

Symphony Healthcare Services (SHS) is a company wholly and financially owned by Yeovil District Hospital NHS Foundation Trust. Despite this, SHS has been established as a Primary Care Provider with its founders having clear ambitions of SHS being an organisation at “arms length” from the Trust, led by Primary Care staff, with a central remit to support, develop and strengthen Primary Care in Somerset and the surrounding area.

The intention is for SHS to continue to promote and support the implementation of new models of care, originally developed by the South Somerset Symphony Vanguard Programme, that will ensure Primary Care services remain a key component of healthcare delivery, and that Primary Care has a unified voice that allows it to have significant influence on the commissioning of services in this locality.

The aim of this Charter is to elucidate the ethos under which SHS has been established, in order to ensure that this is enshrined and pervades throughout the organisation, and in order to ensure that SHS continues to operate under this ethos long term.

The following are the principles under which Symphony Healthcare Services has been established:

- SHS is a Primary Care organisation. It will have an organisational structure designed to ensure that it is perceived as a Primary Care organisation, both internally and externally.
- SHS will promote patient centred care, including the preservation of lifelong care and continuity of care where appropriate, the promotion of self-management, and the delivery of care “in the right place, by the right person, at the right time.”
- A core remit of SHS is the sustainability of Primary Care, and SHS will support General Practices, irrespective of whether they are “integrated”, to develop and expand Primary Care Services.
- SHS will develop Primary Care services under the widest definition of the term, and will not be confined to developing traditional services historically provided in General Practice.
- SHS will continue to promote and implement new models of care in General Practice and the wider community setting.

- SHS will have the responsibility of ensuring that the integrated practices retain aspects of local culture and care ethos, whilst implementing new models of care and ways of working within a large scale organisation.
- SHS will lead on the development of systems that facilitate systematic Quality Improvement across Primary Care services.
- SHS will utilise robust, targeted and timely data to evidence the quality, effectiveness, and cost effectiveness of its services and drive improvement in the quality of these services.
- SHS will look to develop comprehensive support structures for Primary Care, including “back office” functions such as Human Resources, I.T., financial and payroll support, governance, and managerial support.
- SHS will ensure that the Primary Care support structures are available to all General Practices, irrespective of whether they are “integrated” (at an appropriate and fair cost to non-SHS practices).
- SHS will be led by Primary Care staff, including those from a Primary Care background or with a demonstrable philosophy of the promotion of Primary Care.
- SHS will have a Board of Directors constituted to facilitate influence from practices that are not “integrated”.
- The SHS Board of Directors will be constituted to ensure that at least 50% of the voting Board members are Primary Care staff.
- The SHS Board of Directors will have the responsibility of ensuring that the Company’s operating profit, financial savings made, and additional investment received are utilised to develop, expand, and improve the quality of Primary Care services.
- SHS will be conscientious with regard to the terms that it uses when employing staff to prevent any monopolisation within the locality.
- SHS will support General Practice to develop structures and systems that will ensure that Primary Care in the locality has a unified voice that allows it to have significant influence on the commissioning of services, and to benefit from system savings arising from service redesign.