

Primary care complaints transfer – copy for provider websites

Please update your websites with the below copy ahead of 1 July.

How you make a complaint about primary care services is changing on 1 July 2023

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 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.

Or

o 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 you want to make a complaint about primary care services to the commissioner you will need to contact North Central London Integrated Care Board instead of NHS England.

You can do this by:

Telephone: 020 3198 9743

E-mail: nclicb.complaints@nhs.net

Post: North Central London Integrated Care Board

Complaints Team

Laycock PDC

Laycock Street

London

N1 1TH

If you have a formal complaint to make, it is always advisable to try and resolve an issue directly with the provider in the first instance.

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 england.contactus@nhs.net

You have the right to make a complaint about any aspect of NHS care, treatment or service, and this is written into the [NHS Constitution on GOV.UK](#).

[Find out more about how to feedback or make a complaint about an NHS service.](#)