

Symphony Healthcare Services Quarterly Newsletter

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Introducing our new Symphony Board Chair and Patient Participation Group Board Representative



Picture: Martyn Scrivens,
Chair of the Board

I am honoured to have been appointed Chair of the Symphony Board . A little bit about me, I have lived in Montacute since retiring in 2017. I come from the commercial sector but have always been fascinated by the NHS, So when I retired I joined the Board at Yeovil Hospital and since have had the privilege of watching Symphony's journey. Now I am lucky to be a direct part of that journey at a really exciting time; the amount of change in healthcare delivery is breath-taking. Change is often uncomfortable but as long as we embrace it we can make sure it is change for good. I looking forward to making Symphony the envy of primary care in the NHS.



Picture: Paul Harding,
Patient Participation Group
Board Representative

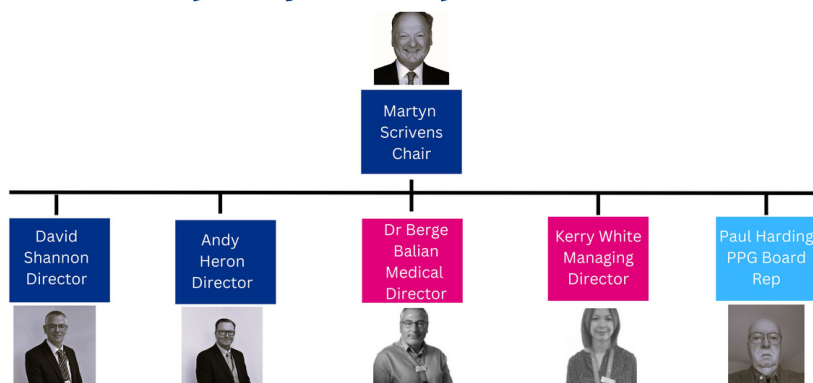
Following thirty years in the Police service, Paul transferred to a career in information and IT security. As a civil servant operating from London, he had the position of National Accreditor for Police Information Systems. In 2007 he moved to an IT Security company based in Cheltenham providing accreditation services to government departments. Since moving to Somerset in 2010, Paul has volunteered as a Parish Councillor in Martock, the Martock Job Club, and assisted in various local activities. Currently he is chair of the Martock Youth Centre and also volunteers as a reader at the local primary school. Paul has been a member of the Martock and South Petherton Patient Participation Group (PPG) since 2019 and is currently chair of the PPG.

Symphony Board

Independent

Symphony

SFT



Somerset NHS Charity is the official charity for NHS Services across Somerset. If you or a family member have been treated by this GP surgery and would like to help us make a difference for patients, please get in touch.



**Somerset
NHS Charity**

For more information, please visit:
<https://www.somersetnhscharity.org.uk/>



Green Impact for Health Toolkit

In December 2024, it was confirmed that all our practices had achieved their Bronze awards under the Green Impact for Health Toolkit scheme, with one, Warwick House Medical Centre, who went beyond this and achieved their Silver award this year.

To celebrate their achievements, each practice has received their own certificate which is displayed in each practice, so look out for this when you visit us. This is a fantastic achievement, requiring a great deal of co-ordination and organisation across our practices to provide the evidence required.

To read more about how we achieved these awards, what we are now working on, and what you can do as a patient, please visit our website.

Green Impact

BRONZE AWARD

Delivered by Students Organising for Sustainability - UK

Green Impact

SILVER AWARD

Delivered by Students Organising for Sustainability - UK

Wincanton Health Centre filming

In January 2025, Wincanton Health Centre welcomed BBC Points West to find out more about their 28-day Metabolic Health plan.

Metabolic Health affects how we feel and function, it also affects our risk of developing modern illnesses and diseases. With good Metabolic Health the body is able to look after itself, we feel well and are energetic.



Dr Campbell Murdoch
chatting to BBC Points West

The Points West team met with patients to find out about their experience of the plan and the results they achieved, and with some of the team involved with the plan, including Health Coach Megan Perrin, and GP Dr Campbell Murdoch who created the Metabolic Health guide.

Please see link below to the story on BBC News Online, or scan the QR code:

[Somerset GP says 28-day plan helps to reverse health issues - BBC News](#)



Spotlight On...Burnham & Berrow Medical Centre

Open Afternoon

Burnham & Berrow Medical Centre held an Open Afternoon for their patients on 11th February 2025.

Highlights of the afternoon included the team supporting patients to sign up to AskMyGP, Rose Nichols, Care Co-ordinator letting patients know about the support available to Veterans, and Lynsey Sandle, People Services Director talking to patients about Symphony as a wider organisation.

The afternoon was a great success with lots of attendees and some good information shared.



New Phlebotomy Service



Jude, Phlebotomist at the practice has developed a new initiative for routine blood tests via a 'Sit and Wait' Phlebotomy Service to meet the demands of requests.

Lucy, Lead practice Nurse said 'first piloted in October last year, the service has been such a success that from January 2025, Jude has run weekly clinics. Patients can arrive anytime during the session, providing they have been given labels. The reception team assist by sending reminder texts the day before and ensuring patients have labels.

Jude can bleed 60-70 patients per session so capacity has increased, and patient feedback has been excellent

Primary Care Networks (PCNs)

Symphony Health Services has practices in 9 PCNs. However, the South Somerset West PCN is the only PCN where all the practices are Symphony practices. This enables us to try innovative ways of working to meet patient demand and provide quality services.

To read more about our Telephone Contact Hub and our Community Investigation Hub (CIH), please scan the QR codes below:

Scan me for more about the Telephone Contact Hub:



Scan me for more about the CIH:



Symphony Healthcare Services Ltd is now a Disability Confident, and a Mindful Employer!



We have signed the 'Charter for Employers Positive About Mental Health' meaning we are committed to supporting mental health at work.



As a Disability Confident employer, we are thinking differently about disability and taking action to improve how we recruit, retain and develop disabled people.

Symphony Socials



Instagram: @symphonyhealthcare

Follow us to hear about:
Symphony as an organisation
Initiatives like a Greener NHS
New services offered by our practices
Our team members and their roles



Facebook: @SymphonySHS

Follow us to hear about:
Practice & organisational updates
including -
Newsletters
Guidance
Signposting



Symphony Careers

All of our current vacancies can be found on NHS Jobs by searching 'Symphony Healthcare Services Limited' in the employer field or scan here:



We also have a dedicated **Symphony Healthcare Services Careers** page on Facebook. Take a look, 'Like' and 'Follow' our page, to stay up to date with the latest career opportunities we have to offer or scan here:



Between October & December 2024, **over 9,000** patients provided us with feedback and over **93%** were positive about our services!



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.