East Midlands Primary Care Contracting Team

County Hall

Leicester Road

Leicester

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[england.eastmidspharmacy@nhs.net](../../../Appeals/-%20Representations%20templates/England.eastmidspharmacy@nhs.net)

28 March 2025

**To all Community Pharmacies in the East Midlands**

Dear Colleague

**Pharmacy contract monitoring – Submission of evidence for Financial Year 2024-2025**

**Complaints Report**

The Clinical Governance Framework requires all pharmacy contractors to have in place arrangements, which comply with the requirements of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, for the handling and consideration of any complaints made on or after 1 April 2009.

An ‘annual report’ about complaints must be published and made available to anyone who requests it.

A copy of the report must also be sent to The East Midlands Primary Care Team (EMPCT) [england.eastmidspharmacy@nhs.net](mailto:england.eastmidspharmacy@nhs.net) . A summary of complaints received by the pharmacy should be submitted, even if ‘zero’ complaints have been received. If your Head Office (if applicable) retains this information, please instruct them to provide this information to East Midlands Primary Care Team. More information and a copy of the complaints recording template can be found at [NHS complaints procedure - Community Pharmacy England](https://cpe.org.uk/quality-and-regulations/clinical-governance/complaints/) under the annual reports section.

A template for completion of the complaints report and a link to the Community Pharmacy England Complaints Page is included in the table below. This table also includes a link to our generic inbox where the complaints report will need to be sent.

When sending the document could you please put your ODS Code and full name and address of the pharmacy so that this can be directed to the correct team.

The evidence must be submitted to the EMPCT [england.eastmidspharmacy@nhs.net](mailto:england.eastmidspharmacy@nhs.net) by 30 April 2025.

If you require any further help or guidance, please contact our Business Support Team at [england.eastmidspharmacy@nhs.net](mailto:england.eastmidspharmacy@nhs.net)

**Useful Documents and links**

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| Document Name | Attachment |
| Complaints Summary Sheet |  |
| PSNC Complaints page | [NHS complaints procedure - Community Pharmacy England](https://cpe.org.uk/quality-and-regulations/clinical-governance/complaints/) |
| Email address for queries | [England.eastmidspharmacy@nhs.net](../Archive/2022-2023/England.eastmidspharmacy@nhs.net) |