Symphony Healthcare Services

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October 15th, 2026

Symphony South Healthcare
Site: Martock Surgery
1 Church Street
Martock
TA12 6JL

01460 240707

Dear patient

ParkingEye at Martock Surgery - Update

We understand that parking management arrangements can sometimes be unpopular, and we appreciate that patients may have questions about why they are needed. We would like to explain why parking controls remain necessary and how they help protect access to healthcare services for patients, visitors and staff.

The car park is private property provided to support the delivery of healthcare services, and Symphony is a tenant at the site. While members of the public are welcome to access the site when attending appointments or using healthcare services, the car park is not a public facility and is not intended for unrestricted use.

Prior to the introduction of ParkingEye, the practice experienced a growing number of issues that affected patient access, staff wellbeing and the effective operation of the site, including:

- Regular parking by individuals who were not attending the practice.
- Periods during the working day when patients attending appointments were unable to find a parking space and had to park elsewhere.
- Fly-tipping, including the dumping of household waste, which required staff to arrange removal.
- Overnight and weekend camping activity within the car park, leaving waste behind.
- Human waste being left on site, creating significant health, safety and cleaning concerns.
- Reports that visitors staying in local holiday accommodation had been directed to use the practice car park during their stay.
- Staff and contractors being subjected to rude, inappropriate and, on occasion, intimidating behaviour when politely asking individuals not to park on site or when temporary restrictions were required to allow essential maintenance work to be carried out safely.

Since the introduction of ParkingEye, many of these issues have reduced significantly. In particular, there has been a marked improvement in the availability of parking for patients attending appointments and a reduction in activity that had been causing concern for patients, staff and contractors.

Our responsibility is to ensure that the limited parking available on site is used for its intended purpose: enabling patients, carers, visitors and healthcare professionals to access healthcare

services. Without effective parking management, there is a significant risk that those needing medical care may find it more difficult to access the practice conveniently and safely.

We recognise that mistakes can occasionally occur and remain committed to supporting patients who experience genuine difficulties. However, we believe that appropriate parking controls remain necessary to protect patient access, staff wellbeing, site security and the proper use of facilities that support healthcare delivery.

ParkingEye signage will continue to be displayed throughout the site to ensure visitors are aware of the parking requirements and can avoid unnecessary parking charges. It is important to note that any parking charges are issued and managed by ParkingEye. Neither Symphony nor the practice receives any financial benefit from these charges.

We thank our patients and local community for their understanding and cooperation in helping us ensure that parking remains available, safe and accessible for those who need it most.

If you have any questions, please contact us via: somicb.symphonysouth-reception@nhs.net

Swen Mersilian
Business Practice Manager