

Quarter 1,  
2025/26

# Symphony Healthcare Services Quarterly Newsletter

[www.symphonyhealthcareservices.com](http://www.symphonyhealthcareservices.com)



Providing NHS services



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## Somerset Healthcare System Strategy

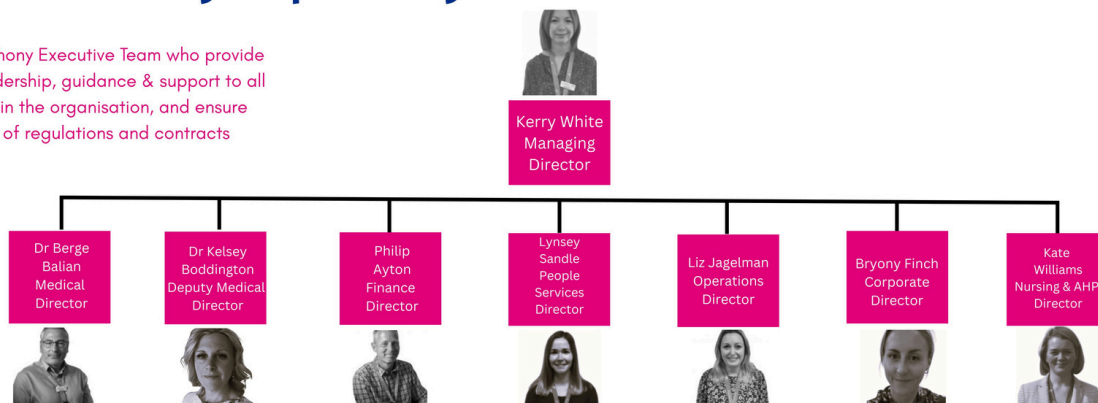
NHS Somerset Integrated Care Board (ICB) is responsible for commissioning health and care services for Somerset's 580,000 residents. They play a pivotal role in bringing organisations together to work as one integrated care system within Somerset, enabling NHS, local council, voluntary services and other organisations to work together to plan and deliver joined up services to improve the lives of people in our area.

Somerset ICB has recently shared their Commissioning Intentions for 2025/26 and stated that they see Symphony Healthcare Services (Symphony) playing its part in wider system development, working alongside all general practice providers to ensure alignment, avoid duplication, and maximise system-wide benefits. The ICB add that this is particularly important in the form of Symphony-led services that support wider general practice.



## Symphony Executive Team

This is the Symphony Executive Team who provide overarching leadership, guidance & support to all practices within the organisation, and ensure compliance of regulations and contracts



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/>

## Open Afternoons

We have had a run of practice open afternoons at our practice sites including Highbridge, Creech St Michael, and Warwick House in Taunton during March.

The afternoons included support for patients setting up the practice online consultation system, the opportunity for patients to check their blood pressure, and attendance by lots of external service providers with information from Armed Forces Communities to Neighbourhood Health Coaching Teams - plus many more, including a popular 4-legged attendee!

All open events benefitted from a great level of patient attendance. Thank you to everyone who came, we hope it was helpful and informative.



Pictures left to right: Some of the management team at Highbridge Medical Centre

The team helping patients get signed up to AskMyGP



Pictures left to right: Some of the management team at Creech Medical Centre

The popular blood pressure reader in use



Pictures left to right: Some of the management team at Warwick House Medical Centre

4 legged Mind in Somerset member of staff!

## Spotlight on: The Symphony Research Team

Did you know that Symphony Healthcare Services has its own Research Team?

Dr Chris Krasucki (GP & Research Lead), Katherine Foster (Lead Research Nurse), Lisa Vittles (Research Nurse) and Trudy Jupp (Research Nurse), carry out primary care research in Somerset for commercial & academic studies.

The team enjoy the proactive nature of research to help make future healthcare changes possible. They also say patients really value the trials and love to take part, often asking what else they can get involved in!



## Greener Practice

Our practices are now recycling all food and recyclable materials to help reduce waste going into landfill.

All waste paper baskets have been removed to ensure all waste and recycling is segregated in the centralised bins, and we have a glass 'ban' as we generate so little it is not cost effective to arrange special collections - this also encourages the purchasing of refill packets that can be recycled.



## Job and Careers Events

April was a busy few weeks for some of our practice staff and the People Services team as they attended job and careers events.

The first event was the Severn Faculty RCGP GP Registrar Careers Fair in Bristol. Dr Amit Patel, alongside Kirsty and Natasha from the People Services team attended this busy event and spoke to an abundance of interested newly qualified GPs. We hope to welcome some of them to Symphony in the future!



Martock Surgery and South Petherton Practice Management, Paul Jagelman and Julia Zaple also attended the DWP Jobs Fair in Martock, alongside Natasha from the People Services Team. This was a good event to meet and talk to local people in the community about careers within Symphony.



## Symphony Careers

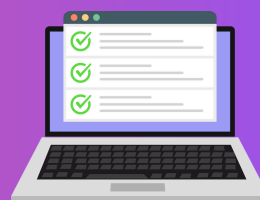
All of our current vacancies can be found on NHS Jobs by searching 'Symphony Healthcare Services Limited' in the employer field or scan here:



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 January & March 2025, **over 10,000** patients provided us with feedback and **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.

### SYMPHONY 101

Did you know that we manage 16 surgeries in Somerset?



Our surgeries support approximately 132,000 patients in total - nearly a quarter of the county!



Follow us on our **Symphony Socials** to find out more interesting facts!



**Instagram: @symphonyhealthcare**

Follow us to hear about:  
Symphony as an organisation,  
initiatives & new services,  
our team members and their roles

**Facebook: @SymphonySHS**  
Follow us to hear about:  
Practice & organisational updates  
inc. - newsletters, guidance & signposting

