

Your voice matters

Tell us what works well, what could be better, or if something has gone wrong. Feedback helps us improve care for everyone.

Speak up safely

You can raise a concern or complaint verbally or in writing to any member of staff. Your care will not be affected because you complain.

Practice complaints

Ask reception for our complaints procedure or contact the Practice Manager via MWH.practice@nhs.net.

Independent / commissioner route

For Ealing and Hounslow, NHS West and North London ICB can receive primary care complaints:

- Email: nhsnwl.complaints@nhs.net
- Telephone: 020 3350 4141

If you remain dissatisfied after the NHS complaints process, you can contact the Parliamentary and Health Service Ombudsman: 0345 015 4033 • ombudsman.org.uk

OUR COMMITMENT

Privacy, dignity & respect

We will treat you with kindness, compassion and respect; protect your privacy; listen to your preferences; and support you to take part in decisions about your care.

If you need a private conversation at reception, please ask.

Access that works for you

We want everyone to be able to access care in a way that meets their needs.

- Tell us if you need an interpreter or communication support.
- Ask for information in an accessible format.
- Tell us about mobility, sensory, learning disability, neurodiversity or other reasonable-adjustment needs.
- If digital access is difficult, speak to reception — online access is not your only route to care.
- Tell us what matters to you and any preference that may affect your care.

Need extra support?

Please tell reception when you contact us. We will consider reasonable adjustments and record communication needs where appropriate.

OPEN & INCLUSIVE

Registering with us

You can register through our website or QR code. You do not need photographic ID, proof of address, an NHS number or proof of immigration status to register.



Please keep your contact details and communication needs up to date so we can contact you safely.

THE MWH PRACTICE

YOUR CARE • YOUR CHOICE • YOUR VOICE

Patient guide

How to access care, get support, share feedback and understand what you can expect from us.

SOUTHALL

71–73 The Broadway
Southall, Middlesex UB1 1LA
0208 574 7746

HOUNSLOW

1 Vincent Road
Hounslow, Middlesex TW4 7LH
0203 006 7425

8am–7pm Monday–Friday

www.mwhpractice.co.uk

MWH.practice@nhs.net

Patient information • Reviewed September 2026

ACCESS

Getting the right care

GP care

- Call before 10am for GP triage and appointment guidance.
- Use the online consultation form on our website if you prefer.
- Reception and the triaging GP will help direct you to the most appropriate care.

Urgent or emergency?

Life-threatening emergency: call 999 or attend A&E. Urgent medical help that is not life-threatening, including when we are closed: use NHS 111.

Nurse appointments

Call during the day to book. Our nursing team supports long-term condition reviews, dressings and wound checks, vaccinations and cervical screening. We may contact you when reviews are due.

Home visits

If possible, attend the surgery where a wider range of care is available. If you think you need a home visit, contact us before 10am where possible so the clinical team can assess your request.

Please cancel appointments you cannot attend so they can be offered to another patient.

EFFECTIVE CARE

Medicines & staying well

Repeat prescriptions

- Email MWH.practice@nhs.net.
- Ask reception for a repeat prescription request form.
- For some elderly, vulnerable or housebound patients, a pharmacy may be able to request on their behalf.

Telephone requests may be accepted in limited circumstances. Ask reception if you are unsure.

PERSON-CENTRED CARE

Working in partnership

We want you to be involved in decisions about your health.

Please tell us:

- what matters most to you
- your communication or accessibility needs
- if you need support to understand options or make decisions
- if your circumstances change or you are finding it difficult to access care

Continuity matters

Where possible, tell us if continuity with a particular clinician is important to you. We will consider your needs and preferences when arranging care.

SAFETY & DIGNITY

Safe, respectful services

We are committed to a safe and respectful environment. Violence, threats, harassment and discriminatory abuse are not tolerated. Concerns are managed proportionately in line with NHS requirements and practice policy.

PEOPLE WHO SUPPORT YOUR CARE

Our practice team

Doctors

Dr Sandar Cho MBBS MRCP • Dr Nang Myint MBBS MRCP • Dr Nahida Farhood MBChB MRCP DRCOG DFSRH • Dr Jennifer Watson • Dr Gurcharan Salotera • Dr Vinesh Dhir • Dr Amar Deep Mann • Dr Arim Ismail • Dr Nikil Sharma • Dr Zahra Small • Dr Yan Win

Practice nurses

Mrs Ursulita Sito RGN • Mohamed Shirzad RGN

Health care assistants

Ms Nang Sam Hom • Mr Vijay Gupta

GP assistants

Jasmeet Kaur • Camila Torres

Pharmacy team

Balraj Grewal – Clinical Pharmacist • Ramila Mistry – Clinical Pharmacist • Lavlesh Dutt – Pharmacy Technician

Management

Mrs Nisha Diddee – Practice Manager • Aimie Hammond – Project Manager • Mrs Mini Malhotra – Assistant Practice Manager

Reception

Daljeet Kaur • Dheera Sharma • Malini Panyandee • Mandar Shah • Khet Khet • Megha Murthy • Pawanpreet Kaur • Rajveer Kaur • Wut Yee Yamin

OUR SERVICE PROMISE

What you can expect

- Kindness, empathy, privacy and dignity.
- Care that considers your individual needs and preferences.
- Fair access and support to reduce barriers and inequalities.
- Accurate information in a way you can understand.
- Listening to feedback and learning when things go wrong.
- A culture of safety, improvement and partnership working.

For current service information, policies and updates, visit www.mwhpractice.co.uk or contact reception.