

## **Dr Khuroo's Practice – Patient Charter Leaflet**

### **Welcome to Dr Khuroo's Practice**

We are committed to providing safe, accessible, patient-centred healthcare for our community.

This leaflet explains your rights, what you can expect from us, and how we work in partnership with you.

### **Our Commitment to You**

At Dr Khuroo's Practice, we aim to:

- Provide high-quality medical care
- Treat you with respect and dignity
- Communicate clearly and honestly

### **Appointments and Access**

- Face-to-face, telephone, and online appointments
- Same-day urgent assessments when clinically appropriate
- Online services for prescriptions, records, and results

### **Your Information & Feedback**

We handle patient data securely and in line with NHS standards.

You can access your records via the NHS App and request copies if needed.

We welcome feedback and follow a fair complaints process.

### **Your Responsibilities as a Patient**

- Treat staff and other patients respectfully
- Attend appointments on time or cancel if not needed
- Use services appropriately
- Keep your contact details up to date
- Engage with your care and treatment plan

### **Practice Contact Details**

Address: Dr Khuroo's Practice, Stockland Green Health Centre, 192 Reservoir Road, B23 6DJ

Phone: 0121 2032888

Website: [drkhuroospractice.co.uk](http://drkhuroospractice.co.uk)

Opening Hours: Mon-Frid 0800-1830, Tues and Thursday 0800-2000