

March 2026

# Symphony North Healthcare Quarterly Newsletter



Providing NHS services

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[www.symphonynorthhealthcare.com](http://www.symphonynorthhealthcare.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

## Refurb at Pepperall Road

The refurb has started at the Pepperall Road site. The reception area has temporarily moved to the other side of the waiting room, to allow for the building work to take place. This will create two new consultation rooms and a new staff reception area. Please bear with us over the coming 6 weeks whilst the works are being complete.

## NEW Service at Love Lane

We're excited to announce that we now have an iPad installed at Love Lane. This means patients can come in and order their prescriptions electronically, making the process quicker and easier. We hope this will be especially helpful for patients who don't have access to the internet at home.

## Practice Half Day Closing for Training

10th March 2026	12:30
14th April 2026	12:30
12th May 2026	12:30

## What we do during half day closures

During our half-day closures, the team is able to stay up to date with essential training, such as Basic Life Support and Infection Control, to name just a couple. These sessions also provide valuable time to reflect on any complaints or incidents raised during the previous month. In addition, the team can discuss new processes and improvements aimed at enhancing patient care.

## Welcome and Goodbye

We're delighted to welcome the following staff over the past 2 months:

**Dr Sooraiyah Nilamber**  
**Alison Stringer-Bennett - Practice Nurse**  
**Layla Essamadi - Health Care Assistant**  
**Lyndsey Luce - Practice Nurse**  
**Victoria Sutton - Practice Nurse**  
**Libby Woodberry - Health Care Assistant**  
**Kim Elliott - Medial Secretary**

It's with great sadness we say goodbye to Dr Capehorn and Dr Kaiser who will leaving the practice this month. We wish you all the best for the future.

**Sarah Hall long standing practice nurse and Deputy Nurse Manager has been successful in securing a 12months secondment as the Lead Nurse at Creech Medical Centre, part of the SHS family. We wish her all the best!**



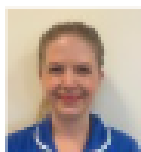
Somerset NHS Charity is the official charity for NHS Services across Somerset. If you or a family member have been treated by this GP surgery and would like to help us make a difference for patients, please get in touch.

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

## Meet the Nursing Team



Ria Davey  
Nurse Manager



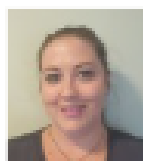
Alice Heath  
Deputy Nurse Manager



Kate



Layla



Beth



Jude



Louise



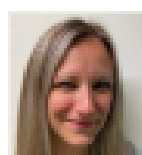
Helen



Claire



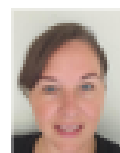
Deb



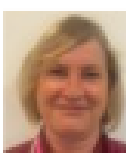
Lyndsey



Donna



Alice



Jo



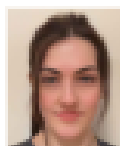
Jasmine



Chloe



Alison



Victoria



Taylor



Libby

## Patient Participation Group (PPG)

We have an excellent group of patients who volunteer to be the voice of our patients. If you wish to join, or get involved please contact Pat or John our Co-Chairs:

*Pat Barthram*  
[mpbarthram@gmail.com](mailto:mpbarthram@gmail.com)

*John Webb*  
[john.m.webb@mail.com](mailto:john.m.webb@mail.com)

## Symphony wide updates

For organisational wide updates, please see our Symphony quarterly newsletter:

<https://www.symphonyhealthcareservices.com/news/>

### Useful Numbers

Symphony North Healthcare - 01278 795445

Prescription line is open 10am - 12pm Mon-Fri

General Enquiries -  
[somicb.symphonynorth@nhs.net](mailto:somicb.symphonynorth@nhs.net)

## Friends & Family Feedback for the last quarter

Between December 2025 & February 2026, over 2,456 patients provided us with feedback and were positive about our services!

We encourage patients to respond to the surveys we send following appointments to help us learn and make improvements. Alternatively patients can provide feedback at any point via the surgery website or email.