

SOUTHEASTOPTOMETRY (NHS FRIMLEY ICB - D4U1Y)

<frimleyicb.southeastoptometry@nhs.net>

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To: SOUTHEASTOPTOMETRY (NHS FRIMLEY ICB - D4U1Y) <frimleyicb.southeastoptometry@nhs.net>

Dear Colleagues,

As you will be aware, there are two ways people can make a complaint about GPs, dentists, optometry practices or pharmacies:

- They can complain 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 the South East, complaints made to the commissioner are managed by the South East Complaints Hub which is hosted by NHS Frimley ICB and works on behalf of the ICBs in the South East.

The postal address for the South East Complaints hub has recently changed to:

South East Complaints Hub
NHS Frimley Integrated Care Board
King Edward VII Hospital
St Leonards Road
Windsor
SL4 3DP

The phone number and email address remain the same:

Phone number: 0300 561 0290

Email address: Frimleyicb.southeastcomplaints@nhs.net

Please can you update the information you have for patients about how to make a complaint.

Kind regards,

South East Pharmacy Optometry and Dentistry Commissioning Hub

Hosted by NHS Frimley ICB

Working on behalf of all Integrated Care Boards (ICB)s across the South East Region:

Buckinghamshire, Oxfordshire & Berkshire West, Frimley, Hampshire & Isle of Wight, Kent & Medway, Surrey
Heartlands
and Sussex