

- Contact a local voluntary agency that may operate a voluntary driver scheme.

Please refer to 'The A-Z Health and Social Care Information in Leeds: Mini Guide for Older People and Disabled People' available in local libraries or Leeds City Council social services.

0113 398 4702 www.leeds.gov.uk

- Leeds Alternative Travel will take you door to door for a small charge.
0113 386 8880
- If you receive the high rate mobility component of the Disability Living Allowance or War Pensioners Mobility Supplement you must use this to pay for your transport costs to clinic.

Change in circumstances

If your situation changes and you are able or unable to attend a clinic appointment, please contact the Continence, Urology and Colorectal Service.

The nurse will review your eligibility for a home visit at each appointment.

If you are no longer eligible for a home visit, we will arrange for you to be seen at a clinic appointment.

How to apply for a home visit

To apply for a home visit you will need to complete a **mobility questionnaire** that should be returned to the address on the form.

Contact us

Call us on **0113 305 5138** Monday to Friday 8.30am to 4.00pm or write to us at:

St Mary's Hospital
Green Hill Road
Leeds LS12 3QE

Help us get it right

If you have a complaint, concern, comment or compliment please let us know by speaking to a member of our staff. We learn from your feedback and use the information to improve and develop our services.

If you would like to talk to someone outside the service contact the **Patient Advice and Liaison Service (PALS)** on **0113 220 8585**, Monday to Friday 9.30am to 4.30pm or email lch.pals@nhs.net

We can make this information available in Braille, large print, audio or other languages on request.

More Information

Visit www.olderpeopleleeds.info

www.leedscommunityhealthcare.nhs.uk

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Home Visits

Patient Information

Leeds Continence, Urology and Colorectal Service



The Continence, Urology and Colorectal Service (CUCS) provides high quality care to patients.

If you think you may be eligible for a home visit please read this leaflet before applying.

Benefits of attending a clinic appointment

- The clinic offers specialist treatment and has diagnostic equipment that is not available for home visits.
- You will be examined / treated on a specially designed couch to ensure you are comfortable during treatment.
- You are able to arrange your clinic appointments to suit your needs.
- You will be seen quicker.
- Patients who really need a home visit will not have to wait as long.

Providing care for housebound patients is an important part of our service.

Recent research shows that healthcare professionals are at risk of developing musculo-skeletal disorders, such as back, shoulder, neck, wrist, hand, hip and knee problems.

These risks are much greater for staff when providing care in a patient's home.

To provide patients with safe and effective care and minimise the risk of injury to our staff, we need to ensure they work in a suitable environment.

Patients eligible for a home visit

The following criteria for a home visit are based on the Department of Health 'Eligibility Criteria for Patient Transport Services.'

Following consultation this criteria has been adopted by the Continence, Urology and Colorectal Service.

You may be considered for a home visit if the following apply:

- 1 It would be detrimental to your condition or recovery if you were to travel to the clinic.
- 2 Your medical condition affects your mobility so you are unable to travel without using an ambulance i.e. unable to take a car or taxi.

Patients not eligible for a home visit

You will not be eligible for a home visit if you are able to go out either by taxi, private car, motorised scooter, bus or use the Access Bus to visit any of the following:

- GP
- shops
- relatives
- pick up your pension
- hairdresser or barber
- dentist or optician
- phlebotomist or nurse, or
- luncheon club.

In these circumstances, you will be asked to attend your clinic appointment for your continence care.

Getting to the clinic

- Use public transport. Metro: **0113 245 7676** www.wymetro.com
- Use or share a taxi. See Yellow Pages or Thompson Local.
- Family and friends are often willing to help out.
- Combine a clinic appointment with another trip such as shopping, personal or health appointments like going to the doctor or hairdresser.
- If you use the Access Bus to go shopping arrange your continence appointment for the same day. **Access Bus 0113 348 1903.**