

Frequently Asked Questions

1. What is the current process for making primary care complaints and how will that change 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. Rather than contacting NHS England, they will contact their local integrated care board (ICB). The public can still complain directly to the provider (GP, dentist etc) - this is not changing.

2. What date will ICBs start to handle primary care complaints?

Operational responsibility for the complaints function will move to ICBs on 1 July 2023.

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.

3. Where can you find information about how to make a complaint about a primary care service?

There are many organisations that will help signpost people to information about how to provide feedback or make a complaint about healthcare services. These are some of the main ones.

- The LLR ICB [website](#)
- The NHS [website](#)
- [Gov.uk](#)

4. Does the delegation of the primary care complaints function from NHS England to ICBs on 1 July 2023 include all primary care services?

In the main, yes. There are some specialised services, such as Health and Justice, where the care provided by a GP in a prison setting is still commissioned directly by NHS England and therefore NHS England would still manage these complaints.

5. Where should information be available in each ICB area about how to make a complaint about a primary care service?

This information is available on the LLR ICB 'Contact us' section of the [website](#).