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**Complaint?
Concern?
Compliment?
Question?**



Your Feedback Matters: Our Commitment to Listening and Improving

Mendip Vale Medical Group (MVMG) prides being your family's medical practice.

Our ethos is to provide safe, high performing, effective, sustainable and innovative person-centred medical services. Our team values are:

- We place our patients at the heart of our practice;
- We have a can do attitude;
- We are empowered to perform our role;
- We use our resources in the most appropriate way;
- We take responsibility and accountability for our actions.

For a full list of the services we offer, please visit www.mendipvale.nhs.uk or find us on Facebook and Twitter.

We try to provide a high standard of

care and provision to all our patients, and are continually striving to improve our services. However, we recognise that we do not always get this right and unfortunately, sometimes things do not go as expected or planned, and you may feel the need to raise a concern or complain.

Our complaints handling procedure reflects our commitment to welcoming all forms of feedback, including complaints, and using them to improve services, to address complaints in a person-centred way, and to respect the rights of everyone involved.



Your Complaints, Concerns and Compliments

This guidance aims to help you through the process of giving us feedback, and helps us to 'get it right first time'. We want quicker, simpler and more streamlined complaints handling with local, early resolution by capable, well-trained staff.

Our complaints handling procedure aims to help us to build positive relationships with people who use our services, and rebuild trust when things go wrong. By addressing complaints effectively, by resolving them as early as we can, and learning from them, we hope to improve services for everyone.

We will treat complaints seriously and ensure that complaints, concerns and issues raised by patients, relatives, and carers are properly investigated in an unbiased, non-judgemental, transparent, timely and appropriate manner, by following 5 principles.

Mendip Vale 5 Principles

- 1 **Be open and accountable**
- 2 **Put things right**
- 3 **Be customer focused**
- 4 **Act fairly and proportionately**
- 5 **Seek continuous improvements**



How to complain

If you have a complaint or concern about the service you, or a relative or friend, has received from the practice, we ask that you let us know as soon as possible. Concerns are very often best dealt with when they arise, so we encourage you to explain your concerns.

Anyone can make a complaint. You may do so in writing, in person, by telephone, by email or online, or by having someone complain on your behalf.

If you would like to contact us relating to a complaint, comment or compliment, please contact your local Surgery Manager, by post, email or phone the surgery.

Monks Park Surgery



Surgery Manager

Lucy Roberts



By Post

Monks Park Surgery,
24 Monks Park
Avenue, Horfield,
BS7 0UE



Email Us

bnssg.monksparksurgery@nhs.net



Contact Us

0117 969 3106

Sea Mills Surgery



Surgery Manager

Julie Haines- Woodhouse



By Post

Sea Mills Surgery
2 Riverleaze
Bristol,
BS9 2HL



Email Us

bnssg.seamillssurgery@nhs.net



Contact Us

0117 968 1182

Southmead and Henbury Family Practice



Surgery Manager

Kelly Irwin



By Post

Southmead Health Centre
Ullswater Road,
Southmead,
BS10 6DF



Email Us

bnssg.admin.shfp@nhs.net



Contact Us

0117 950 7150

Coniston Medical Practice



Surgery Manager

Bridget Pearce



By Post

Coniston Medical Practice
The Parade,
Coniston Road,
Patchway,
Bristol,
BS34 5TF



Email Us

bnssg.cmp@nhs.net



Contact Us

0117 969 2508

Langford Surgery



Surgery Manager

Kim McKerron



By Post

Langford Surgery
Pudding Pie Lane,
Langford,
BS40 5EL



Email Us

bnssg.mendipvale.langford@nhs.net



Contact Us

01934 839 820

St Georges Surgery



Surgery Manager

Michelle Wright



By Post

St Georges Surgery
135 Pastures Avenue,
St Georges,
Weston-super-mare,
BS22 7SB



Email Us

bnssg.mendipvale.stgeorges@nhs.net



Contact Us

01934 839 820

Yatton Surgery



Surgery Manager

Nichola Staff



By Post

Yatton Surgery
115 Mendip Road,
Yatton,
BS49 4ER



Email Us

bnssg.mendipvale.yatton@nhs.net



Contact Us

01934 839 820

Sunnyside Surgery



Surgery Manager

Hayley Cameron



By Post

Sunnyside Surgery
4 Sunnyside Road,
Clevedon,
BS21 7TA



Email Us

bnssg.mendipvale.sunnyside@nhs.net



Contact Us

01934 839 820

If you need help making a complaint

We are happy to help you, as we see this as an important part of the service that we offer. However, if you feel you would like help from an independent agency, there are two free services set up by the NHS to help you:

Independent Health Complaints Advisory

They are an independent charity that provides free, independent and confidential advocacy services for health and social care related complaints in North Somerset and Bristol



Email

info@theadvocacypeople.org.uk



Contact

0330 440 9000

For South Gloucestershire:



Email

helpline@voiceability.org



Contact

0300 303 1660

For more information, go to:
www.nbt.nhs.uk/patients-carers/feedback

NHS Complaints Advocacy Service

South West Advocacy Network (SWAN) offers a free and confidential service available to anyone who wants support to make a complaint to the NHS:



Website

swanadvocacy.org.uk



Email

reception@swanadvocacy.org.uk



Contact

03333 447928

Further Information

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we must know that they have given you permission to do so.

Taking a complaint Further

You do have the right to have your case reviewed by the Parliamentary Health Service Ombudsman if you remain

dissatisfied with the way your complaint has been handled. The Ombudsman can carry out independent investigations into complaints about poor treatment, or service provided through the NHS in England. These services are free.



Write to:

Citygate
Mosley Street
Manchester
M2 3HQ



Website

www.ombudsman.org.uk



Contact

0345 015 4033

Acceptable behaviour

We recognise that patients, relatives or carers, are often very worried and anxious, especially if things have not gone right, and this will sometimes make them behave more aggressively than they would normally. However, we do ask that you help our staff help you by remaining calm and considerate throughout this process.