

**Website copy for LLR primary care providers**

**Changes to how you make a complaint about primary care from 1 July 2023**

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](#).

From 1 July 2023 new changes have been introduced to the way members of the public make a complaint about primary care services to the commissioner.

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.
- 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.

You can do this by:

Telephone: 0116 295 7572

Email: [llricb-llr.enquiries@nhs.net](mailto:llricb-llr.enquiries@nhs.net)

Writing to us at:

Corporate Governance Team  
NHS Leicester, Leicestershire and Rutland Integrated Care Board (ICB)  
Room G30, Pen Lloyd Building  
County Hall, Glenfield  
Leicester, LE3 8TB

If you want to make a complaint directly to the provider of the primary care service, you still can – that does **not** change on the 1 July 2023.



## Leicester, Leicestershire and Rutland

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 0116 295 7572.

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