

01/05/2026

NN-ICB/26-1567

Dear Requestor

**Re: Freedom of Information Request**

Thank you for your request for information, received on 7 April 2026, regarding complaints made against GP practices. 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. However, please note that some of the information you requested has been withheld. Under the FOIA, certain exemptions may apply to protect sensitive information.

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

1. How many complaints about GP practices that the ICB received.

Please see the table below for the numbers of complaints the ICB has received about GP practices since the Nottingham and Nottinghamshire Integrated Care Board came into existence on 1 July 2022.

|                                        | 2025 | 2024 | 2023 | 2022 |
|----------------------------------------|------|------|------|------|
| Complaints received about GP practices | 595  | 537  | 327  | 62   |

Please Note: With effect from 1 July 2023, Integrated Care Boards (ICBs) in England took over responsibility for handling complaints about primary care services (GPs, dentists, pharmacists, opticians) from NHS England. Patients can now complain directly to the GP practice or to their local ICB, rather than to NHS England.

2. How many complaints were received about each GP practice in the ICB in 2025.

The ICB holds information on complaints relating to GP practices within its area. However, the ICB does not disclose the number of complaints received per named GP practice.

This is because disclosure of complaint volumes at individual practice level would be likely to result in the identification of complainants, either directly or indirectly, particularly where the numbers involved are low. This risk is increased when the information is combined with other data reasonably available to members of the public.

Complaints about GP services are inherently linked to the provision of health care and therefore relate to special category personal data. Disclosure of this information would be unfair and would contravene the data protection principles set out in the Data Protection Act 2018 and UK GDPR.

The information is therefore exempt from disclosure under section 40(2) of the Freedom of Information Act 2000.

This exemption is absolute and does not require the application of a public interest test.

However, we can advise a distribution summary of the GP practices, as follows:

- 84 practices received 1-5 complaints;
- 38 practices received 6 or more complaints;
- 5 complaints were made about GP Practices out of area i.e. not linked to a GP Practice in the Nottinghamshire system;
- 47 complaints were made about GP Practices where the Practice name has not been specified by the complainant. These scenarios involve incomplete, anonymous, or abandoned complaints.

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 Governance and Assurance 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.