

**Please note the following important contacts for Safeguarding matters**

**Practice Safeguarding Leads**

**Adult Safeguarding Lead:**  
Dr Sarmad Zaidi

**Child Safeguarding Lead:**  
Dr Sarmad Zaidi

**Deputy Safeguarding Lead:**  
Duty Doctor

**Administrative Safeguarding Lead:**  
Pratibha Kumar/ Sue Sullivan

Our team will ensure that you receive the appropriate level of support.

**Important Contact Numbers**

**Adult Community Services:**  
0208 420 9453

**Child Community Services:**  
0208 901 2690

**Harrow Policy Community Safety Unit:**  
0208 733 3462

**Care Quality Commission:**  
03000 616161

**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)**

**Chaperone Policy**

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one is required. The chaperone may be a family member or friend, but on occasions a formal chaperone may be preferred.

It is the policy of this practice to respect the privacy, dignity, religious and cultural beliefs of our patients. If you feel you would like a chaperone to be present during your consultation please ask at reception or speak to your doctor.

Patients are advised to ask for a chaperone if required, at the time of booking an appointment, if possible, so that arrangements can be made and the appointment is not delayed in any way. The Healthcare Professional may also require a chaperone to be present for certain consultations.

We will do our best to comply with your wishes.



**Management Team:**  
**Practice Manager**  
Pratibha Kumar



**Safeguarding Children, Young People and Adults**

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

**Tel:** 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 Safeguarding?

### **Safeguarding:**

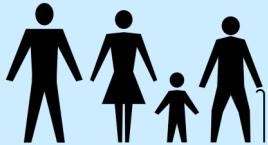
Is defined as protecting people's health, well-being and human rights, enabling them to live free from harm, abuse and neglect. It's fundamental to high-quality health and social care.

### **Adult at risk:**

Is a person aged 18 or over in need of care and support, or someone already receiving care and support and as a result is unable to protect himself / herself from harm, abuse or neglect.

### **Child or young person:**

This is any person, male or female, under the age of 18 in need of care and support, or someone already receiving care and support and as a result is unable to protect himself / herself from harm, abuse or neglect.



**Safeguarding is everyone's responsibility!**

### **Who can abuse?**

Abuse can occur anywhere, such as at home, in a care setting, hospital, college, school, in public places. It could be from:

- Family members or friends
- Other patients or those at risk
- Young people
- Care workers or volunteers
- Professionals
- Strangers

## What to do

If you are being abused, know of someone who is being abused or think someone may be at risk, it is important that you inform the right people.

We want to reassure you that the people who you talk to will take your concerns seriously, are able to provide support, guidance and take action to ensure the safety of everyone.

Please speak to a member of staff who will help you get the help you need. All our staff are trained in safeguarding; they will support you!

**Don't delay if you suspect or know that someone is at risk of harm, abuse or neglect, report it immediately!**

### **Types of abuse**

#### **Domestic Abuse and or Violence**

Controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members.

#### **Emotional Abuse**

Deliberately trying to scare or humiliate someone, or isolating or ignoring them.

#### **Female Genital Mutilation (FGM)**

Procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons.

#### **Financial Abuse**

Includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

### **Human Trafficking/Modern Slavery**

Recruiting, harboring, transporting, providing, or obtaining a person for compelled labour or commercial sex acts through the use of force, fraud, or coercion.

### **Neglect**

Ongoing failure to meet a person's most basic needs. Includes failure to protect someone from harm.

### **Physical Abuse**

Deliberately hurting someone, includes hitting, shaking, throwing, poisoning, burning or scalding, suffocating, fabrication of illness or deliberately inducing illness.

### **Sexual Abuse**

May involve physical contact, including assault by penetration, or non-penetrative acts such as masturbation, kissing, rubbing & touching. Also includes non-contact activities.

### **Sexual Exploitation**

To coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity. The victim may have been sexually exploited even if the sexual activity appears consensual.

### **Self Neglect**

Lack of self-care.

### **Radicalisation (PREVENT)**

The process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups.

**If in doubt, seek advice!**