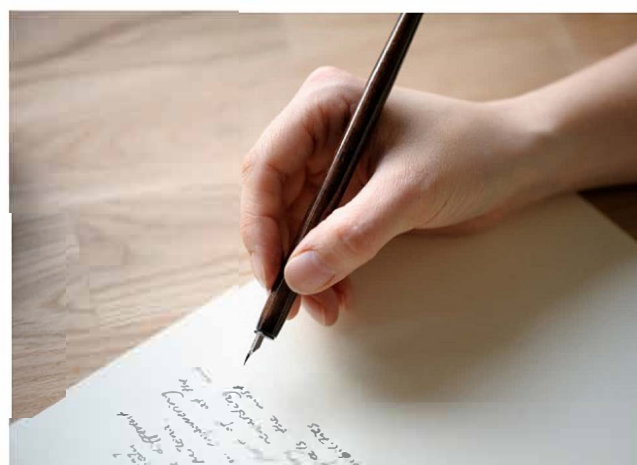


Primary care complaints

From **1 July 2023**, if you want to make a complaint about primary care services (such as GPs, dentists, opticians or pharmacy services) you will need to contact NHS North West London instead of NHS England.



You can 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

You may find complaints are resolved quicker if you contact the healthcare provider directly. Therefore, in the first instance, you may wish to complain directly to the provider – this does not change on the 1 July 2023.

Find out more at **www.nwlondonicb.nhs.uk/complaints**.