.ly/BristolCommunityTransport

North Somerset: bit.ly/NSCommunityTransport

South Gloucestershire: bit.ly/SGCommunitytransport

Patient Transport Services

If you can't use regular transport for medical reasons, you may be eligible for patient transport services.

For more information on the Non-Urgent Patient Transport Service, go to bnssg.net to visit the Bristol, North Somerset and South Gloucestershire Patient Transport Hub website or call the Patient Transport Hub on 0300 777 6688.

Healthcare Travel Costs Scheme

If you're referred for specialist NHS treatment or diagnostic tests by a doctor, dentist or another health professional, you may be able to claim a refund of reasonable travel costs under the Healthcare Travel Costs Scheme if you are eligible.

Go to bit.ly/NHSTravelScheme to visit the NHS Healthcare Travel Costs Scheme page or call 0300 330 1343 with any queries.

Contact us

For queries about your appointment and support with travel options, please contact the service providing your care. Details are available on your appointment letter or on the Sirona website.

Appeals

If you are concerned and would like to appeal the decision regarding your appointment location, our Experience and Complaints Team can support with the appeals process. They can be contacted using:

Phone: 0300 124 5400* (Mon-Fri 8.30 am to 4.30 pm)

Email: sirona.experienceandcomplaints@nhs.net

Address: Experience and Complaints Team, Sirona care & health, Badminton Rd Office, 2nd Floor, Badminton Road, Yate, BS37 5AF

Let us know what you think and get involved

T: 0300 124 5300* **E:** sirona.hello@nhs.net

W: www.sirona-cic.org.uk

*Calls from landlines are charged up to 10p per minute; calls from mobiles vary, please check with your network provider. This is not a premium-rate number.

This document can be provided in other formats and languages, please contact us for more information.

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