**How patients' make a complaint about primary care services is changing on 1 July 2023**

Patients 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.](https://www.gov.uk/government/publications/the-nhs-constitution-for-england)

From 1 July 2023 the way members of the public make a complaint about primary care services to the commissioner is changing.

There are two ways to make a complaint:

* Members of the public can complain to the healthcare provider: this is the organisation where they received the NHS service, for example a GP surgery or dental surgery.

* Members of the public can complain to the commissioner of the service: this is the organisation that paid for the service or care received.

After 1 July 2023 if members of the public want to make a complaint about primary care services to the commissioner, they will now contact Mid and South Essex integrated care board instead of NHS England.

The contact details are as follows:

* Telephone: 01268 594444
* E-mail: [Mseicb.complaints@nhs.net](mailto:Mseicb.complaints@nhs.net)
* Writing to us at: Mid and South Essex Integrated Care System · Phoenix House, Christopher Martin Road, Basildon, Essex, SS14 3HG

If members of the public 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.

Members of the public with ongoing complaints received on/after 1 July 2023 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 2023 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 [Mseicb.complaints@nhs.net](mailto:Mseicb.complaints@nhs.net).

[Find out more about how to feedback or make a complaint about an NHS service](https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/)

Important announcement

**Properties**

Area

Basildon & Brentwood

Castle Point & Rochford

Mid Essex

Southend

Thurrock

Action

Yes