

## Complaints Procedure

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 the way members of the public make a complaint about primary care services to the commissioner is 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 directly.
- 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 NHS Cheshire and Merseyside Integrated Care Board, instead of NHS England.

You can do this by:

- Telephone: 0800 132 996
- E-mail: [enquiries@cheshireandmerseyside.nhs.uk](mailto:enquiries@cheshireandmerseyside.nhs.uk)
- Writing to us at: Patient Experience Team, No 1 Lakeside, 920 Centre Park Square, Warrington, WA11QY.

**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.**

Members of the public with ongoing complaints received on/after 1 July 2022 will receive a letter from NHS England informing them that NHS Cheshire and Merseyside 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.

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

To complain directly to Riverside Surgery, please complete the [Complaints Procedure Document](#).