

## Welcome to 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

Dr. Mary Fleming (Female)  
Dr. Nick Dragolea (Male)

#### Allied Health Professionals

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

#### Practice Nurse

Martina Gilmartin

#### Healthcare Assistant

Kellie Brogan  
Priyanki Patel

#### Phlebotomists

Nafees Akhtar and Komalpreet Sandhu

#### Practice Manager

Pratibha Kumar

#### 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 Participation Group



The Patient Participation Group (PPG) is run by patients as a platform to discuss aspects of the surgery and the services available. The PPG works with the Practice to improve its services.

We previously conducted quarterly meetings however due to poor uptake, our PPG is now virtual. We will be uploading the minutes of virtual meetings on our website.

Please note that the PPG is not a complaints forum nor should it be used to obtain medical advice.

If you would like to find out more about the PPG or to submit your suggestions/ feedback, please email [ppg.roxbournemc@gmail.com](mailto:ppg.roxbournemc@gmail.com).

### Patient Access (online services)

With Patient Access, you can now access your GP services in the comfort of your home or on the move, 24 hours a day (including the weekend and bank holidays). With Patient Access you can:

- Order repeat prescriptions
- Change your address details
- View your medical record\*

\*we will need to verify your ID before this is released

### Zero Tolerance Policy

Roxbourne Medical Centre operates a "Zero Tolerance Policy". Any patients who are violent, threaten violence, or are verbally abusive to any of our staff will receive a letter. Repeat offences will result in a Patient Behaviour Contract. This could result in removal from the Practice list.

The Practice also has a "Did Not Attend Policy". If a patient fails to attend pre-booked appointments on more than 3 occasions within 12 months, a warning letter will be sent. Recurrence could risk removal from the practice.

If you are unable to attend an appointment, let us know.



## Practice Charter

**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

## **The Roxbourne Philosophy**

*'Our mission is to offer the highest standard of health care and advice to our patients, with the resources available to us.*

*At Roxbourne we are proud of the diverse skill set held amongst our clinical and non-clinical staff. We are dedicated to ensuring that all our Practice staff are trained to the highest level in order to provide a safe and efficient service for our patients. We treat 'patients' and illnesses. This means that at Roxbourne Medical Centre, we are equally interested in the physical, psychological and social aspects of your individual care. As a team, we endeavour to monitor the service provided to our patients to ensure that it meets current requirements and service level standards.'*

Dr Sarmad Zaidi  
GP Principal  
Roxbourne Medical Centre  
*Helping you Manage Your Health*

## **Patient's Rights to General Medical Services**

- To have appropriate drugs and medicine prescribed
- To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable
- To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential
- To choose whether to take part in research or medical student training
- To receive a copy of their doctors practice leaflet, setting out the services provided
- To receive a full and prompt reply to any complaints they make about the care they receive at Roxbourne Medical Centre
- Privacy, dignity and confidentiality at the heart of your treatment

## **Patient's Responsibilities**

- If you are unable to attend an appointment please let us know so that we can offer it to someone else
- If you are late for your appointment you may be asked to rebook. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you
- A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10.30am
- We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist
- Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- To act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others (this includes refraining from the use of mobile phones in the waiting room)
- To treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted. The Practice has a 'Zero Tolerance' Policy in place. We may write to you if you are found to have breached this.
- To request repeat medication at least 7 days in advance (10 days during the Christmas and Easter periods)
- To ensure that we are provided with a letter of consent to discuss your medical record with any third parties (template documents are available at Reception and on our website)
- To provide accurate information about yourself (including contact details)

## **Our Practice Charter**

- You will be treated with courtesy and respect by all Practice staff
- If you require an urgent appointment, we will endeavor to assist you to be seen on the same day
- A non-urgent appointment with a doctor will be offered within 24-48 hours (subject to availability)
- We aim to answer the telephone within six rings
- An appointment with a Practice Nurse will be available within three working days
- Requests for repeat prescriptions will be dealt with within 48 hours
- All comments and suggestions about the service are welcome. Please use the Friends & Family surveys located in Reception
- Complaints will be dealt with in a professional and efficient manner
- We wish to make Roxbourne Medical Centre as accessible as possible. If you have hearing, visual or physical difficulties please let the Receptionist know so that we can enable you to fully use our services.
- To ensure you are provided with a fully trained chaperone upon request
- To ensure you receive a clear explanation of any treatment proposed for you

**KNOW YOUR RIGHTS**

**KNOW YOUR RESPONSIBILITIES**