

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.**

There are two ways you can make a complaint:

- **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.
- **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.

Find out more: www.leicesterleicestershireandrutlandicb.nhs.uk or scan the below QR code. If you need to speak to someone call: 0116 295 7572.

