

Our Story

In 2015, the south Somerset Symphony Programme was created when Yeovil Hospital and key healthcare organisations within south Somerset joined together with a shared goal. The programme was given 'vanguard status' (special project funding from NHS England) and tasked with creating innovative new ways of delivering high quality care to patients.

In particular, the programme aimed to strengthen and support GP practices from the growing pressures of a national GP shortage, increasing patient numbers and the changing needs of patients with multiple, complex long-term health conditions.

One of the key targets of the Symphony programme was to develop different ways of caring for patients and supporting healthcare teams across the system - these were known as 'new models of care'. This new model was responsible for developing and introducing the Health Coaching role into 17 GP Practices across south Somerset as well as developing the 'complex care service' for the top 4% of patients with the most complex health conditions.

In April 2016, the operating company; Symphony Healthcare Services was created as part of the Symphony Programme as a way of enabling struggling GP practices to benefit from the support and expertise of a larger Primary Care organisation whilst staying within the NHS.

About us

Symphony Healthcare Services is a subsidiary of Yeovil Hospital; operated and managed as an 'arms length' General Practice Organisation. It is not privatised healthcare.

The healthcare services that we provide our patients are funded through the same contracts as any other GP Practice. We continue to work closely with NHS England, the local Clinical Commissioning Group, the Local Medical Committee and the Care Quality Commission.

Our Vision

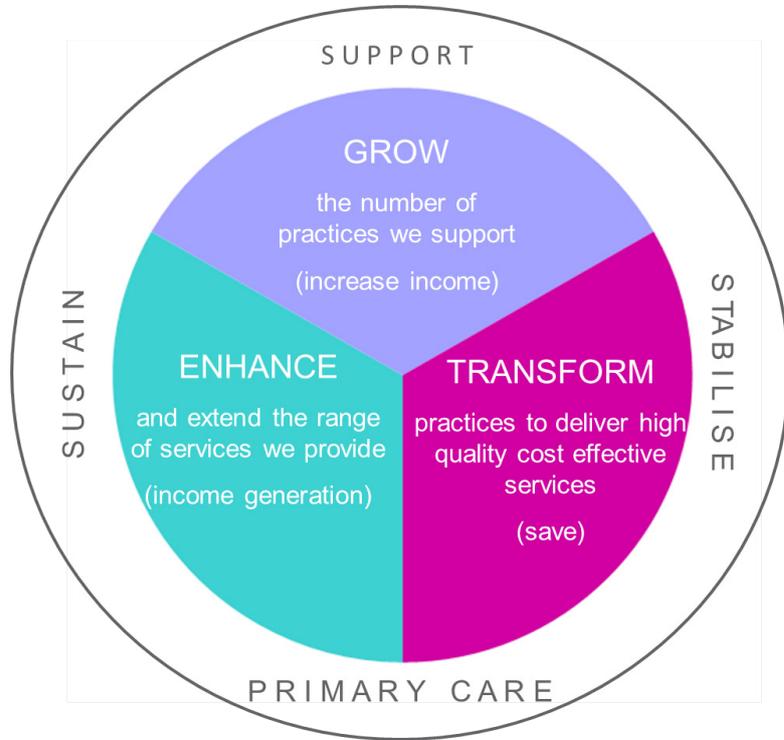
'Working together to enable people to live healthy and independent lives'

Our Aims - Together we are stronger

By building a resilient network of GP Practices, we can help to develop and adapt our current healthcare services to meet the changing needs of our patients. Our GP Clinical leads network are helping to identify new innovative approaches to healthcare that will improve patient choice and experience.

As we continue to develop our 'new models of care' we can develop the healthcare teams who work alongside our GPs - developing new skills and knowledge to help to manage workloads and ensure that our patients can access 'the right care' at 'the right time'

Our Strategy



Our Strengths

Over the last two years, SHS has grown to support over 65,000 patients across nine practice locations. More recently GP Practices have chosen to join SHS as part of a strategic vision for the future and to join colleagues in helping to re-design the way that healthcare can be delivered within Primary Care in the South West.

By creating a strong practice network across our practices, we are able to create greater resilience amongst our wider teams and help to adapt the services that we can offer across SHS.

Our Values

'Working together to enable people to live healthy and independent lives'

PERSON CENTRED

We will develop a seamless and sustainable model of high quality Primary Care fit for the future, that prioritises the needs of our patients.

DATA DRIVEN

We will utilise data and quality improvement techniques to implement effective, patient focused, new care models.

CLINICALLY LED

We will support Primary Care leaders to make General Practice the healthcare career of choice and a key component of our health and social care system.

COLLABORATIVE

We will adopt and promote a collaborative approach to Primary Care and the wider provision of health and social care.

INNOVATIVE

We will preserve the core values of General Practice whilst revolutionising the model of Primary Care provision.

