



Providing NHS services

**Challenges within General Practice and commissioning changes within Somerset
– A Provider Perspective**



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Providing NHS services

Symphony Healthcare Services

- Established 2016
- Provider of NHS Services within Somerset (& Devon)
- 13 GMS and 3 PMS contracts across 20 locations
- CQC Outstanding & Good
- Limited Company - one shareholder: Yeovil District Hospital NHS Foundation Trust
- Charter

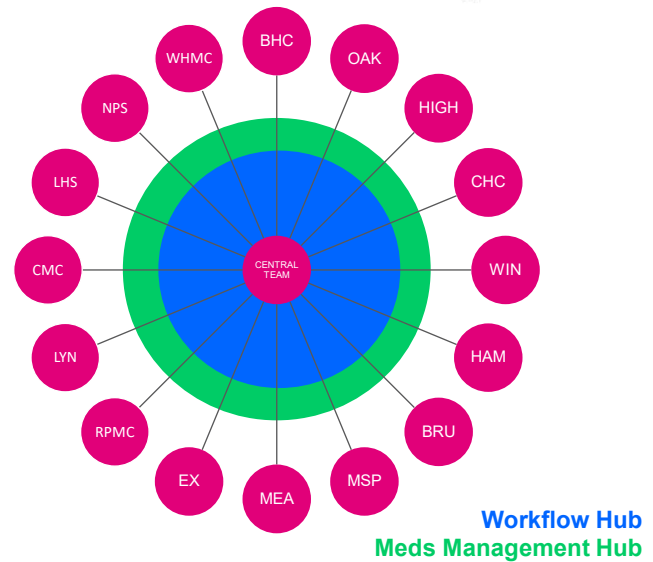
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Symphony Healthcare Services Model

Our hub and spoke model aims to deliver high quality care to our patient population.

Practices retain individual identity and autonomy at a day to day operational level while benefitting from the infrastructure of a larger organisation.



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Symphony Healthcare Services Strategy

NHS
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- At scale provider within Somerset;
- Reach a scale that allowed sustainability;
- Not to monopolise general practice

Becomes increasing difficult when the number of practices going into crisis continues to grow.

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The national problems affecting local provision



The problems practices are facing locally are seen and felt nationally too:

- GP and other MDT shortages
- Locum costs
- Work pressure + Violence & Aggression;
- Contractual pressures
- Estates
- Patient expectations

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The Problem as Symphony Sees It



Scale of the problem within Somerset:

- Practice closure during 2021 [Victoria Park]
- Emergency procurement – who wants an unsustainable business?
- PCN – significant requirements upon them already

But integration is not the solution...

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What practices need & the emerging role of the ICS

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- National recognition of the resource needed
- ICB solutions for timely intervention
- Value added from ICS formation

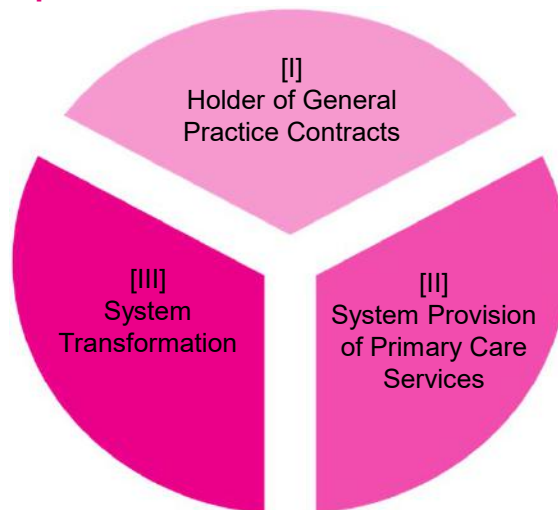
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Symphony Future Proposition

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