

Network News



Information & updates relating to the South Somerset West Primary Care Network (PCN)

Community Investigation Hub (CIH)

In our last newsletter we introduced our new Community Investigation Hub (CIH) which is based at Martock Surgery. The CIH is designed to offer increased access to diagnostics to support clinicians to diagnose and tailor your treatment more efficiently and rapidly.

Since 3rd February 2025, if you need secondary care bloods, non urgent ECGs (Electrocardiogram), Feno (Fractional Exhaled nitric oxide) or Spirometry, our friendly team at the CIH have been providing these, and since that date we have provided:

- Secondary care bloods - 537
- Non urgent ECG's - 431
- Feno - 80
- Spirometry - 152

This is great work from the CIH Team!



The South Somerset West Primary Care Network consists of

- Buttercross Health Centre & Ilchester Surgery
- Crewkerne Health Centre: Middle Path & West One
- Hamdon Medical Centre
- Martock Surgery & South Petherton Medical Centre

Contact Hub



The Contact Hub is now approaching its fifth month of operation for the whole PCN. This has seen all four practices work together to form a central telephony call centre based at South Petherton Medical Centre.

One of the most positive areas of improvement has been around the average call waiting times, with a reduction of over half across our PCN from 20 minutes in December 2024, to 9 minutes in February 2025, with patient satisfaction increasing from 91% to 95% during the same period. The team are working hard to improve this further to support access for patients.



Network News



Introducing our Acute Hub

The PCN now have an Acute Hub for when a patient's condition is triaged as needing a same-day urgent appointment.

Patients need to be referred from their practice for assessment and treatment by a multidisciplinary team of clinicians.

Collaborating in this way enables the practices to provide urgent care in a more timely manner.

The Acute Hub is based alongside the CIH at the surgery in Martock.

To note: the acute hub has specific opening times which may not be the same as the opening hours of your practice



Vein Finder Donation

Alison Read, a previous patient of Symphony's before relocating, bravely took part in Somerset NHS Charity's abseil last October, raising an incredible £1715.65!

She requested this was donated towards purchasing a vein finder. This has now arrived and is collectively supporting our four practices! Thank you Alison!



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.



Hub Feedback from Patients

'Lovely environment, away from the hustle bustle of the surgery, great support team around' (Contact Hub)

'Quicker response time for the patients when answering the telephone' (Contact Hub)

'It's so rewarding to be a part of the transformation within Symphony' (Contact Hub)

'Fantastic same day appointment service' (Acute Hub)

'Prompt, efficient and very caring, would highly recommend' (CIH)

'I was very nervous about attending a new surgery, I need not have been, thank you for looking after me so well' (CIH)