

## 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?**

It is available on our [website](#).