**Making a Concern or Complaint Form**

Thank you for your email to the South East Complaints Team. Please read the following information carefully.

We work on behalf of the Integrated Care Boards (ICBs) across the South East Region: Buckinghamshire, Oxfordshire & Berkshire West, Frimley, Hampshire & Isle of Wight, Kent & Medway, Surrey Heartlands, Sussex.

Our team can help you with concerns and complaints about the following primary care services; GP practices, NHS Dental services, NHS Pharmacy services and NHS Optometry services commissioned by the ICBs we work on behalf of.

If your concern or complaint is about any service other than those listed above, please contact your provider of service directly. For example, we cannot help with complaints about hospitals, mental health services or private dentistry.

To help us take your concern or complaint forwards, we need some additional information. Could you answer the following questions as fully as you can. Please add your answers below and return the form (address below) to us:

|  |  |
| --- | --- |
| **Question** | **Answer** |
| If your complaint is about a GP practice, please confirm the patient’s registered GP practice.  Name  Address  Postcode |  |
| What area are you from? |  |
| If your complaint is about NHS Dental, NHS Pharmacy or NHS Optometry services, please confirm the name and address of the organisation where the patient received their care or service. |  |
| Your name, email address and contact telephone number AND those of the person that you may be complaining for; including their date of birth and their NHS number (if known). |  |
| If emailing on behalf of another person, your relationship to the patient |  |
| Is the patient aware of your contact with us. |  |
| A summary of what has happened, giving dates where possible. |  |
| Please tell us why you are complaining (please provide a list if that is easier) |  |
| What questions would you like answered in relation to your complaint? |  |
| What you would like to happen as a result of your complaint, or this is just for information?  If for information only, no response will be provided. |  |

Thank you for taking the time to complete this form.

Please return this form to Twinseyecare@gmail.com and we will then send this to the correct ICB

The team will make contact with you unless for information only however we are receiving a high volume of emails and calls, therefore this make take up to 5 working days.