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www.mendipvale.nhs.net



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

Last Reviewed: May 2026
Next Review: May 2027

Mendip Vale Medical Group

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

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's 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 raise a complaint or compliment

If you have a complaint, concern, comment or compliment about the service you, a relative, or a friend has received from the practice, we would like to hear from you as soon as possible. Your feedback is extremely valuable to us and plays an important role in helping us maintain high standards of care, recognise and celebrate good practice, and identify areas where we can improve our services and patient experience.

We welcome all types of feedback — whether you wish to raise a concern, make a suggestion, share a positive experience, or recognise a member of staff who has provided exceptional care or support. Compliments are always appreciated and are shared with our teams to acknowledge the hard work and dedication of our staff.

We understand that sometimes things may not go as expected. Concerns and complaints are often best resolved when they are raised promptly, while events are still fresh and we are able to investigate matters thoroughly. We are committed to listening openly, responding fairly, and working with you to address any issues raised.

Anyone can make a complaint, comment or compliment. This may include patients, relatives, carers, friends, or someone acting on behalf of another person with their consent. Feedback can be provided in writing, in person, by telephone, by email, online, or by asking someone to contact us on your behalf.

If you would like to contact us regarding a complaint, concern, comment or compliment, please speak to or contact your local Surgery Manager using the surgery contact details by post, email or telephone. We will do our best to ensure your feedback is handled sensitively, respectfully, and in a timely manner.



Bristol and South Gloucestershire Surgeries

Sea Mills Surgery

Surgery Manager
Julie Haines- Woodhouse

Email Us
bnssg.mvmg.seamillsurgery@nhs.net

Contact Us
0117 968 1182

By Post
Sea Mills Surgery
2 Riverleaze
Bristol, BS9 2HL

Southmead and Henbury Family Practice

Surgery Manager
Charlotte Griffiths

Email Us
bnssg.mvmg.shfp@nhs.net

Contact Us
0117 950 7150

By Post
Southmead Health Centre
Ullswater Road, Southmead,
BS10 6DF

Monks Park Surgery

Surgery Manager
Lucy Roberts

Email Us
bnssg.mvmg.monksparksurgery@nhs.net

Contact Us
0117 969 3106

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

Coniston Medical Practice

Surgery Manager
Bridget Pearce

Email Us
bnssg.mvmg.conistonsurgery@nhs.net

Contact Us
0117 969 2508

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

North Somerset

Langford Surgery

Surgery Manager
Kim McKerron

Email Us
bnssg.mvmg.langford@nhs.net

Contact Us
01934 839 820

By Post
Langford Surgery
Pudding Pie Lane, Langford,
BS40 5EL

Sunnyside Surgery

Surgery Manager
Hayley Cameron

Email Us
bnssg.mvmg.sunnyside@nhs.net

Contact Us
01934 839 820

By Post
Sunnyside Surgery
4 Sunnyside Road, Clevedon,
BS21 7TA

Yatton Surgery

Surgery Manager
Nichola Staff

Email Us
bnssg.mvmg.yatton@nhs.net

Contact Us
01934 839 820

By Post
Yatton Surgery
115 Mendip Road,
Yatton, BS49 4ER

St Georges Surgery

Surgery Manager
Michelle Wright

Email Us
bnssg.mvmg.stgeorges@nhs.net

Contact Us
01934 839 820

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

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.