

18/02/2026

NN-ICB/26-1484

Dear Requestor

**Re: Freedom of Information Request**

Thank you for your request for information, received on 23 January 2026, regarding complaints about primary care service providers. We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA).

Under the FOIA, public authorities like ours are required to respond to requests for information within 20 working days. In response to your request, I can confirm that we do hold the information requested.

**Please find below our response to your request:**

1. The total number of complaints received by the ICB from patients about primary care service providers in the years 2023, 2024 and 2025.

January-December 2023: **417**;

January-December 2024: **657**;

January-December 2025: **694**.

2. The total number of complaints about primary care service providers investigated by the ICB under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 in the years 2023, 2024 and 2025

January-December 2023: **57**;

January-December 2024: **60** (1 complaint is ongoing and under investigation);

January-December 2025: **146** (91 complaints are ongoing and under investigation).

3. The total number of complaints to the ICB about primary care service providers in the years 2023, 2024 and 2025 when the ICB rejected the complaint on the grounds that the service provider had already carried out an investigation under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. Please make clear whether the numbers provided in response to this request are included or not in the answers to request 2.

January-December 2023: **35** that the service provider was already investigating or had previously investigated when the complainant contacted the ICB;

January-December 2024: **50** that the service provider was already investigating or had previously investigated when the complainant contacted the ICB;

January-December 2025: **40** that the service provider was already investigating or had previously investigated when the complainant contacted the ICB.

These numbers are not included in the response to Question 2.

4. The number of the complaints identified in request 3 above in which the complainant reported that they had not been informed by the primary care service provider that they could make their complaint to either the primary care service provider or the ICB, but not both and/or had no right of appeal to the ICB.

January-December 2023: **0**;

January-December 2024: **0**;

January-December 2025: **0**.

5. When the ICB rejects complaints on the grounds that the complaints have already been investigated by the primary care service provider, is it the ICB's practice to ask patients whether the primary care service provider informed patients of their right to make their complaint to the ICB?

No.

6. In overseeing that primary care service providers have robust processes in place to manage complaints and concerns, does the ICB:

- a) Check the websites of primary care service providers for information about the complaints procedures?

Practice websites are reviewed on a quarterly basis to ensure that appropriate complaints information is available to enable patients to raise a complaint. As part of this review, checks are undertaken to confirm that both practice-level and commissioner-level complaints information is provided, should a patient prefer not to complaint directly to the provider.

- b) Examine the complaints procedure documents of primary care service providers?

As part of the ICB's Governance Review process, practices are required to confirm that they have robust complaints processes in place, including the availability of complaints leaflets. Practices are also asked to confirm that complaints are discussed and formally minuted at staff meetings, that learning is shared, and that actions taken are documented. Complaint responses are expected to reference the Parliamentary and Health Service Ombudsman (PHSO). Further assurance is provided through Care Quality Commission (CQC) inspections.

- c) Ensure that there are complaints leaflets in the waiting rooms of primary care service providers?

Practices are required to make complaints information available on their websites and to provide patients with a written copy of complaints information upon request.

- d) Ensure that there are posters on the walls of waiting rooms of primary care service providers informing them of their right to complaint and how to do this?

Practices are required to make complaints information available on their websites and to provide written information to patients on request.

- e) Take any other steps to oversee service providers management of complaints? If so please state what they are.

A quarterly Patient Experience Report is presented to quality meetings. This report details all complaints processed by the ICB and the Customer Contact Centre. Complaints data are reviewed to identify themes, trends, and any potential outliers among practices that may require additional support or intervention.

- f) Give any advice to primary care service providers as to what they have to do to ensure that their management of complaints is robust? Please provide a copy of one such document or communication.

As outlined in response to question 6(b), practices are supported through the Governance Review process. In addition, practices have been provided with commissioner complaints information for inclusion alongside their own complaints materials.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) has an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Director of Corporate Affairs via [lucy.branson@nhs.net](mailto:lucy.branson@nhs.net) or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>.

Complaints to the Information Commissioner's Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via <https://ico.org.uk/concerns/>.

Yours sincerely

Freedom of Information (FOI) Officer on behalf of NHS Nottingham and Nottinghamshire Integrated Care Board [nnicb-nn.foi@nhs.net](mailto:nnicb-nn.foi@nhs.net)

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via [nnicb-nn.foi@nhs.net](mailto:nnicb-nn.foi@nhs.net). All requests for re-use will be responded to within 20 working days of receipt.