



TYNTESFIELD
MEDICAL GROUP

The Complaints Process

Talk to us

Every patient has the right to raise concerns or make a complaint about the treatment or care they have received at Tyntesfield Medical Group. We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Initially ask to speak to a Reception Team Leader if you have a concern and they will assist you where possible. If your complaint requires further investigation or escalation, the Reception Team Leader will make a written record of the complaint and inform the Business Support Manager.

How can I make a complaint?

A complaint can be made verbally or in writing, by letter or email. A complaints form is available in reception.

You can complain via email to bnssg.tmg.complaints@nhs.net.

It is suggested that [PHSO guidance](#) is followed when producing a letter using AI tools.

I want to complain to a third-party

We hope that if you have a problem, you will use our Practice Complaints Procedure. We believe that this will give us the best chance of resolving your complaint and enables us to improve our practice. If you feel you cannot raise your complaint with us, you can request that the Integrated Care Board (ICB) investigates your complaint.

They will contact us on your behalf:

Tel: 0117 9002655 or 0800 0730907 (freephone)
Email: bnssg.customerservice@nhs.net
Post: Customer Service Team
NHS Bristol, North Somerset and South Gloucestershire ICB Floor 2, North Wing
100 Temple Street, Bristol, BS1 6AG

If a data complaint, you may complain directly to the [Information Commissioner's Office](#) about a [data breach](#).

Time frames for complaints

The time constraint for bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you became aware of the matter about which you wish to complain.

You should expect an acknowledgement about the handling of your complaint within 3 working days of receiving your complaint. There is no set time frame for responding as this will depend on the nature and complexity of the complaint.

Investigating Complaints

We will investigate all complaints effectively and in conjunction with extant legislation and guidance. Lengthy, or complex complaints will, by nature take longer to respond to.

Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A note signed by the person concerned will be required unless they are incapable of providing this due to illness or disability, or a third party complaint form is available from reception.

Final response

We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

Advocacy support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- The [Local Council](#) can give advice on local advocacy services
- Other advocates and links can be found on this [PHSO webpage](#)
- [PHSO guidance](#) on using AI when writing a complaint

Further action

If you are dissatisfied with the outcome of your complaint from either [Integrated Care Board \(ICB\)](#) or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON
SW1P 4QP

Citygate, Mosley Street
MANCHESTER
M2 3HQ
Tel: 0345 015 4033
www.ombudsman.org.uk