

**PRIMARY CARE COMPLAINTS CONTACT INFORMATION
FROM 1ST JULY 2023**



The way we can complain about primary care is changing from 1st July 2023. Please direct all patients to the relevant locality of where their practice is situated.

Local area feedback and complaints
For all other advice or complaints, please contact your local area feedback and complaints team:

Please note that NHS GM Integrated Care cannot deal with any complaints which are already being or have already been dealt with by the provider directly.

Bolton

Governance and Safety,
Bolton – NHS GM,
Lever Chambers
27 Ashburner Street
Bolton, BL1 1SQ

Email:

gmicb-bol.pals@nhs.net

Call:

01204 462 022
01204 462 023

Bury

For informal enquiries, please contact our Patient Advice and Liaison Service team for advice, support and information, on **0161 253 5959** (8.45am until 5pm Monday to Friday, excluding bank holidays)

Complaints,
Bury – NHS GM,
Townside Primary Care Centre,
1 Knowsley Place,
Knowsley Street,
Bury, BL9 0SN

Email:

gmicb-bu.burypatientservices@nhs.net

Call:

0161 271 3110 for complaints
0161 253 5959 for informal patient advice, support and information

Heywood, Middleton and Rochdale

Patient Services
Heywood, Middleton and Rochdale – NHS GM,
PO Box 100,
Rochdale, OL16 9NP

Email:

gmicb-hmr.complaints@nhs.net

Call:

01706 672 549

Manchester

Complaints,
Manchester – NHS GM,
Manchester Feedback and Complaints Service
PO Box 532
Town Hall
Manchester, M60 2LA

Email:

nhscomplaints@manchester.gov.uk

Call:

0161 953 8388

Oldham

Complaints,
Oldham – NHS GM,
Civic Centre
West Street
Oldham, OL1 1UT

Email:

gmicb-old.customercare@nhs.net

Call:

07966 746 117

Salford

Salford Patient Services – NHS GM,
Civic Centre
Chorley Road
Swinton, M27 5AW

Email:

gmicb-sal.patientservices@nhs.net

Call:

0161 779 8800

Stockport

Complaints,
Stockport – NHS GM,
1st Floor, Stopford House
Piccadilly
Stockport
SK1 3XE

Email:

Gmicb-sto.contactus@nhs.net

Call:

0161 426 9900, Option 1
07393 798 116

Tameside

Complaints,
Tameside – NHS GM,
Headquarters,
Tameside One,
Market Place,
Ashton-under-Lyne,
Tameside, OL6 6BH

Email:

gmicb-tameside.customercare@nhs.net

Call:

0161 342 5500

Trafford

Patient Experience Matters
Trafford – NHS GM,
Trafford Town Hall,
Talbot Road,
Stretford, M32 0TH

Email:

gmicb-tr.patientexperience.trafford@nhs.net

Call:

0161 873 9577 – for complaints

0161 873 9634 – for informal patient advice, support and information

Wigan

Complaints,
Wigan – NHS GM,
Wigan Life Centre,
College Avenue,
Wigan, WN1 1NJ

Email:

gmicb-wb.complaints@nhs.net

Call:

01942 482711