

# BROADMEAD SURGERY



## Doctors

### Dr James Swain

MBChB nMRCGP (Leicester 2002)  
Managing Partner – Male

### Dr Vijayshree Kuttath

MBBS DFSRH MRCGP  
Salaried GP – Female

### Dr Abeda Sherzai

MRCGP  
Salaried GP – Female

## Clinical Pharmacist

Mr Emmanuel Seth-Obeng

## Physician Associates

Ms Asmita Sharma  
Mrs Zohrah Miakheyil

## Clinical Assistant

Dr Harithwarna Mamangarajah

## Practice Nurses/HCAs

Mrs Joy Ramos  
Ms Zohra Hossainy  
Mrs Beata Kaczmarczyk-  
Czapkowska

## Practice Manager

Mrs Delia Greaves-Jimenez

## Opening Times

Monday	8:00am – 6:30pm
Tuesday	8:00am – 6:30pm
Wednesday	8:00am – 6:30pm
Thursday	8:00am – 6:30pm
Friday	8:00am – 6:30pm
Saturday	9.00am–1.00pm
Sunday	Closed



👉 **SCAN THE  
QR CODE TO  
REGISTER  
ONLINE**



## Contact Us

Grand Union Village  
Health Centre,  
Taywood Road,  
Northolt  
UB5 6WL

Telephone – 020 3405 7570

Email: [broadmead.admin@nhs.net](mailto:broadmead.admin@nhs.net)

[www.broadmeadsurgery.co.uk](http://www.broadmeadsurgery.co.uk)



### Routine Appointments

The practice operates an appointment system during normal surgery hours. You can book an appointment either by telephone, online or at reception. Routine appointments, with the doctor of your choice, can be booked in advance (subject to that doctor's availability). Please remember, appointments are 10 minutes long, and it is unrealistic to manage multiple problems in one appointment. If you have multiple issues to discuss, you may need to book a further review. Please note that if you arrive more than 5 minutes late for an appointment, you will be asked to re-book for another day.



### Urgent Appointments

If you feel your problem is urgent, and you need to be seen on the same day, please let the receptionist know when you call. Emergency appointments are dealt with each morning, so please phone at 8.00 am. If you need an appointment on the day, the receptionist will ask some basic information about your problem, so the doctor can see the most urgent cases first. You will be given a time to attend the surgery that morning, but please note due to the nature of medical emergencies, you still may have a wait to be seen. In urgent cases, we cannot guarantee an appointment with the doctor of your choice.



### Cancellations

If you cannot attend your appointment, please inform us as soon as possible so we can offer it to another patient. Any later than one hour before the appointment will result in a DNA. Multiple DNAs may result in removal from the surgery. Please refer to our website for more details.

### Prescription Requests

We regret that we cannot accept prescription requests over the telephone. Please ensure that you mark the items you require clearly by ticking the appropriate medication on the repeat request form, or order online. In order for us to process the large amount of requests each day, please note that 48 hours' notice is needed for repeat prescription orders. Please ensure that prescriptions needed over the weekend are ordered by Wednesday and are collected before the surgery closes on Friday evening.



### Home Visits

Home visits are reserved only for the very elderly, frail and housebound patients, and are based on clinical need at the discretion of the doctor. If you feel you need a home visit please contact reception as soon as possible during morning surgery. The doctor may telephone you back to obtain more information. We expect children to be brought to the surgery where they can be seen quickly and examined in the most appropriate surroundings. Lack of transport or other inconvenience is not a valid reason for a house call. In such cases, you may be offered a review at the surgery at short notice, if appropriate.



### Patient Participation Group

Function – To represent and link surgery patients with the Practice management in the planning, provision and delivery of local health care as befits modern standards.  
Make-up –The group comprises volunteer surgery patients and a representative of the management team who care about the day-to-day running of the surgery in the best interests of its patients and their well-being. The group is always interested in attracting new members. Ask reception for details if you want to join.  
Duties – The group hold regular meetings to discuss the various issues that affect the running of the surgery and its activities, particularly those affecting the patients, and implementing any changes it feels are necessary for the benefit of all concerned. The group also keeps an eye on what is going on in the medical world within the NHS by way of various liaisons with other like-minded groups and associations. Comprehensive details are available online.

## Practice Area

You can register with us if you live within our catchment area. Please see a detailed map on our website. If you move outside of our catchment area you should register with a new practice.

If you would like to register, please come into the surgery and complete the relevant registration forms, or use the online registration facility on our website.

## Patients' Rights and Responsibilities

Patients have the right to:

- Be registered with a General Practitioner
- Change doctor if desired
- Be offered a health check on joining the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and the GP agrees
- To view their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.

Patients also have a responsibility to:

- Be courteous to the staff at all times - remember they are working under doctors' orders
- Respond in a positive way to questions asked by the reception staff
- Attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made and the medical record be made available
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience
- Patients are asked to give 48 hours' notice for repeat prescriptions to allow us to process your request correctly
- Out-of-hours calls (e.g. evenings; nights and weekends) should only be requested if they are felt to be truly necessary.

## Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care.

All patient information will be treated in strict confidence. Access to all records will be limited to the people caring for the patient, including medical secretaries. Sometimes other professionals involved in patient care will need access to the notes, but this will only be done with the express permission of the doctor. We fully abide by GDPR/DPA and Caldicott Principles in the use of information.

## Use of Information Act 2000

Information about patients is requested for a wide variety of purposes including education, research, monitoring, epidemiology, public health surveillance, clinical audit and planning. Only where it is essential for the purpose will identifiable records be disclosed. Such disclosure will be kept to a minimum. You have the right to object to any such disclosure and your objection will be respected.

## Equality and Diversity

Broadmead Surgery strives to provide equality and fairness for all our patients and staff and not to discriminate on grounds of gender, gender reassignment, marital status (including civil partnerships), race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. All patients and staff will be treated fairly and with respect.

### Services

We provide an extensive range of services including childhood vaccination, anticoagulation, managing chronic diseases, cancer screening etc. The complete list of services is available on our website.

### Practice Premises

The practice premises have disabled access and complies with the Disability Discrimination Act.

### Accessibility

Our practice leaflet is available in large print and is available to download from our website.

### How to Make a Complaint

We are always pleased to receive patients' compliments and suggestions for improving our services. We hope you will never have cause for a serious complaint but if you do, we have a Complaints Procedure to try to resolve your problem quickly. The practice will strive to deal with complaints in a methodical and efficient manner.

You can download a copy of the full Complaints Procedure on our website, or obtain one from reception. This document lays out the steps involved in making a formal complaint. If you would like to discuss any of the above, please make an appointment to see the Practice Manager.

#### **North West London**

#### **Integrated Care System**

NHS North West London  
Perceval House  
14/16 Uxbridge Rd  
Ealing  
London W5 2HL  
Tel: 020 8280 8080  
Email: [nhsnwl.ealing@nhs.net](mailto:nhsnwl.ealing@nhs.net)

**At evenings,  
weekends and  
Bank Holidays,  
contact:  
Out of Hours on  
**111****

