

Eligibility for home visits



We use easy words and pictures in
this accessible information



Sirona offers healthcare services in a variety of locations, such as GP practices, people's homes and care homes.



This booklet explains when a person might be eligible for home visits.

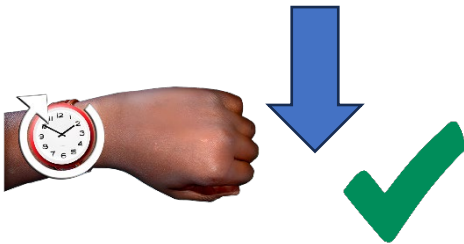
Benefits of attending a local clinic:



Clinics are set up with specialist equipment that often isn't available during home visits.



Clinic often have more appointment times available.



Local clinic often have shorter waiting times.



Clinics provide a better working environment.

Who is suitable for a home visit?



People who cannot leave their home at all can have home visits.

This might be due to severe disability, mental ill health or because they are nearing the end of life.



People who need a stretcher to leave their home or need at least two people helping them.



A clinician can also decide if a patient needs a home visit due to a clinical need.

Who is not suitable for a home visit?



Those who can leave their house with little help or support.



People who are usually able to attend appointments such as to the doctor, dentist or hairdresser.





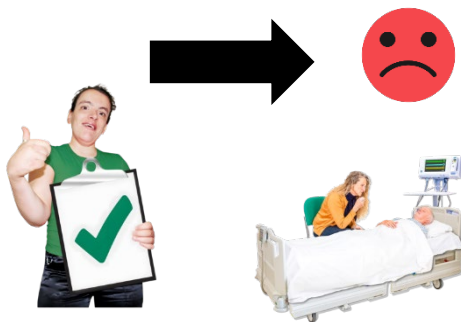
Minimal assistance means you can do things mostly on your own with only a small amount of support.

If you currently receive home visits



We regularly review the needs of people in our care.

If someone's condition is getting worse, they may need to start having home visits.



If their condition improves, then they may be asked to start attending clinics instead.

Getting to a clinic

If you can't drive, you could use:

- Public transport
- a taxi
- a lift from a family member or friend





Information on volunteer car schemes can also be found at your local library or GP surgery.

Community Transport Services



Bristol

Information on a variety of community transport options

Bristol:

bit.ly/BristolCommunityTransport



North Somerset

North Somerset:

bit.ly/NSCommunityTransport



South Gloucestershire

South Gloucestershire:

bit.ly/SGCommunitytransport

Patient Transport Services

**Patient Transport Hub on
bnnsq.net website.**



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

For more information scan the QR code or call the Patient Transport Hub on **0300 777 6688**.

Healthcare Travel Costs Scheme



Sometimes you may be able to claim a refund of reasonable travel costs.

Go to bit.ly/NHSTravelScheme to visit the NHS Healthcare Travel Costs Scheme page

or call 0300 330 1343

Appeals



If you are not happy with your decided appointment location, you can appeal the decision.

Our Experience and Complaints Team can support with the appeals process.

Contact Experience and Complaints Team



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