



Londonwide LMCs

The professional voice of London general practice

KO41b returns not mandatory for 2018

The window for practices to complete and submit the 2017/18 NHS complaints data return closed on Friday 8 June. The BMA has previously advised that practices are under no legal obligation to complete and submit the current KO41b return – instead the default obligation is for practices to comply with the 2009 complaints regulations.

Last NHS Digital asked the Department of Health and Social Care to publish a new legal Direction that would provide the necessary legal obligation to complete the KO41b return. This legal direction has not received ministerial approval yet, so does not apply to this collection window, we will advise you if it does receive approval before the 2019 window.