

# Symphony Healthcare Services Quarterly Newsletter

## Kerry White, Managing Director meets with the Minister of State for Health

Kerry White, Managing Director, visited the Houses of Parliament on the 19th July 2023 to meet MPs to discuss thoughts on how the NHS can be more efficient. This is Kerry's second visit to the house of Parliament as earlier in the year Kerry met with MPs alongside colleagues from Somerset NHS Foundation Trust to meet with the Minister of State for Health, Will Quince. These are great opportunities to showcase some of the fantastic work that Symphony and the Somerset healthcare system are doing. Importantly, Kerry also shared some of the challenges Primary Care faces and where improvements are needed in General Practice including media communications, funding & workforce pressures. The hope is this will help to inform national policy.



## Celebrating the 75th birthday of the NHS

The NHS turned 75 on the 5th July 2023 and we could not be prouder to be a part of this vital and invaluable organisation - as Symphony Healthcare Services is a subsidy of Somerset NHS Foundation Trust and a provider of NHS Services.



Picture: Dr Balian with colleagues from across Somerset at Westminster Abbey

Dr Berge Balian, Medical Director, joined the service held for the NHS at Westminster Abbey on 5th July as a nominated representative of the Somerset Local Medical Committee attending on behalf of General Practice in Somerset.

Dr Balian said: *"It was heartening to see the diversity of those present all of whom had made the decision to dedicate themselves to supporting patients often for many decades, and to working in an institution that continues to be admired in all corners of the world."*




The week prior to the NHS' birthday, a meeting was held to bring together Symphony Clinical Leads, Lead Nurses, and Practice & Department Managers to discuss best practice and ways of working to share learning and ideas for providing ongoing high quality care to our patients - bringing together our knowledgeable staff and collaborating in this way is one of the many benefits of Symphony.



Picture: A selection of Symphony Clinical Leads, Lead Nurses & Managers

		
<b>Self Care</b>	<b>Pharmacy</b>	<b>NHS 111</b>
Care for yourself at home	Local expert advice	Non-emergency help
Coughs & Colds Minor cuts & grazes	Minor illnesses Headaches Bites & stings	Feeling unwell? Unsure/need help?

## Use the Right Service

		
<b>GP Advice</b>	<b>UTCs</b>	<b>999 or A&amp;E</b>
Out of hours Call 111	Urgent Treatment Centres	Emergencies Only
Persistent symptoms Chronic pain Long Term Conditions	Breaks & sprains Cuts & Grazes	Choking Chest Pain Serious blood loss



**Providing NHS services**

## Armed Forces Employer Recognition: Silver Award

Following our recent successful achievement of the Armed Forces Covenant Employer Recognition Scheme 'Bronze Award', we are very proud to inform you that Symphony is now recognised as a 'Silver Award' employer under the Armed Forces Covenant Employer Recognition Scheme.



We are thrilled to be acknowledged as an organisation that thrives to support the armed forces community through our recruitment processes, positive policies towards defence people issues and the support we offer to Armed Forces Reserves personnel.

## Burnham & Berrow Join Symphony

On 1 April 2023 Burnham & Berrow Medical Centre joined Symphony Healthcare Services formally. Following the surgeries 'Inadequate' CQC rating, Symphony was asked to support the practice with leadership and quality improvement expertise. The surgery has made many improvements over the last year and awaits the return of the CQC to demonstrate this.

## Keep an eye out for practice open events!

Keep an eye out over the coming months for our practice open events. Practices within Symphony are excited to invite patients and other stakeholders to these scheduled events to enable an informal opportunity to speak to the team, find out what's going on at the surgery and hear from other healthcare experts - such as the NHS Somerset Digital Team regarding the NHS App. Information regarding open events will be shared via the surgeries normal communication methods in due course.



Picture: Martock & South Petherton Open Event 18 July 2023

During quarter 1 (Apr-Jun), nearly 7,000 patients provided feedback and 94% were happy or very happy with the service we provided!



We encourage patients to respond to the surveys our practices send following appointments to help us learn and make improvements. Alternatively patients can provide feedback at any point via the surgery website or email.

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