**Newsletter**

**Headstone Lane Medical Centre**

**June 2023**

This is a patient newsletter that will be published on our practice website and sent out via text message to all patients with a mobile number recorded at the surgery. The aim of the newsletter is to update our patients on changes to how the surgery is operating and the current situation in the NHS.

Medical Student

The surgery will be hosting a medical student during June and August 2023.

Recording Patient who ‘Did Not Attend’ Appointments  
  
**Unfortunately we have noticed an increase in the number of patients calling the surgery a very short time before their appointment to cancel it. Because of the short notice, the practice is unable to offer that appointment to another patient and clinical time is wasted.**

**If a patient calls to cancel their appointment 20 minutes (or less) before their appointment, we will note the cancellation but the appointment will be marked as a ‘Did Not Attend’ due to the short notice given. If there are extenuating circumstances, please inform staff.**

**Making a Complaint**

**From 1st July 2023, the way members of the public make a complaint about primary care services to NHS commissioners is changing.**

**Primary care services include GPs, dentists, opticians or pharmacy services.**

**There are two ways patients can make a complaint:**

* **Patients can raise a complaint with the healthcare provider. This is the organisation where the patient received the NHS service such as those listed above.**
* **Patients can complain to the commissioner of the service. This is the organisation that paid for the service or care the patient received.**

**After 1st July 2023, if patients want to make a complaint about primary care services to the commissioner, they 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](mailto:nhsnwl.complaints@nhs.net)
* Writing to: Complaints Manager, NHS North West London, 15 Marylebone Road, London NW1 5JD

Find out more by visiting [www.nwlondonicb.nhs.uk](https://gbr01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fnhsnorthwestlondoncollaborationofccgs.newsweaver.com%2Ffdn5cnu96k%2Fkm6cz7e8ocn%2Fexternal%3Femail%3Dtrue%26a%3D5%26p%3D11290373%26t%3D3946899&data=05%7C01%7Csaarah.meghji%40nhs.net%7C1f5c15f455cb49b9d8a108db68cb7521%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638218995343111184%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=SWkv8n6Yegyk26oCEf%2BjZ1xlT0eQ8tEo6%2BAmiL80yqg%3D&reserved=0)