

## IMPORTANT NOTICE

It is your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by inappropriately, then you should change your password immediately.

If you print out any information from your record, it is also your responsibility to keep this secure.

### Things to consider before applying for an online account.

You will be asked that you have read and understood the following before you are given login details.

#### Forgotten history:

There may be something you have forgotten about in your record that you might find upsetting.

#### Abnormal results or bad news:

You may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

#### Choosing to share your information with someone:

It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

#### Coercion:

If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

#### Misunderstood information:

Your medical record is designed to be used by clinical professionals to ensure that you receive the best care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

#### Information about someone else:

If you spot something that is not about you or notice any errors, please log out and notify us immediately.

## Roxbourne Medical Centre

Roxbourne Medical Centre is a purpose built premises equipped to the highest standards and design to create a warm and friendly environment. The practice provides NHS care under a GMS Contract and is a training practice.

### Meet the Team

#### Doctors

Dr. Sarmad Zaidi (Male)  
Dr. Shah Masood Farooqi (Male)  
Dr. Maliha Mirza (Female)  
Dr. Roshni Doshi (Female)

#### GP Registrar(s)

Dr. Alex Maughan (Female)  
Dr. Meysoon Qurashi (Female)

#### Allied Health Professionals

Ankit Shah (Pharmacist)  
Charlotte Cumming (Paramedic)  
Nishanki Sivashankar (Physician Associate)  
Rebecca Paleka (LAS Paramedic)

#### Practice Nurses

Martina Gilmartin

#### Healthcare Assistant

Priyanki Patel

#### Phlebotomists

Nafees Akhtar and Komalpreet Sandhu

#### Practice Manager

Pratibha Kumar

#### Office Supervisor

Keisha Juggan-Tull

#### Secretary

Sue Sullivan

#### Reception & Administration Staff

We have a team of Receptionists and Administrative staff providing support to our patients and those using our community services.

**If you would like this letter or information in an alternative format or if you need help communicating with us (for example, because you use British Sign Language), please let us know. You can call us on 0208 4225602 or email [haroccg.e84022@nhs.net](mailto:haroccg.e84022@nhs.net)**



## Patient Access

**Roxbourne Medical Centre**  
**37 Rayners Lane**  
**Harrow**  
**Middlesex**  
**HA2 0UE**

**Tele:** 020 8422 5602

**Website:** [www.roxbournemc.com](http://www.roxbournemc.com)

**Facebook:** @RoxbourneMedicalCentre

**Twitter:** @Roxbournemc

**Instagram:** @ roxbournemc

**All patient enquiries** should be submitted via the Klinik Access banner on our website or via the following link:  
<https://access.klinik.co.uk/contact/roxbourne-medical-centre>

### Opening hours

Monday—Friday	8am—6.30pm
Saturday & Sunday	CLOSED
Bank Holidays	CLOSED

We operate a pre-booked extended clinic from 7.30am – 8am Monday – Friday

Out of Hours: NHS 111 or 020 3402 1303



### What is Patient Access?

Patient Access is an online tool which patients can use to:

- View your medication and request further prescriptions.
- View your medical record

### Who is entitled to Patient Access?

All of our patients are able to request access. If we are not able to provide you with access, you will be informed. The most likely reason for this is if our GPs feel that it would be in your best interests or unsafe to prevent you from having access.

### How do I obtain a login for Patient Access?

In order to obtain a login, please visit our website at [www.roxbournemc.com](http://www.roxbournemc.com) and complete the 'Online registration form for Patient Access.' You will then need to email this form to us along with a form of photo ID (passport/driving license) to [haroccg.e84022@nhs.net](mailto:haroccg.e84022@nhs.net).

Once we receive the form, we will verify your ID and issue the login details.

Please note that it could take a couple of days for your login to be generated as all requests are reviewed by the Management Team and GP Principal.

If we are unable to grant you access to your medical records, you will be informed.

### What if I already have a login and just need access to my medical record?

We will need you to complete the Online Access Registration Form again as we need evidence of your updated preferences on your record.

Please note that it could take a couple of days for your access to be granted as all requests are reviewed by the Management Team and GP Principal.

If we are unable to grant you access to your medical records, you will be informed.

We are working on a process to allow access to our entire patient population.

**ALL NEWLY REGISTERED PATIENTS WILL BE ISSUED WITH A PATIENT ACCESS LOGIN INCLUDING ACCESS TO THEIR RECORD.**

## PROXY ACCESS—PATIENT ACCESS

### What is Proxy Access?

Proxy Access is a new feature provided by Patient Access. This allows parents, family members or carers to act on behalf of the patient with their access tailored to their needs.

### How do I obtain Proxy Access?

In order to obtain a login, please visit the Practice with a form of photo ID (passport, driving license) and complete the relevant Proxy Access Online Registration Form (please see the restriction section below).

Please note that it could take a couple of days for your access to be granted as requests are reviewed by the Management Team and GP Principal.

If we are unable to grant you access to your medical records, you will be informed.

### Are there any restrictions?

We require a Consent Form from the patient in order to accept the Proxy Access Online Registration Form.

To be given proxy access, the patient representative must have the informed consent of the patient or, if the patient lacks capacity to consent, the GP would decide if granting access to the representative is in the best interests of the patient. Patients over 16 are assumed to have capacity unless the opposite is indicated.

### In which situations would this work?

- A parent or guardian who has legal responsibility for a patient under 11
- A parent or guardian where a patient aged 11 or over has given explicit consent
- A parent or guardian who has the legal responsibility for a patient between 11-16 where a GP has assessed that the patient is not capable of making their own decisions regarding their health
- A carer for a patient over the age of 16—we would need consent from the patient with capacity

### In which circumstances would the Practice access without patient consent?

There are legitimate reasons to authorise access without consent if:

- A GP has assessed the patient as lacking capacity to consent
  - \* The representative has a lasting power of attorney for health and welfare matters registered with the Office of the Public Guardian
  - \* The representative is acting as a Court Appointed Deputy on behalf of the patient
  - \* The GP considers it to be in the best interest in accordance with the Mental Capacity Act 2005 Code of Practice
- The patient is a child and has been assessed by a GP as not competent to consent

### What is Gillick Competence and who does it apply to?

The 'Gillick Test' is used by clinicians to identify whether a patient under the age of 16 years has capacity to consent to medical examinations and treatment. The patient must show that they have sufficient maturity and intelligence to understand the nature and implications of any proposed treatment, medication and alternative options for care.

### How will Proxy Access change as I get older?

- Under the age of 11, a person with responsibility will be granted proxy access
- From 11—16 years of age, a representative with proxy access will only be able to manage certain parts of the record e.g. appointment booking. Access may be restricted unless the patient does not have capacity or has consented to the representative having access.
- From 16 years of age, proxy access will be switched off unless the young person does not have capacity or has consented to the representative having access.

We will write to patients as they get closer to 11 and 16 years of age to inform them about the changes to access.

Should you have any questions, please let us know.