

How you make a complaint

We are writing to let you know that from 1 July 2023, the way members of the public make a complaint about primary care services to the commissioner is changing.

By primary care services we mean GPs, dentists, opticians or pharmacy services. There are two ways members of the public can make a complaint:

Cedar Brook Practice

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can occasionally go wrong, resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly and amicably, as possible.

You may complain in the following ways:

1. "Speak" to someone at the Practice
2. Collect and complete a practice complaint form from reception.
3. Write to the Practice Manager

Or

- You can complain to the commissioner of the service: this is the organisation that paid for the service or care you received.

After 1 July 2023, if a member of the public would want to make a complaint about primary care services to the commissioner, they will now need to contact NHS North West London instead of NHS England.

They will need to do this by:

- Telephone: 020 3350 4567 (This is an automated service. Please leave a message requesting a call back).
- E-mail: nhsnwl.complaints@nhs.net
- Writing to us at: Complaints Manager, NHS North West London, 15 Marylebone Road, London NW1 5JD