

Sackville House
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Website: www.sussex.ics.nhs.uk

27 December 2024

NHS Community pharmacy, optometry and dental complaints will cease to be hosted by NHS Frimley Integrated Care Board (ICB) on behalf of all ICBs across the South East.

From 6 January 2025, for the South East region, NHS Frimley ICB/South East Complaints Hub (SECH) will no longer host the pharmacy, optometry, dental complaints team who have worked on NHS Sussex primary care complaints since July 2023.

What does this mean for the way pharmacy, optometry and dental complaints in NHS Sussex?

NHS Sussex is responsible for improving services within its geography. The NHS Sussex complaints team have the skills and experience to help design an effective operating models for complaints handling, whilst adhering to the NHS Complaints Regulations 2009.

What does this mean for the way people make complaints?

There are two ways people can make a complaint about GPs, dentists, opticians or pharmacies:

- They can complain directly to the healthcare provider: this is the organisation where they received the NHS service, for example a GP practice, a dental practice, a community pharmacy or an optometry practice or
- They can complain to the commissioner of the service: this is the organisation that paid for the service or care they received, in this instance NHS Sussex.

After 6 January 2025 if people want to make a complaint about primary care services to the commissioner, the way to do this is changing. Rather than contacting NHS Frimley (SECH), people will contact the NHS Sussex Complaints team via new contact details below:

- Phone: 0300 140 9854 (excluding weekends and bank holidays)
- Email: sxicb.complaints@nhs.net
- Post: NHS Sussex, Sackville House, Brooks Close, Lewes BN7 2FZ

Each complaint that is received will receive an acknowledgement within 3 working days.

Members of the public with ongoing complaints received by NHS Frimley/SECH prior to 6 January 2025 will receive a letter from NHS Frimley/SECH, informing them that the Complaints team based in NHS Sussex, will now be handling their complaint.

Members of the public will still be able to make a complaint to the provider. This is **NOT** changing.

Responsibilities of the NHS Sussex Complaints team

The NHS Sussex complaints team are experienced complaints resolution handlers providing a comprehensive service for patients and carers. The team will work to provide local analysis to support the commissioning of health service improvements.

By giving NHS Sussex responsibility for Primary Care complaints, NHS Sussex will be able to design services that better meet local priorities.

If you are currently working on an investigation that is due to be completed and sent to SECH

Please send the investigation back to NHS Sussex at the following email address, so as not to breach any information governance guidelines from 6 January 2024:

- Email: sxicb.complaints@nhs.net