Who is HomeFirst for?

You can be referred to the HomeFirst team by a healthcare professional such as your GP, District Nurse, Ambulance personnel or hospital team, you are over 18 and registered with one of the following practices:
- Ashwell Surgery, Ashwell
- Astonia House Surgery, Baldock
- Bassingbourn Surgery, Bassingbourn
- Birchwood Surgery, Letchworth
- Courtenay House Surgery, Hitchin
- Garden City Surgery, Letchworth
- Knebworth and Marymead Practice, Knebworth
- Nevells Road Surgery, Letchworth
- Orford Lodge Surgery, Hitchin
- Portmill Surgery, Hitchin
- Regal Chambers Surgery, Hitchin
- Sollershott Surgery, Letchworth
- Whitwell Surgery, Whitwell

How to contact your local HomeFirst team

If you need to contact the team, please call **01462 426730**, 7 days a week between **8:00am and 8:00pm**.

If you need urgent medical help outside of these hours, please call **111** or in an emergency, dial **999**.
What is HomeFirst?

HomeFirst is a new health and social care service in Hertfordshire. It aims to ensure you get the best possible care in your home, instead of being admitted to hospital.

If you are admitted as a patient to the HomeFirst service, you will be cared for as if you were in hospital except that you stay in your own home throughout. Health and social care professionals will visit you rather than you having to go to them.

The HomeFirst team has the same range of staff as work on hospital wards, and they work with you while you benefit from remaining in your familiar environment at home.

The new approach is designed to help you maintain your quality of life.

HomeFirst’s highly experienced team includes nurses, social workers, matrons, paramedics, therapists and home care staff who have years of experience of caring for patients with long term health and care problems.

The team will design a care plan with you, to meet all your health and social care needs.

The team works closely with other professionals and organisations such as your GP, Age UK, Community Meals and Housing who are there to help and support you.

Hertfordshire’s new healthcare initiative

HomeFirst is a new initiative which has been planned and funded by GPs in East and North Hertfordshire.

How does HomeFirst work?

The HomeFirst approach is hands on and the team will work with you, drawing on their combined experience and their familiarity with your long term care needs to help spot and deal with possible problems before they arise.

If you need attention quickly, the team will respond quickly and visit you. They will do all they can to ensure you have the right care and support to stay in your own home, if at all possible.

If you need to be admitted to hospital, the HomeFirst team will work with the hospital team to support you to get home as soon as possible once your need for hospital based services has finished.

What you need to do

You can play your part by following the advice and treatments plans agreed with you, for example doing physiotherapy exercises, taking medication or using equipment provided for you.

The HomeFirst team is here to help you, your family and carers take better control of your medical condition. They can help you find solutions to the problems you face, so that you can live safely in your home, the way you want to.