

White Rose House
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Monday, 26 June 2023

Via email

To:

- Local ICB Primary Care Leads
- Local Dental Committee (Chair)
- Pharmaceutical, general ophthalmic and dental services colleagues (via the Chairs)
- West Yorkshire System Leadership Executive Group, including Place-leads and local Place Committee Chairs, Council CEOs, for sharing with Health and Wellbeing Board Chairs and Council Leaders
- NHS West Yorkshire Integrated Care Board
- West Yorkshire Partnership Board
- West Yorkshire Community Provider Collaborative
- West Yorkshire Clinical and Care Professional Forum
- West Yorkshire Programme Leads
- West Yorkshire ICB Contact Teams (complaints)
- Healthwatch CEOs.

Cc: All West Yorkshire GP practices (*via local ICB communication colleagues please*)

Dear colleagues

Update: NHS West Yorkshire Integrated Care Board, Primary Care Complaints Function from the 1 July 2023.

Following our letter of 18 May 2023, we wanted to share with you further details about the arrangements being put in place in preparation for the transfer of primary care service complaints to the NHS West Yorkshire Integrated Care Board (ICB) on 1 July 2023.

The ICB is delighted to welcome three colleagues from NHS England regional Primary Care Complaints team (Robert Myers, Rebecca Shaw, and Harold Kolawole) who will join the Corporate Affairs Directorate.

The team will be responsible for receiving the following.



- All new complaints relating to primary care services, where the member of the public does not feel comfortable or believes it is inappropriate to raise their complaint directly with their primary care provider and
- Those open complaints were raised with NHS England between 1 July 2022 and 30 June 2023.

The team can be contacted via our new central complaints inbox and telephone number which are detailed at the end of the letter in the frequently asked questions.

The team will be available Monday to Friday between 9-5 pm. Out with these hours, callers will be invited to leave a short voice message asking the team to either call them back or contact them via email.

We are also sharing with you the following additional information, which we hope will be of interest and help to you when communicating with members of the public and staff.

- Several frequently asked questions providing an overview of the changes, including how to get in touch with the ICB by telephone, email or by letter. This information will also be available on our [NHS West Yorkshire Integrated Care Board website](#).
- Short Paragraph which could be included in practice complaints policies.

If you have any queries or questions, please don't hesitate to contact, Kim Kingan, Interim Governance Lead at kim.kingan1@nhs.net.

Yours sincerely

Laura Ellis

Laura Ellis
Director of Corporate Affairs
NHS West Yorkshire Integrated Care Board



Transfer of primary care complaints to NHS West Yorkshire Integrated Care Board

Frequently asked questions

What date will West Yorkshire ICB start to handle primary care complaints?

From 1st July 2023, the responsibility for handling primary care complaints will move to the ICB.

How will the process for making primary care complaints change?

Many people regularly visit local primary care providers such as their doctor, dentist, optician, or pharmacy and have a positive experience. If you encounter any problems, you should always speak with a senior staff member, from whom you received treatment, advice, or care to give them the chance to address the issue promptly. This option has **NOT** changed.

However, if you do not feel comfortable or believe it is inappropriate to raise your complaint directly with your primary care provider, you must now contact the West Yorkshire Integrated Care Board (ICB) instead of NHS England. Please contact us by:

✉ **Email:** wycb.complaints@nhs.net

☎ **Telephone:** 01924 552 150

📄 **In writing:** Complaints Team, West Yorkshire Integrated Care Board, White Rose House West Parade, Wakefield WF1 1LT

🕒 **Monday to Friday 9 to 5 p.m.** excluding bank holidays.

Out of hours: Please leave a voice message about the best time to contact you to discuss the details.

Does the delegation of the primary care complaints function from NHS England to the ICB include all primary care services?

It includes most primary care services. However, there are certain services, such as Health and Justice, where GPs are directly commissioned by NHS England to provide care in prisons. Any complaints related to these services will continue to be handled by NHS England.

Where can I find information about how to make a complaint about a primary care service?

All our primary care providers (GPs, Dentists, Opticians and Pharmacies) have mechanisms for collecting feedback from their patients. You can express your opinions, voice your concerns, or file complaints through these systems. They are prominently displayed within their facilities and on their official websites.



Many organisations, including the ICB, will help signpost you to information about how to provide feedback about healthcare services. These are the main ones.

- West Yorkshire ICB [Website](#)
- [Healthwatch](#)
- The NHS [website](#)
- [Gov. uk](#)

You can also access useful information on the websites of VCSE organisations, health charities, and your local member of parliament (MP).

I have raised a complaint with NHS England. Will the staff handling my complaint manage it through to the end or will it be taken over by someone new as part of the new arrangements?

Our top priority is to ensure that the complaints process is smooth and hassle-free for you. To achieve this, some of the NHS England regional complaints team will be moving to West Yorkshire ICB. No need to worry about repeating or resending any information you may have submitted earlier, as your complaint details will be transferred to the ICB team.

In recent months, NHS England will have let you know that the West Yorkshire ICB will be responsible for addressing any complaints you raised with NHS England after July 1, 2022. The case handler assigned to your case will remain unchanged.

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Text which Practices may wish to consider including in their policies

Complaints made directly to the NHS West Yorkshire Integrated Care Board

We hope that you will use our Practice Complaints Procedure if you are unhappy. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve the services we provide. We hope that most problems can be sorted out easily and quickly when they arise.

However, if you feel uncomfortable raising your concerns or complaint directly with us or if you believe this is not appropriate, you can raise your complaint with the ICB who commission and pay for the NHS services you use at:

✉ **Email:** at wycb.complaints@nhs.net

☎ **Telephone:** 01924 552150

📄 **In writing:** West Yorkshire Integrated Care Board Complaints Team, White Rose House West Parade, Wakefield WF1 1LT



🕒 **Monday to Friday 9 to 5 p.m.** The ICB is closed on bank holidays.

Please note: If you have raised your concerns or complaint with us already, the West Yorkshire ICB will not be able to reconsider the same concerns.

You can find more information on how to make a complaint to the ICB on their website:
<https://www.westyorkshire.icb.nhs.uk/contact/comments-concerns-compliments>.

ENDS

