

## How to 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 (GPs, dentists, opticians or pharmacy services) is changing.

After 1 July 2023 members of the public who want to make a complaint about primary care services to the commissioner should contact Northamptonshire Integrated Care Board instead of NHS England.

They can do this by:

Telephone: 01604 476777

E-mail: [northantsicb.patientexperience@nhs.net](mailto:northantsicb.patientexperience@nhs.net)

Writing to: Patient Experience Team, Francis Crick House, Summerhouse Road, Moulton Park, Northampton, NN3 6BF

Patients who want to make a complaint directly to the provider of the primary care service, can still do this – that does **not** change on the 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.

For further information please visit the [Northamptonshire ICB website](#)