

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 Nurses

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

Named GP

From April 2016 all patients must be allocated a named, accountable GP to oversee the delivery of care. Your GP name will be printed on the right hand side of the prescription. Please note that this is not the GP you are required to see.

Out of Hours

If you are in need of medical attention whilst surgery is closed please call NHS 111 for 24 hour advice. Alternatively please call 0300 130 3017 for out of hours services. You can call NHS 111 free from your landline or mobile at any time for advice on what to do if you or a family member feels ill.

Walk in Centre Appointments

There are 3 overflow sites in the area. Alexandra Avenue and Belmont Health Centre operate by appointment only. The Pinn Medical Centre is a walk in service. These are open seven days a week, 365 days a year, from 8am-8pm. Experienced and highly trained health professionals will treat a wide range of minor illnesses and injuries, e.g. cuts, sprains, minor infections, skin complaints, general health advice and information. To book an appointment please contact us.

(Please note that during Covid, these sites may be operating differently)

Health Records

Information contained in your health records is kept confidential at all times and only disclosed to others for purposes related to your health care (except when you have given permission). All NHS staff have a legal duty to keep information about you confidential. If you do not want your information shared, please inform reception.

Home visits

If you are too ill to attend surgery or for those that are housebound and unable to come in, please try to phone before 10.30 am to request a home visit.

Four or more patients can be seen in the surgery in the same time it takes to do one home visit. If you are able to attend, it is quicker to be seen in the surgery.

Practice meetings

Please note that the Practice will be closed between 12.30pm—2.30pm on the first Tuesday of each month.

CQC Inspection

Our recent inspection was on 4th December 2020. To read the latest report, please visit: <https://www.cqc.org.uk/location/1-8530208155>



Practice Leaflet

Roxbourne Medical Centre
37 Rayners Lane
Harrow
Middlesex
HA2 0UE

Tel: 020 8422 5602

Website: 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

How to Register

We are open to new patients!

In order to register with us, please complete a registration form located in Reception. You will need the following information in order to complete the form: Name, date of birth, address, telephone number/ email address and details of your previous GP.

You will also need to provide TWO forms of identification. Passport or photo card driving license AND Proof of address (e.g. bank/credit card statement, council tax bill, letter from HMRC, insurance documents, utility bill)

If you are registering a child, please ensure you have their red book, birth certificate and details of any immunisations.

Klinik Access

As of 30th April 2020, we have been using 'Klinik Access' which is available 24/7 via our website. Patients can submit requests/ enquiries online without calling the Practice.

Services we provide

For a full list of services we provide, please visit our website at www.roxbournemc.com. Services include:

- Minor Illness & Injuries
- Chronic Disease Management
- Family Planning and Emergency Contraception
- Children's Services (childhood immunisations)
- Cervical Screening
- Phlebotomy
- Seasonal Vaccinations & Travel Vaccinations

Attached clinics

We are incredibly proud of the diverse skillset held amongst our clinical and non-clinical staff. In addition to the above, we provide access to:

- Midwifery
- Diabetic Specialist Nurse
- Dietician
- Cognitive Behavioural Therapy
- National Diabetes Education Programmes
- Westminster Drug & Alcohol Project
- Physiotherapy

Complaints

The practice has an internal complaints procedure. A copy of the complaints procedure is available at reception and all complaints are dealt with confidentially.

Compliments

If you would like to compliment the practice or any member of our staff for their hard work, please log into **NHS Choices** and leave your lovely comments and/or fill in the **Friends and Family** questionnaire which is available at Reception

Repeat Prescriptions

There are several ways to order your repeat prescriptions. Please include your full name, address, up-to-date telephone number and the names of all the medications you require. Please allow 48 hours for processing unless otherwise specified. No phone requests.

Klinik Access: this is the easiest way to request all medication items (no login needed)

Patient Access (online): You will need to register to use this service. Please ask Reception for details. You can request repeat medication only.

By post: Please post your request to the address over-leaf, and include a stamped addressed envelope for us to post your prescription back to you.

In person: There are request slips and a post box, both situated near the reception desk.

Please submit your prescription requests 7 days in Advance. During the bank holiday periods, patients should submit their requests 10 days in advance.

Primary Care Network (PCN)

RMC is part of the Healthsense PCN along with 6 other practices (Pinn MC, Kenton Bridge (Dr Raja), Kenton Bridge (Dr Abu), Simpson House, Ridgeway Surgery and Enderley Road MC).

PCNs build on the core of current primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care.

We are excited about the improvements that will be made to primary care both in person and digitally as a result of collaborative working.



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.

Disabled Access

Patient areas of the surgery are mainly on one level and there is a purpose built disabled toilet. We also have designated disabled car parking spaces with access to the building at the rear of the Practice.

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*

*These options need to be activated by us. In order to view your medical record, you need to complete an online registration form and provide a form of photo ID (e.g. drivers licence or passport)

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 offenders may be required to enter into 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. Alternatively, we may request that you enter into a 'Patient Behaviour Contract' with us.

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