

Symphony Healthcare Services Charter

Symphony Healthcare Services (SHS) is a company wholly and financially owned by Yeovil District Hospital NHS Foundation Trust, but has been established as a Primary Care Provider with its founders having a clear ambition of SHS being an organisation at “arms length” from the Trust, led by Primary Care clinicians and driven by Primary Care staff, with a central remit to support, develop and strengthen Primary Care in South Somerset and the surrounding area.

The vision is for SHS to promote the ethos, and to support the implementation of new models of care, developed by the Symphony Programme, that will ensure that Primary Care services remain a key component of healthcare delivery, and that Primary Care has a unified voice that allows it to have significant influence on the commissioning of services in this locality.

The aim of this Charter is to elucidate the ethos under which SHS has been established, in order to ensure that this is enshrined and pervades throughout the organisation, and in order to ensure that SHS continues to operate within this ethos into the long term future.

These are the principles under which Symphony Healthcare Services has been established:

- SHS is a Primary Care organisation, and will have an organisational structure designed to ensure that it is perceived as a Primary Care organisation, both internally and externally.
- SHS will promote patient centred care, including the preservation of lifelong care and continuity of care where appropriate, the promotion of self-management, and the delivery of “right care, in the right place, by the right person, at the right time.”
- A core remit of SHS is the sustainability of Primary Care, and SHS will support General Practices, irrespective of whether they are “integrated”, to develop and expand Primary Care Services.
- SHS will develop Primary Care services under the widest definition of the term, and will not be confined to developing traditional services historically provided in General Practice.
- SHS will support the Symphony Programme (or its successor) to promote and implement new models of care in General Practice and the wider community setting.
- The SHS Operational Board will have the responsibility of ensuring that the practices integrated within SHS retain their local culture and care ethos, whilst implementing new models of Primary Care services delivery.
- SHS will lead on the development of systems that facilitate systematic Quality Improvement across all Primary Care services.
- SHS will utilise robust, targeted and timely data to evidence the quality and effectiveness of its services and drive improvement in the quality of these services
- SHS will develop comprehensive support structures for Primary Care, including “back office” functions, Human Resources, I.T., financial and payroll support, and managerial support. This will reduce the burden on clinicians, who will be more able to focus on the provision of clinical services, and enable current managers to optimally utilise their specific skills.

- SHS will ensure that the Primary Care support structures are available to all General Practices, irrespective of whether they are “integrated” (at an appropriate cost to participating practices).
- SHS will be led by Primary Care clinicians and managers, including those from a Primary Care background or with a demonstrable philosophy of promotion of Primary Care.
- SHS will have an Operational Board constituted to ensure that General Practices that are not “integrated” have an influence on the Board’s decisions.
- The SHS Operational Board will be constituted to ensure that at least 50% of the voting Board members are Primary Care clinicians and/or managers as defined above.
- The SHS Operational Board will have the responsibility of ensuring that the Company’s operating profit, financial savings made, and additional investment received are utilised to develop, expand, and improve the quality of Primary Care services.
- SHS will employ staff under terms that take into account the effect of these terms on the whole of Primary Care in the locality in which SHS operates.
- SHS will support General Practice to develop structures and systems that will ensure that Primary Care in the locality has a unified voice that allows it to have significant influence on the commissioning of services, and to benefit from system savings.