



Important message



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

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

From 1 July 2023 the way you make a complaint about primary care services to the commissioner 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 your GP surgery or dental surgery.
- 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 now contact the Black Country Integrated Care Board instead of NHS England.

You can do this by: **Telephone:** 0300 0120 281 **Email:** bcicb.time2talk@nhs.net

Writing to us at: Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH

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.

Please see the Black Country ICB Compliments, concerns and complaints leaflet [here](#).

Ongoing complaints

If you have an ongoing complaint placed on or after 1 July 2022, you will receive a letter from NHS England informing you that the Black Country ICB is now handling your complaint, this will include confirmation of your case handler.

If you have an ongoing complaint placed before 1 July 2022, you will receive a letter from NHS England informing you that your complaint is being retained by NHS England, this will include confirmation of your case handler.

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