



Ealing House

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POLICY AND PROCEDURE ON REQUESTS FOR ATTENDANCE OF GP (URGENT AND NON-URGENT)

Policy Statement

It is the policy of Ealing House that all residents have access to their GP and that any health problems are dealt with quickly and efficiently.

Procedure

Routine non-urgent attendance

1. If a service user develops a health problem or if the resident requests to see their GP, the senior person on duty will contact the surgery, preferably before 10am. If the request is not considered to be urgent, a visit will be requested for the following day.
2. The resident will be informed that the GP has been called and when he or she will be arriving.
3. The kardex will be updated with the time and date of request and time and date of appointment.
4. Any records the GP may need will be readily available.
5. A senior member of staff will accompany the GP to the resident's room and ensure privacy and offer to leave resident alone with the GP.
6. Appropriate examination equipment will be available and there will be facilities for the GP to wash and dry his or her hands.
7. The staff member will make sure that the resident has understood what the doctor has said.
8. The following will be checked before the GP leaves the home:
 - (a) any alterations to medication records are made
 - (b) any prescription is written
 - (c) the GP updates and signs the nomad box

The following will be carried out after the GP has left:

- (a) the plan of care and the daily report will be updated with the details

- of the visit
- (b) any instructions the GP has given to the resident will be reinforced and understanding will be checked
 - (c) any required specimens will be collected as requested
 - (d) the resident's relatives will be updated as to the nature and outcome of the visit, unless resident states otherwise.

Urgent attendance

It is the responsibility of the senior person on duty to assess the urgency of any health problems presented by residents and to decide if a resident's condition warrants the GP to be summoned immediately.

1. The date and time that the GP is called and the time the GP actually arrived will be recorded both in the care plan and the daily report.
2. The relatives of the resident will be informed of the resident's condition.
3. A member of staff will stay with the resident to await the arrival of the GP.
4. If the GP is late, he or she will be contacted again and the plan of care and daily report updated.
5. The situation will be continually monitored by a senior member of staff and other action will be taken if necessary.
6. If the resident's condition continues to deteriorate, a decision will be made as to whether an emergency admission to hospital is required and the relevant action will be taken. The resident's relatives will be informed of any changes of plan and the care plan and daily report will be kept up to date.

Signed: _____

Date: _____

Policy review date: _____