

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

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