

spirithealth

Group Culture Book

2021





We work with our three values - family, brilliance, and vigour - at the heart of everything we do, and it shows.

It's been another extremely challenging year, but the Spirit family continues to shine and work hard to make health easy for our patients and healthcare partners, so thank you all!

Here is our 2021 Culture Yearbook, featuring a mixture of what Spirit means to us, and what we've classed as our 2021 Spirit Wins – a true celebration of Spirit culture. Thank you to everyone who contributed.



Memories from 2021

“Alone we can do so little; together we can do so much.”

Helen Keller

Disability Rights Advocate and Political Activist



Breast Cancer UK Bake Sale



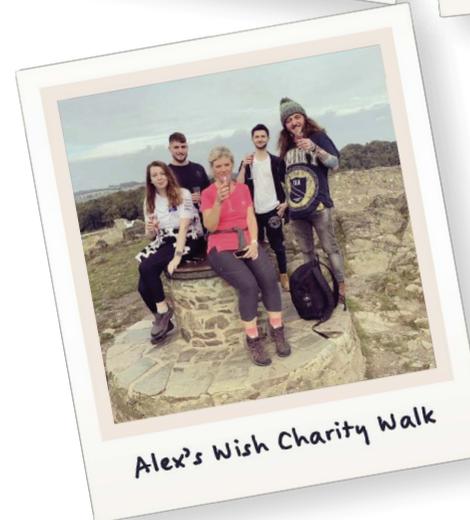
Business Culture Awards



Clinical Pharmacy Congress



Digital Team Away Day



Alex's Wish Charity Walk



EMPOWER session in Urdu



Breast Cancer UK Bake Sale



Alex's Wish Charity Walk



Brownsover Team in Rugby



Alex's Wish Supporters' Lunch



Rushey Mead Team at Las Ignanas



Heads of Marketing Meeting



Basic Life Support Training



Digital Team Away Day



Camp Hill Health Centre



Alex's Wish Supporters' Lunch



Brownsover Medical Centre



Prostate Cancer UK Bake Sale



Diabetes Professional Care



Camp Hill Health Centre



Leicestershire Live Business Awards



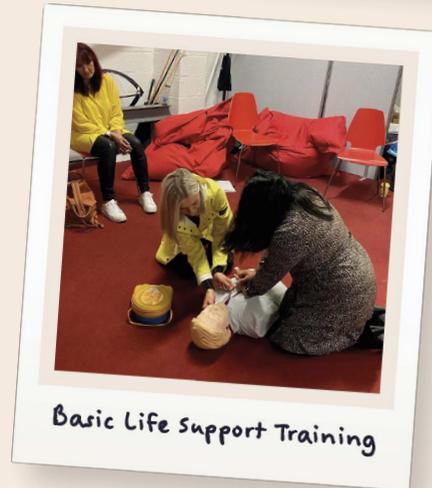
Rushey Mead Team at Las Ignanas



Diabetes Professional Care



Digital Team Away Day



Basic Life Support Training



Med-Tech Innovation Expo

**We work together,
listening to each
other and seeking
to understand
other perspectives
to deliver amazing
results.**



“Surrounding myself with a team of people who care passionately about the same things as me - making health easy, affordable and accessible for systems and people - and who are all better at things than I am. Every day is a school day and a privilege!”



Chris Barker

“Spirit means working together to achieve the best possible results.”



Ayesha Deen

“Working together, having fun, supporting and challenging, so we all do what we do best in our own unique way!”



Kerry Taylor-Smith

We work hard, together.



“I have been with Spirit for nine exciting years. Spirit is where the fusion of vision, ambition, effort and teamwork have been harnessed to try to create a better world and we are succeeding. I love it!”



Jim Swift

“Working hard for something we don't care about is called stress. Working hard for something we love is called passion. At Spirit I am surrounded by passionate people working together to make a difference.”



Kat Everton



We are talented

“Spirit is all about making a positive difference to healthcare. I love the culture and I work with a great bunch of people who work hard and care about what they do.”

Amalia Rokofyllou

“Spirit means working alongside a fantastic team.”

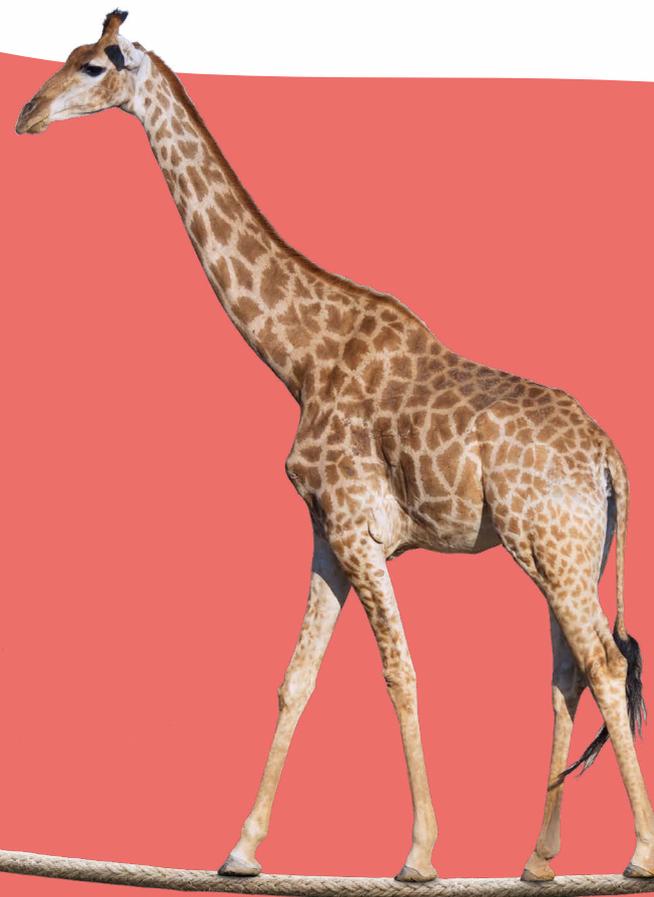
Irene Kirkpatrick

“My highlight this year at Spirit was, without a doubt, meeting the team in person for the very first time! It was great fun getting to know everyone and solving puzzles together. It makes such a difference knowing that I work with a group of funny, talented, and trustworthy people.”

Sophie Davis-Cooper

“We are not a team because we work together, we are a team because we respect, trust and care for each other.”

Priti Vadher





“It truly is an honour to be a part of such an AMAZING company that thrives off making a difference, and values the efforts of its teams which is displayed through its generosity.

The leadership is strong and has done a smashing job at keeping the team connected, better than ever, which has enabled us to work seamlessly with each other. No wonder Spirit is named best company to work for 2021... I certainly count it as a privilege to come to work everyday, I love being here, I love my team and would like to thank Spirit for making me feel valued.”

Benita Shepherd

“Being part of Spirit means being part of a strong family that never stops learning, always stays positive and makes it happen.”



Trupti Lalgi

We take advantage of our individual and collective strengths, helping us to make better decisions.





“I love coming to work at Spirit everyday!
Even when my resilience began to
'wobble' this year, I had support from
colleagues helping me through the
darkest moments to smile again. Thank
you Spirit Family you are all brilliant :)”



Maxine Rowley

“At Spirit every day is different and new
challenges and opportunities arise
constantly, so I find great comfort in
always feeling supported by our fabulous
teams - even when the support is
someone being a critical friend!”



Nadine Miles

“I'm very proud to work for Spirit. This is my
tenth year at Spirit, it has been amazing
watching the company grow and the
people within it. I have seen a lot of changes,
even made a lot of friends and work with
very talented people. I have always felt
at home, safe and happy at Spirit. It is my
extended family and I always feel supported,
especially when things are tough. It hasn't
been the easiest year for Implement but
onwards and upwards - I'm looking forward
to the opportunities and ready for the
challenges we might face in 2022.

Thank you to everyone for making my
workplace in 2021 a brilliant place to be.”



Julia Bevan

It's been another extremely challenging year, but we've remained patient-focused and approached each day with a positive, can-do attitude.



There are many projects to be incredibly proud of..

“Successful implementation of the COVID-19 vaccination programme. The surgery continues to remain open for our patients!”

Dr Amit Rama

“My 2021 Spirit win has been working with our brilliant team to design and launch an industry sponsored medicines optimisation review service.”

Selma Abed



“Seeing projects that I secured funding for coming to life. The Digital EMPOWER education platform and Pulmonary Rehabilitation module for CliniTouch Vie look fantastic and everyone involved did a brilliant job making those projects a success!”

Emma Richardson

“My 2021 win was the proud moment we became part of history and vaccinated for the COVID jab in our own surgery. It felt amazing to know we were a part of the battle against COVID and it was great to see the positive impact the vaccines have had. The beginning of 2020 was sad for GP surgeries as we had to see many deaths but we were so pleased that these rates started to drop when the vaccination came out.”

Nazia Khan

“Winning contracts in the face of some very tough competition has been a massive achievement for us. It’s a major milestone that starts our journey to deliver brilliant Active Implementation, not just for our own brands but for major pharmaceutical companies and the NHS. This will be crucial for us to hit our aspirations and of course SOAR:25!”



Duncan Richardson

“My 2021 Spirit win was the Diabetes Book and Learn contract getting renewed for South London for another 2 years. Showing that we are providing the best patient care to our patients in South London.”



Clandia Shaikh

**“Coming together
is a beginning;
keeping together
is progress;
working together
is success.”**

Henry Ford

American Industrialist and Business Magnate

**We work as a family at
Spirit, challenging one
another and giving
helpful feedback,
even when it's
uncomfortable.**



“Spirit to me is being part of a team who strive for the best and then want better. A group of people who make you feel like family. Who all work hard, but know how to have fun. A place that challenges me every single day but continues to help me grow. Being at Spirit means at the end of the day you can put your laptop away and feel like you really made a difference.”

Karrie Wallace

“Spirit is a place that celebrates everyone on a regular basis and encourages its entire workforce to share what's great about the people they work with. It takes care of its employees, customers, partners, and communities because it's the right thing to do, working collaboratively to bring the vision to life.”

Claudine Bonsu

“Spirit means working as a collective towards a greater good. When everyone works together, there is no limit to what we can achieve.”

Owen Browne

“Working with a team of people who genuinely care, supporting each other like a family and striving to be brilliant!”

Dave Englefield

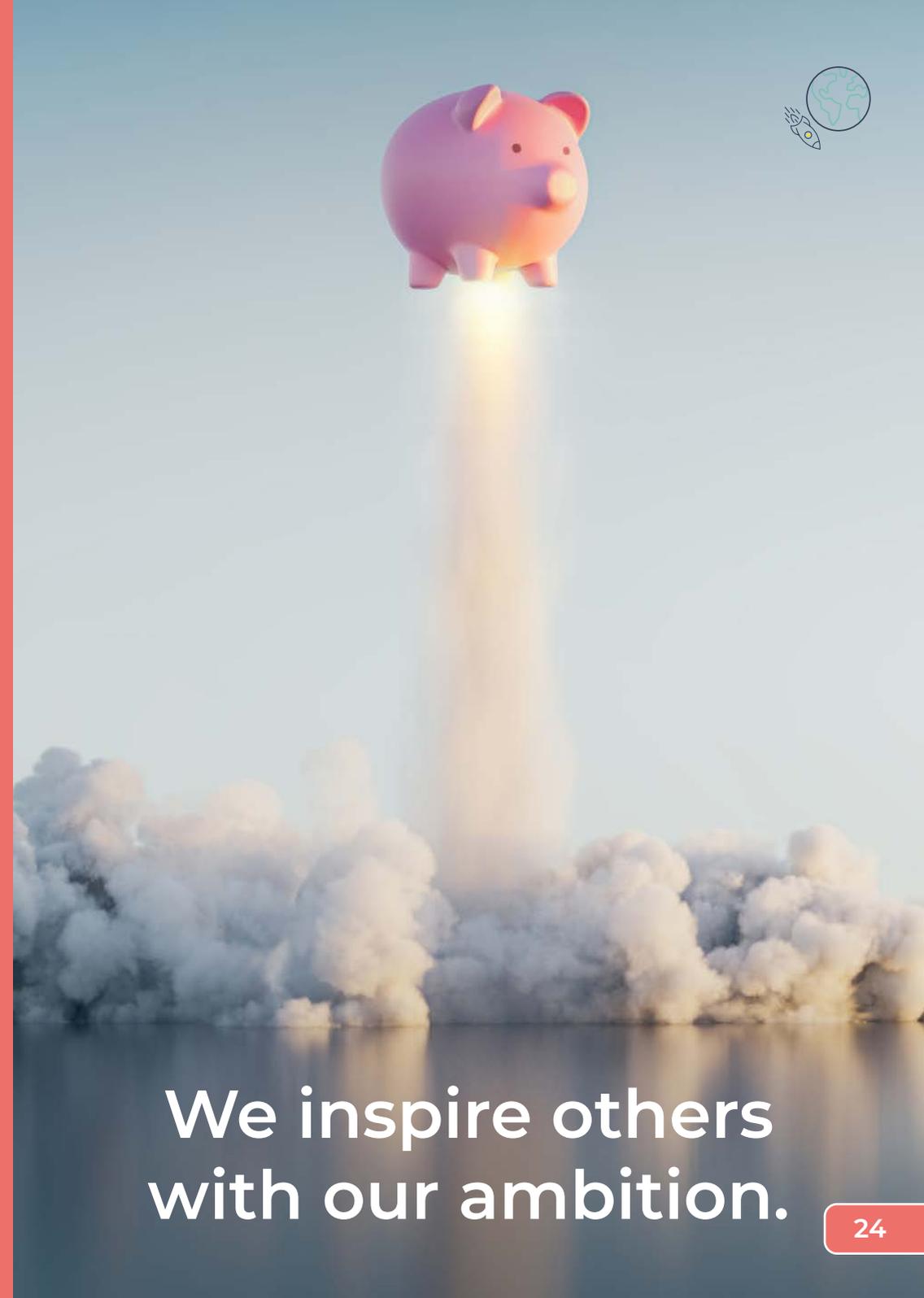
“Spirit have welcomed me into their family with open arms and inspire me to do my best each day to contribute towards making the world a healthier place.”

Sarah Smith

“Spirit to me is just fab! We are family, we are brilliant and I just love Spirit. Here's to many more years. Thanks to everyone who makes my time here great :-)”



Vanessa Reading



We inspire others
with our ambition.

We are kind-hearted and love a challenge!

“My Spirit win for 2021 was definitely completing the 15 mile sponsored walk for Alex's Wish with Alison, Cam and Drew.

We completed the walk in four and a half hours and luckily for us the sun was shining all day, as well as raising money for a great cause. We also had a fab time doing it and even got to enjoy a cheeky glass of fizz together at the end point!

Hopefully we'll find a way to make this a Spirit tradition and sign ourselves up for a few more charitable challenges next year, maybe the Three Peaks Challenge?”



Lauren Pester





**We support
each other.**



“I'm incredibly proud of finance, procurement & customer services for embracing significant change this year as we continue to grow. This work has been supported by all our colleagues across the Group. Thank you all for your patience and understanding when needed. I am very proud of everyone. We have achieved so much again in just a year.

#gospirit”

Louisa Poole

“Having a team that works really well together has meant that we have been able to overcome the struggles of the last 18 months and finally bring our valuable service back to the community and restart our sessions face to face.”

Tracey Cope

“An organisation where you feel your work is valued and you are able to make a contribution to the overall success, working with colleagues who enjoy a challenge.”

Rebecca Perry



SOAR:25

Spirit's big hairy audacious goal

For Spirit to deliver over 10 million patient interactions, for us to be a £250 million company with 10% net profit and for us to save the NHS over £1 billion.

“It has been a whirlwind year and a very exciting one becoming Team Leader of the new Lung Health Intervention Programme for Spirit. Being part of this new venture, and watching it being carefully put together and launched has been a massive learning curve for me. Here's to a long, busy and successful future in Lung Health and the continued journey towards SOAR:25!”



Paula Jeffs

“It is not the strongest of the species that survives, nor the most intelligent. It is the one that is the most adaptable to change. During 2021, finance has implemented a new accounting system (if you didn't already know), and this change will help improve our processes and together we will reach our goal of SOAR:25.”

Cherisse Dalzell





“In 2021, there has been a drive to fuel the Spirit rocket to the next level. We have focused on upgrading our internal systems to ensure we have the necessary tools to provide further automation of on-going manual tasks, so that we can deliver at speeds like never done before.

A rocket will go faster if it's lightweight with better engines, and by getting rid of excess weight. This is what we have done internally, by waving goodbye to old processes and working on the next technologies that will assist Spirit achieve SOAR:25...

..But that's not all, the biggest win for 2021 is who is on the rocket to get to the destination and those who monitor the rocket's progression, whilst working together like family.

I would like to thank Spirit working with the Kickstarter scheme, for giving that opportunity, and ability to build new relationships and their career, combined with rewarding outcomes. In conclusion, it is down to the team, to win, and influence that there is light at the end of the tunnel and that "nothing is impossible", where you are brilliant in your own ways, by giving it your all in a vigorous way.”



Shabbir Shanji

We do things differently, embracing and encouraging change

“The achievement by Team Beaumont of the 20/21 QOF target which was achieved in full by the hard work of the team ensuring safe delivery of patient care, despite the confides of COVID-19. Also the continued resilience of all the team, with our doors open throughout, demonstrating flexibility to change shifts at short notice to maintain and ensure the surgeries resilience. Demonstrating true Spirit Values.”

Sally Groves



“My 2021 win is the awards success we've had for CliniTouch Vie - we always strive for brilliance, but there's something special about having others recognise it in our work too!

Having written a fair few of the entries, I'm always blown away to see the genuine impact we have with what we do. It's one of the (many) reasons why I'm so glad I joined Spirit - bring on 2022!”



Lisa O'Keeffe

We push boundaries and take smart risks...

“What Spirit means to me:
Being part of a **SUCCESSFUL** company.
It is a **PERSONAL** place where you are cared about.
It is filled with **INTEGRITY**.
Uses **ROBUST** methods of working.
Is **INNOVATIVE** in its approach to all things.
Working in a brilliant **TEAM**.”

Lindsey Rigby

“Spirit is a totally unique culture that challenges and pushes you every day to deliver brilliant results which can have demonstrable positive impacts on people's lives. A truly rewarding feeling, working in partnership with fantastic people.”

Matt Young



“Working at Spirit has re-ignited my passion for nursing and caring. Embracing working in a different and exciting way with brilliant people who are passionate about improving care for people has been invigorating. Every single person that I have encountered has been kind, efficient, friendly and always happy to help.

It's so refreshing and has opened my eyes to the endless opportunities that working in a different way and pushing boundaries can bring.”



Karen Moore

We work to make health easy, putting our patients and partners at the forefront

“It has been an amazing year, to be involved in the implementation of projects with Spirit Digital and to support so many patients and clinicians has been a real honour. Can't wait to see what 2022 brings to Spirit Health Group. Looking forward to another successful year!”

Clare Welton



“Spirit, to me, is not just a business - it's a bunch of super smart, passionate people who have got together to try and improve lives. There's a deep love of the NHS, and a strong will to try and tackle some of healthcare's hardest challenges. We don't always get everything right, but we certainly don't shy away from difficult problems - and that's what I personally find most rewarding.”

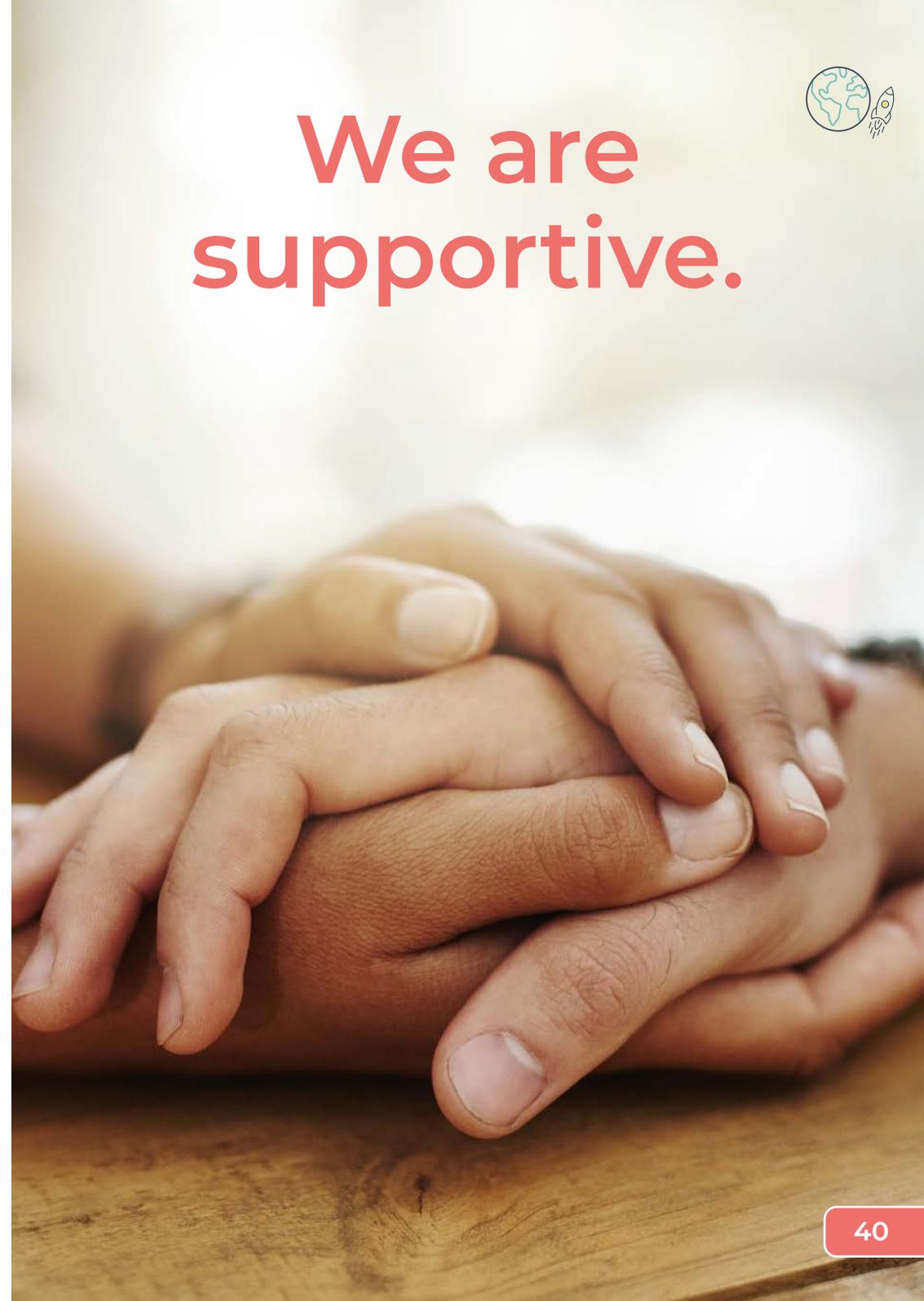


Jamie Starr





We are supportive.



“Spirit values inspire me to put the patient as the focus and everything else follows.

In terms of my management, I put the Spirit values at the core of everything I do so that as a team we function together and create a culture that automatically works in line with the values. By having a common end goal both the team and patients are happier.”

Hinal Sihra

“Spirit means everyone pulling together to deliver the best possible patient care.”

Claire Pridige

“Having the 'virtual world' restrictions lifted and being able to physically engage with our customers at the Clinical Pharmacy Conference in September was surreal.”



Lucy Beazley



We are
brilliant,
vigorous and
passionate



“Working hard for something we don't care about is called stress. Working hard for something we love is called passion.”

Cameron Baird

“It has been fantastic to work for a team who care about and support each other, both within the practice and more broadly.”

Dr Jane Macedo

“Let's do awesome.”

Owen Tribe

“To me, Spirit means continuous improvement. Spirit inspires me to be myself, strive for the best and step outside my comfort zone.”

Laura Doxey



“Spirit to me is my journey of hard work, commitment, development and growth through determination and creativity. I am valued for my opinions which brings great satisfaction to me, motivating me to work harder :)”



Lena Mistry

“Even though I've only been here for a few months, Spirit is already proving a fabulous place to work. Being surrounded by so many hard-working and intelligent people, who are all working to make health easy, is inspiring.

I look forward to what 2022 holds!”



Mia Fisher-Howe

“My role at Spirit – never a dull moment, always busy, happy to help and assist all from customers & visitors to staff.

There are always daily challenges from talking customers through using their blood glucose meters to fixing the boiler... (well calling someone out to fix the boiler)

It's been amazing over my years with Spirit to watch us grow from strength to strength it makes me very proud to be part of this ever-growing world of healthcare.”

Alison Myers



“Since working at Spirit I have learnt so many skills for both my personal and work life. I know how to put our patients first as they are our number one priority. Alongside university and the pandemic, I enjoy coming into work and putting the values of Spirit at the core of my role and ensure that the service we provide is more than good enough.”

Aarondeep Mann

“My 2021 Spirit Win is becoming Education Services Team leader for Kent and Medway and successfully launching the service. We have an incredible team and I look forward to expanding my knowledge further in my new role.”



Danielle Limmage

“Working at Spirit day-to-day gives me a sense of joy and pride in my work – it genuinely gives me the sense of positive altruism that I receive from helping people in everyday IT tasks.

In addition to that, the culture here at Spirit really makes me feel at ease, free from the standard suffocating corporate work-life style of other environments. It makes me glad to be in an environment where I’m not pressured unnecessarily which allows me to focus and be more efficient at what I do here.

The work at Spirit is always changing, and my own skillset adapts alongside it – gaining new skills as projects change and constantly taking steps forward to better myself. Working at Spirit gives me a clear vision of my future and the steps I’m taking to get to where I want to be and I’m glad for it. :)”

Drew Bennett



“Working in the IT department at Spirit is so unpredictable, no day is the ever the same, the Spirit family keeps things interesting. Spirit is a great place to work and that’s mostly down to the Spirit family being a great company and making it a lot easier to do my job.

Challenges are what makes life interesting overcoming them is what makes them meaningful.”



Trevor Mapfumo

“I was lucky enough to return to work after maternity leave, into a new role and department. I am surrounded by confidence, positivity and support and absolutely love my new job, new team, and the sense of belonging that comes with it. I now know I will have the opportunity to grow and get all I want, need, and have worked so hard for. I thank Clare and Rebecca for all they have helped me achieve so far.”

Vicky Shepherd

LOUISA
Y A
N S
E CHERISSE
T A
T
E

“Spirit Finance family dedicated to creating brilliant accounts!”

Lynette Robinson

We are a World Class Company, with world class people



National Ranking

#40

Best Mid-Sized Companies to work for in the UK



The Midlands

#29

Best Companies to work for in the Midlands



Sector Ranking

#2

Best Companies to work for in the UK







spirit
health

Spirit Family of Companies, Spirit House, Saffron
Way, Leicester, LE2 6UP

www.spirit-health.com