

Practice Policies

The practice does not discriminate on the grounds of race, gender, social class, age, religion, orientation etc. Interpreters can be booked by reception staff on request. We have disabled access including a step free entrance and can provide a hearing loop if needed for the hearing impaired. If you need assistance, please speak to one of our team who will be happy to help.

Compliments, Complaints & Suggestions

We are always pleased to receive your comments both formally and informally, and any suggestions about how we can improve our services would always be welcome. You can also join our active Patient Participation Group. Please address all correspondence to the Practice Manager.

However, we are aware sometimes that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would ask you to contact the practice manager who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception.

When we are closed

When medical advice is needed when we are closed that cannot wait until the next day, please dial 111, or 999 in an emergency. St Charles Hospital, Exmoor Street W10 6DZ also offers both a walk in Urgent Care Centre and extended hours Hub via 111.

Zero Tolerance Policy

We support the NHS Zero Tolerance policy with regard to violence and abuse. Anyone who abuses or acts violently to any member of staff at the practice be it verbally, physically or displays a threatening manner will risk removal from the practice list.

Change of details

If you have had a change of personal details recently, such as home address, name, or contact details, please contact the surgery and either bring in proof of this change or send it to us by email. This can then be updated into your record.

“ Putting our patients at the centre of everything we do. ”



New Patients Registration

We are happy to take on new patients. If you are interested in registering with our GP Surgery, simply register online (see QR code below) or complete a registration form at reception.

Award Winning Care

- ★ 20 points **HIGHER** in patient satisfaction than the national average, ranking highest in the locality
- ★ 98% **HELPFUL** receptionists
- ★ 94% sufficient appointment **TIME**
- ★ 98% **TRUSTED** service thus meeting
- ★ 95% of patients **NEEDS!**

Come and experience the highest quality of care for yourself!



Register with us here!

Follow us on our socials!



@GolborneMedical



@West10GP

www.golbornemedical.nhs.uk

NHS



Welcome to

West Ten GPs

Golborne Medical

16 Golborne Road, London W10 5PE  
(Moving soon to W10 5BJ)

Westbourne Park Tube Station

0208 964 4801

www.golbornemedical.nhs.uk

Opening Hours

Monday	8:00-18:30
Tuesday	8:00-18:30
Wednesday	8:00-18:30
Thursday	8:00-18:30
Friday	8:00-18:30
Saturday	9:00-13:00/13:00-15:00

Booking Appointments and Triage

Call us in the morning on 02089644801 for our team to take down your medical request. You can also submit an online request at any time, using our practice access link, and is the best way to access our service after midday:

<https://florey accurx.com/p/E87742>  
or scan the QR code

The Doctors will review all requests and allocate the best clinician to help meet your needs. We aim for a 48-72 hour turnaround, with the majority of routine requests managed on the same day with the choice of in-person or by return call.



SCAN  
HERE  
FOR  
EASY  
ACCESS

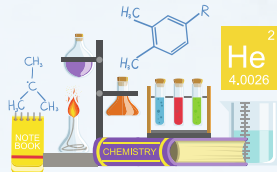


Ordering Repeat Prescriptions

Order in advance up to 7 days before your medicine is due, either in person, online, or over the phone. It takes 48 hours for the Doctors to send the prescription to your chemist for you to collect. If the medical review date has been reached, please book for a review appointment. A HCA can advise if any blood tests are needed.

Teaching and Training

Our Practice is affiliated with Imperial College London. Medical Students may, with your consent, sit in on your consultation. We also have registrars on rotation, ranging from 6-24 months here at the practice. Please let your doctor know if you have any questions about our teaching or if you would like to contribute as an expert patient.



Our Team & Roles

General Practitioner **Nurse**  
**ECGs** Pharmacist  
Healthcare Assistant (HCA)  
My Care **Asthma Check**  
My Way CBT - Hypnotherapy  
Massage Therapist **Telederm Clinic**  
Diabetes Specialist Social Prescriber  
Phlebotomy **Health Coach**  
Smoking Cessation **Commuter Clinics**  
NHS Health checks **Mother and Baby Clinics**  
**Practice Walks**  
Mindfulness Group Therapy **Smoking Cessation**  
**Travel Immunisations** Physiotherapist



Special Clinics	Day and Time
CBT	Monday 13:00-18:00
Smoking Cessation	Tuesday 12:00-14:00
Care Planning	Tuesday 14:00-16:00
Telederm	Wednesday 10:00-11:00
Mother and Baby	Wednesday 10:00-12:00

Meet Your GP

Dr Yasmin Razak

MBBS (Imperial, 2003) BSc Pharmacology, DCH, DRCOG, DSFRH, MRCPGP, PG Cert (Med Ed.)

Dr Razak has 25 years of clinical experience, having trained & worked locally in Imperial College and is passionate about delivering good quality care. She holds additional Postgraduate qualifications in Medical Education, Leadership, Maternal & Child Health with further special interests in Long Term Conditions, Health Technology and Practice Development.

She leads on Interprofessional Education for West London, heading the RIPEN training & research hub and tutors the future generations of NHS Doctors for both King's & Imperial College London.

Ethos

At Golborne West Ten GPs, we provide an **easy access** and personal service, with **innovative** solutions to meet our community's needs. As a **lead training practice**, we invest heavily in our staff and services to ensure we provide the highest quality NHS care, putting our patients at the centre of everything that we do.

**Trusted to be caring, proactive** and driven to work in partnership, with award winning outcomes, delivering brilliance in healthcare for all.

Primary Care Networks (PCNs)

GP surgeries now work in collaborations called PCNs; Our PCN is the award winning Neohealth. This allows us to work with patients more closely and develop local services to meet the needs closer to home. Working this way has brought in new specialist team members which has provided more support for patients as well as assisting the nurses and doctors.

