

Symphony South Healthcare Quarterly Newsletter



Providing NHS services

<https://symphonysouthhealthcare.com/>

Opening Hours	
Monday	08.00-18.30
Tuesday	08.00-18.30
Wednesday	08.00-18.30
Thursday	08.00-18.30
Friday	08.00-18.30
Sat, Sun & Bank Holidays	Closed

Welcome to Symphony South Healthcare

Following the recent merger-sub-Hamdon, Martock, South Petherton and Crewkerne), we are pleased to introduce Symphony South Healthcare — one joined-up practice supporting patients across all our health centres.

Although we are now operating as one practice, patients will still be able to access their local health centre in the same way as before. Your usual surgery remains available to you, and our teams will continue to provide care within your local community.

Patients can now contact all Symphony South health centres through one central telephone service. However, the existing telephone numbers previously used are still working. When you call your usual number, you will be automatically redirected to our Telephone Hub, where one of our Patient Services Advisers will assist you.

By working together as one larger practice, we can make better use of our clinical teams, facilities and appointments across all sites. This gives us greater flexibility and helps us increase GP and clinical capacity across the wider practice. Patients may also benefit from easier access to specialist nursing appointments, including services for diabetes, respiratory conditions and other long-term health needs. Where appropriate, you may be offered an appointment at another Symphony South health centre if this provides an earlier or more suitable option. This will always be discussed with you, and you can let us know whether travelling to another site is convenient.

The new structure also allows us to improve how we organise services behind the scenes. By sharing resources, reducing duplication and working more closely across all sites, we can provide a more efficient, resilient and consistent service for our patients.

Our aim is simple: to protect access to local healthcare while giving patients the benefits of a larger, more joined-up practice.

Share Your Feedback

After using our services, you may be invited to complete the NHS Friends and Family Test. Your feedback helps us understand your experience and improve the care we provide. Please use the link below to share your feedback

[Click Here](#)



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

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.

Our New Operational and Clinical Leadership Structure

As part of the creation of Symphony South Healthcare, we have introduced a new management structure to provide clear leadership and consistent support across all our health centres.

Sarah R is now the Operations Manager for Crewkerne Health Centre, West One Surgery and Hamdon Medical Centre, supported by Tabytha W, Deputy Operations Manager.

Martock Surgery, South Petherton Medical Centre, Buttercross Health Centre and Ilchester Surgery are managed by Haley S, Operations Manager. She is supported by Jodie B, Deputy Operations Manager for Martock and South Petherton, and Lauren S, Deputy Operations Manager for Buttercross and Ilchester.

The wider Operations Team is overseen by Swen M, Business Practice Manager for Symphony South Healthcare.

Clinical leadership across the practice is provided by our new Co-Clinical Leads, Dr Inge Alberts, GP, and Laura Davey, Advanced Nurse Practitioner. Together, they oversee the clinical services and standards of care across Symphony South.

We are also changing how some of our internal teams work to improve efficiency and the patient experience. Our Medical Secretaries from all sites have joined together as one team, and our Administration Team has also been centralised. Our Medicines Management Team and Clinical Pharmacists are adapting their ways of working to ensure that patients receive consistent support across our much larger practice area.

To find out more about our new catchment area, please click [HERE](#)

Patient Participation Group (PPG)

The Patient Participation Group (PPG) acts as a voice for patients and helps promote positive relationships between patients and their Health Centre, Surgery or Practice. PPG members act as patient ambassadors, sharing patients' experiences, interests and concerns with the Practice. The group also provides feedback on existing services and procedures, as well as proposed changes and new developments.

By ensuring that patients have a voice in the provision and development of their healthcare services, the PPG can make a valuable contribution to decision-making and help improve the patient experience.

Your PPG can be contacted by emailing chair.mspppg@gmail.com

Symphony Updates

The July 2026 Metabolic Health newsletter is available [here](#)

[Special Edition Newsletter – 10 Years April 2026](#)

Useful Numbers

Symphony South Healthcare

Telephone: 01460 240707

somicb.symphonysouth-reception@nhs.net

**Friends and
Family
Feedback
June/July
2026**

Overall, how was your experience of our service?

87% Good or Very Good

7% Poor or Very Poor

***Were you satisfied with your
experience of contacting the practice?***

90% Positive

8% Negative

***Do you feel your needs were met in an
appropriate timeframe?***

87% Yes to some extent / Yes definitely

10% No not at all

Buttercross Health Center and Ilchester Surgery

Following the recent departure of Dr Ahling-Smith and Dr Serano, we are pleased to announce the appointment of a new GP, Dr Adegbola, who will join the practice in late August 2026.

Dr Adegbola is an experienced GP who completed his GP training in Somerset. He has recently worked in Bridgwater and will already be familiar to some Buttercross patients, having previously worked at the practice as a locum during 2025/2026.

He brings valuable experience to the team, together with a particular clinical interest in men's health and frailty. We are delighted to welcome him to Symphony South Healthcare and believe he will be a great addition to our clinical team.

We are also currently recruiting an additional Advanced Nurse Practitioner to further strengthen our clinical workforce and support patient access across the practice.

Access to Our Acute Hub

Over the past few months, Buttercross patients have also been able to access appointments at our newly established Acute Hub, which is now based at South Petherton Medical Centre, having previously operated from Martock Surgery.

The Acute Hub is staffed by experienced Advanced Paramedics and Nurse Practitioners and provides additional appointments for patients who require assessment and treatment for acute or urgent health concerns.

This service gives our patients access to a wider clinical team, helps relieve pressure on individual practice sites and makes better use of the clinical resources available across Symphony South Healthcare. Importantly, we continue to maintain acute appointment capacity in Somerton, while also offering patients the opportunity to be seen at South Petherton where this may provide earlier access to appropriate care.

Crewkerne Health Center and West One Surgery

We're delighted to share some positive developments at Crewkerne Health Centre over the last couple of months as we continue to strengthen our team and increase our capacity.

We have welcomed Tabytha, our new Deputy Operations Manager, who has joined the management team to support the day-to-day running of the practice and help us continue developing and improving our services. Her role will provide additional operational support to our teams and help ensure we maintain a well-organised and responsive service for our patients.

We have also been very pleased to welcome Dr Subbiah and Dr Leung to our GP team. Their arrival provides valuable additional clinical capacity and will help us continue to meet the needs of our patient population while strengthening the wider clinical team.

Alongside these new appointments, we have also been working to make better use of the space available at Middle Path. We now have an additional clinical room and a new administrative room, creating more flexibility for both our clinical and administrative teams and allowing us to further improve how services are delivered from the site.

These changes represent another important step forward for the practice. By investing in our people, our facilities and our capacity, we are continuing to build a stronger and more resilient service for our patients. We are delighted to welcome our new colleagues and look forward to the contribution they will make to the team and the local community.

Hamdon Medical Centre

There are some positive developments to share from Hamdon Medical Centre as we continue to strengthen our local teams and services across Symphony South Healthcare.

We are very pleased to welcome Tabytha W, our new Deputy Operations Manager. Tabytha will be supporting Sarah Rogers, our Operations Manager for both Hamdon Medical Centre and Crewkerne Health Centre. This will provide additional day-to-day operational support for the teams and help ensure that both sites continue to have strong local leadership following the merger.

It is also great to have Dr Baker joining the GP team at Hamdon, working alongside Dr Blaydes and Dr Eyers. Having a strong and consistent GP team locally is really important for continuity of care and for supporting the wider clinical team at the practice.

Dr Baker also has a particular interest in women's health and menopause care, which is a very welcome addition to the services and expertise available locally. Her experience in this area will help reinforce the work already being carried out through the South Somerset West PCN Women's Health Hub and support the continued development of women's health services across our practices.

The Women's Health Hub is an important part of our wider work to improve access to specialist women's health support closer to home, and having additional clinical expertise within our local GP teams will help us continue to build on this work.

We are really pleased to have both Tabytha and Dr Baker as part of the Hamdon team and look forward to the contribution they will make to the practice and the wider Symphony South Healthcare community.

Martock Surgery and South Petherton Medical Centre

At MSP, we would like to take the opportunity to wish Paul all the very best as he leaves the practice and to thank him for his contribution, hard work and support to both colleagues and patients during his time with us. We are also very pleased to welcome Dr Randle, who has now joined the team and supporting the ongoing development of services across MSP and the wider Symphony South practice.

As part of the continued development of the Symphony South clinical model, the Acute Hub has now moved from Martock to South Petherton. South Petherton is also home to our Triage Hub, where a multidisciplinary team of GPs and ANPs work closely together each day to review incoming patient requests, provide clinical advice and ensure patients are directed to the most appropriate care. Bringing these services together will help strengthen team working, clinical oversight and the way we coordinate urgent and same-day care across Symphony South.

We also recognise that the current PSA staffing pressures can occasionally result in longer waits on our telephone lines. Where possible, we would therefore kindly ask patients who are comfortable using AskMyGP (AMGP) to submit their own medical or administrative requests online. This helps reduce pressure on the telephone service and, importantly, allows us to keep the phone lines more accessible for patients who are unable to use online services, have digital access difficulties or require additional support when contacting the practice.

We are very grateful for your patience, understanding and support while we continue to strengthen our teams and services.

Contacting Symphony South Healthcare

Our new practice telephone number is
01460 240707.

Existing numbers for Buttercross, Crewkerne and Hamdon will automatically redirect to this line.

You can also email us at somicb.symphonysouth-reception@nhs.net.

Submit Online Request



For non-urgent requests, save time by using askmyGP, our online request system. Requests are reviewed by a clinician during working hours, and you will receive an update within one working day. askmyGP is not for emergencies. Call 999 in an emergency or 111 for urgent advice.

Link: <https://my.askmygp.uk/?c=L85004#/intro>

Repeat Prescriptions

You cannot submit repeat prescription requests through askmyGP. The quickest way to submit your repeat prescription is using the NHS App which you can sign up for [here](#).



South Somerset West PCN Latest News

Partnership Award Success

Somerset NHS Foundation Trust recently celebrated its annual Our Somerset Colleague Awards, and we are delighted that our Peri-Operative Service won the Partnership Award.

The team supports patients from the planning of surgery through to recovery and has introduced local outreach clinics to help patients prepare for their operation closer to home. Somerset's first clinic was delivered in partnership with Symphony South West Primary Care Network at Martock Surgery.

Congratulations to everyone involved—a fantastic example of partnership working to improve patient care.



Diabetic Group Consultation

Group clinics bring together patients with similar long-term conditions, giving them more time to ask questions, share experiences and learn from both clinicians and each other. They also help our teams provide more efficient, supportive and joined-up care. Our first diabetes group consultation was held at Crewkerne Community Hospital on 16 July, with eight patients attending. The session, led by Fiona Boundy, Laura Smith and Catherine Cassell, received very positive feedback from both patients and staff.

Following this successful first clinic, we look forward to developing the programme further. A big thank you to everyone involved and to Crewkerne Community Hospital for providing the space.

NHS Quit Smoking App

Use the NHS Quit Smoking app to help you quit smoking and start breathing easier. The app allows you to:

- Track your progress
- See how much you're saving
- Get daily support



If you can make it to 28 days smoke-free, you're 5 times more likely to quit for good!

Download the app by visiting: <https://www.nhs.uk/better-health/quit-smoking/>

What happens when you quit?

The sooner you quit, the sooner you'll notice changes to your body and health. Look at what happens when you quit for good.

After 20 minutes

Check your pulse rate, it will already be starting to return to normal.

After 8 hours

Your oxygen levels are recovering, and the harmful carbon monoxide level in your blood will have reduced by half.

After 48 hours

Your carbon monoxide levels have dropped to that of a non-smoker. Your lungs are clearing out mucus and your senses of taste and smell are improving.

After 72 hours

If you notice that breathing feels easier, it's because your bronchial tubes have started to relax. Also your energy will be increasing.

After 2 to 12 weeks

Blood will be pumping through to your heart and muscles much better because your circulation will have improved.

After 3 to 9 months

Any coughs, wheezing or breathing problems will be improving as your lung function increases by up to 10%.

After 1 year

Great news! Your risk of heart attack will have halved compared with a smoker's.

After 10 years

More great news! Your risk of death from lung cancer will have halved compared with a smoker's.