

Symphony North Healthcare Quarterly Newsletter

www.symphonynorthhealthcare.com



Providing NHS services

@Symphonynorthhealthcare

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

Please note: 08.00 - 08.30 and 18.00 - 18.30 are for urgent issues only - under normal circumstances, the surgery is open Monday – Friday: 08.30 – 18.00.

Practice Half Day Closing for Training

10th February 2026	12:30
24th February 2026	12:30
10th March 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.



**Somerset
NHS Charity**

Practice Merger

We would like to extend a huge thank you to all our patients for your support throughout this process. We know it hasn't been easy, and we recognise there have been some hiccups along the way—particularly with Patient Access and the NHS App. We are still working with some patients to resolve these issues.

If you are continuing to experience difficulties accessing either platform, please see the information below for guidance on what you can do.

For NHS App Users: Please log out of the NHS app and then uninstall and reinstall it. This process should automatically reconnect your account to Symphony North Healthcare.

For Patient Access Users: You will need a new linkage key to reconnect your account. Please contact us, and we will verify your details and provide you with a new linkage key.

Minor Improvements Grant

We're delighted to share some great news – last year Pepperall Road (formally Highbridge Medical Centre) applied for a Minor Improvement Grant which has been successful!

Thanks to this funding, we'll be able to create two new consultation rooms by reconfiguring the current reception back-office space, as well as develop a new (though slightly smaller) reception area. We're hoping to begin this work early January 2026.

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 General Practitioners (GPs)



Dr Attah



Dr Bewaji



Dr Boorman
(ENT)



Dr Capehorn
(Paediatrics)



Dr Currie
(Women's Health)



Dr Fletcher
(Women's Health)



Dr Chikweshe



Dr Handzhiev



Dr Isherwood



Dr Kaiser



Dr Lewis
(Dermatology)



Dr Malik



Dr Nilamber

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

John Webb
john.m.webb@mail.com



Dr Gorman
(Clinical Lead)

Symphony wide updates

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

<https://www.symphonyhealthcareservices.com/wp-content/uploads/2025/08/Symphony-Newsletter-Q2-2025-26.pdf>

Useful Numbers

Symphony North Healthcare - 01278 795445

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

*General Enquiries -
somicb.symphonynorth@nhs.net*

Friends & Family Feedback for the last quarter

Between September & November 2025, over 1,670 patients provided us with feedback and 1,446 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.