

Changes to how you make a complaint about NHS primary care services from 1 July 2023

From 1 July 2023 new changes will be in place to the way members of the public make a complaint about primary care services to the commissioner.

This is for NHS services provided by GPs, dentists, opticians or pharmacy services.

How can I make a complaint?

There are two ways that you can make a complaint:

1. You can complain to the healthcare provider:

this is the organisation where you received the NHS service, for example a GP surgery or dental surgery.

2. You can complain to Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB):

this is the organisation that paid for the service or care you received.

After 1 July 2023, if you want to make a complaint about primary care services to the commissioner you will now contact LLR ICB instead of NHS England.

If you want to make a complaint directly to the provider of the primary care service, you still can – this does **not** change on 1 July 2023.

Contact details for the Leicester, Leicestershire and Rutland Integrated Care Board can be found on the reverse side of this leaflet.

After 1 July 2023 if you want to make a complaint about primary care services to the commissioner you will now contact LLR ICB instead of NHS England.

You can do this by:

Telephone: **0116 295 7572**

Email: llricb-llr.enquiries@nhs.net

In writing:

**Corporate Governance Team
NHS Leicester, Leicestershire and Rutland ICB
Room G30, Pen Lloyd Building
County Hall, Glenfield
Leicester, LE3 8TB**

Members of the public with ongoing complaints received on/after 1 July 2022 will receive a letter from NHS England informing them that the ICB is now handling their complaint with confirmation of their case handler.

Members of the public with any ongoing complaints received before 1 July 2022 will receive a letter from NHS England informing them that their complaint is being retained by NHS England with confirmation of their case handler.

If you have any queries, please contact 0116 295 7572.

Further information is available at www.leicesterleicestershireandrutlandicb.nhs.uk

Or scan the below QR code.

