

GP practice:
Address

Gateway Reference: **07806**
SCCI Reference: BAAS Pending

Dear Practice Manager,

Date 27 March 2018

Important action required: 2017/ 18 NHS complaints data return: KO41b

As you will be aware, the NHS has a statutory responsibility to collect service wide information on patient complaints so trends can be identified and we can demonstrate that the service is being responsive to patient feedback. It is a statutory and contractual requirement for primary care providers to declare brief details of complaints associated with their NHS care by submitting a K041b return.

This information monitors written complaints by service area and type received by the NHS each year. No personal information (information from which patients or others can be identified) is required. Guidance notes for completing the return has been made available on the NHS Digital website.

<http://content.digital.nhs.uk/datacollections/ko41b>. Should you have any queries relating to the categorisation of complaints you have received during the year, please contact NHS Digital at enquiries@nhsdigital.nhs.uk.

What happens next?

In preparation for making the return, it is important the individuals who are making the submission are registered with the NHS England Primary Care Webtool www.primarycare.nhs.uk.

Staff who have previously submitted the annual practice declaration through the Primary Care Webtool will automatically have the necessary permissions. If you are a new practice manager and require access, please register to use the webtool in advance by using this link <https://www.primarycare.nhs.uk/register.aspx>

After registering, please then contact your commissioner to request permission to view/edit and submit your K041b. The collection period for 2017/18 will run between Tuesday 8th May and Friday 8th June at 17:00. Please note the KO41b complaints form will only be visible and available to complete during the collection period.

Yours sincerely



Dr. David Geddes
Director of primary care commissioning, NHS England