

spirithealth

Yearbook 2023

*Our culture, our achievements,
and the difference we make*



HSJ  **DIGITAL AWARDS 2023**

WE ARE PROUD WINNERS

Replicating Digital Best Practice Award



Contents

Welcome	3
About us	4
Our culture and our people	5
What's it like working for Spirit?	7
Living Spirit values	11
Awards and recognition	25
Working towards our SOAR:25 goals	29
Our journey this year	31
Lending our support to underserved communities	51
Our biggest wins this year	53
What we've learned	61
Looking ahead	67

Welcome



Welcome to the Spirit Health Yearbook.

Our mission to make health easy and accessible for all is a big one and it won't happen overnight.

Over the last 16 years, we've been evolving, learning and always improving. In 2023, we've accelerated our efforts and truly made waves.

From launching our multi-award-winning Clinitouch platform internationally, surpassing our goals in supporting the NHS with medicines optimisation, building on our already successful education programmes, fine-tuning our pharmacy offer and providing focused resources for Primary Care – it's been an exceptional year!

Every member of the Spirit team brings a wealth of experience, passion, and dedication, embodying our core values of brilliance, vigour, and family. I take immense pride in the work we do and the collective achievements we've made.

Join us on a journey through the past year as we reflect on our progress, celebrate our achievements, and look ahead to the future.

We hope this gives you a flavour of how we can support organisations in making health easy and what working at Spirit is like.

Chris Barker
CEO, Chief Mischievist

About us

Our mission is to make healthcare easy and accessible for all.

We are committed to simplifying health, improving the lives of patients, and creating the best value for healthcare providers.

We have a passion for building innovative solutions that bridge gaps in healthcare, empower patients and drive positive change.

Our focus is on building long-term partnerships with the NHS and other global partners, aimed at genuinely making the world a better place.

We take time to truly understand the challenges on the ground, how to overcome them and most importantly – how to make solutions stick.

From initially focusing on medicines optimisation, we are now multi-faceted – helping patients and supporting the NHS and beyond with our digital health technology, education services, online services and GP practices.

Our culture and our people

Having a collective mission means we work together, and a good culture is vital.



“Every person working at Spirit offers a wealth of experience, passion, and dedication with a genuine focus on our people, patients, and customers.

Having a collective mission means we work together, and a thriving culture is vital.

We're proud that our values-based culture underpins everything we do. It is recognised internally and externally and is key to what makes us different.

Our values are our guiding principles, they support our everyday interactions, behaviours, and decision-making and shape our culture.

Our culture is our priority and is protected by our people, be it through times of change, a pandemic or new ways of working. It positively impacts and motivates us, driving great results.

The People Team have had the pleasure of working with all teams across Spirit Health Group to uncover the 'how' in our work and consider sub-cultures within Spirit.

It has been fantastic to see how our values are present throughout and how our people are passionate about what they do.

Because of our dedicated family, we are recognised by Best Companies to Work For and the Business Culture Awards and most importantly – we enjoy every day at work.”



Kerry Taylor-Smith

People Director

What's it like working for Spirit?

"The longer I work for Spirit, the more I see how our company values really are at the core of what we do. To me, Spirit isn't just a company or a place of work. It's a fantastic group of people working in unison towards a meaningful goal."



Richard Chrystal

"What makes Spirit different are the people and the shared values within the company. Striving forward with like-minded people on our journey to success has been truly inspirational."



Noel O'Kelly

"Spirit is my natural home. Why? Because we only walk this way once and at Spirit, I can make a difference. We make life better for people, we create better health by improving people's quality and length of life by delivering great care, monitoring them, by helping them access better treatment not just in the UK. I help evidence that and if it isn't evidenced it didn't happen."



Jim Swift

"Spirit to me means making everyone feel like they matter, whichever department or role they work in. Everyone is made to feel like they are valued and the work they do is working towards something great."

Alex Deakin

"Having been with Spirit Health for over seven years, it's amazing to see what has been achieved."

Sabera Khan

"It can sound a bit cheesy, but Spirit is about living our values - working at our best and playing to our strengths!"



Angela Tyler

"Spirit is a place where exceptional people come together to achieve amazing things and have a blast doing it. The people, what we do and how we do it is different to anywhere else, and I feel blessed to be part of it."



Kerry Taylor-Smith

"Spirit means working with passionate colleagues to challenge the norm and push boundaries to make health easy for patients."



Selma Abed

"Spirit is a fun and challenging place to work, filled with lovely people."

Bethany Young



Living Spirit Values:

Family

We help, listen, and seek to understand our patients and customers to help them make better-informed decisions. We treat everyone with respect and truthfully share information.

“With one goal in mind, we never give up and support each other as a family. We spend a lot of time together and build relationships through trust, ownership and being open for conversations”



Shabbir Shanji

“In Spirit, you gain a family working in the office or working from home. The goals for meeting SOAR:25 are challenging and make Spirit a great place to work.”



Jiten Gandhi

“2022 was the worst year ever for me and I cannot believe how supportive Spirit were. 2023 has also had its health challenges for me, and once again Spirit has not let me down. Every single person has shown their concern and support, offering to help wherever they can.”



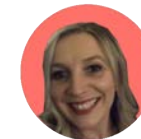
Vanessa Reading

“I have an amazing team behind me. I would not be able to deliver my job to such a high standard if it wasn't for the support of my Spirit family. You are all amazing.”



Julie Bevan

“Working for Spirit is like gaining an extended support network. No matter who you ask, everyone is always happy to help you, the team, and Spirit achieve their goals.”



Donna Sutton

“I joined Spirit in June. It's been a real privilege to work with a team of wonderful people who I would consider friends, doing something I love, and working towards a mission I care about.”

Lorelle Brownlee

"Spirit is such a friendly and caring place to work!

"I love working in such a great team, which really does feel like family, and knowing that we are helping people daily. It is wonderful to know everyone at Spirit is like-minded and working towards the same goals."



Emily Lee

"I joined Spirit Health in January this year and my job is really fun, and a total team effort in every way, it makes working not feel like working. Every success is shared and everyone solves problems together. It's a great feeling!"



Tom Holloway

"I feel as if I have found my forever place to work - being able to get work done and have a laugh at the same time is one of the best things to happen to me (even though it is my first job)."



Tobias Taylor



“My team and I strive ourselves on the great feedback and thanks we get from customers knowing we have made a difference to them with the service we give them.”

“Now to mention the great friends and colleagues I have made along the way. There have been fun times, good times, happy times and sad times....we have laughed together and cried together but overall a good day is had each day... Thank you Spirit for another fantastic year 2023!”



Alison Myers

“The very first word that comes to my mind is family! :) Spirit is the definition of ‘work hard, play hard’. It’s all about growth, challenges, autonomy, fun, flexibility, and support! No idea is too crazy!”



Paulina Saproniene



Living Spirit Values:

Brilliance

We're dedicated to improving value and efficiency across healthcare systems. We simplify the complex, provide informed data-driven solutions, and deliver tangible results, brilliantly!

"Spirit to me is an adventure - working out how to tackle some of the world's hardest problems, with a great bunch of people figuring it out along the way. We don't always start with answers, but we usually come up with them once we put our heads together."



Jamie Starr

"My 2023 win so far this year has to be being selected as a finalists at the Business Culture Awards in November, plus being ranked in the top 100 Best Companies to work for in the UK, also in November. Both accolades will be an amazing ending to 2023."



Vanessa Reading

"A dynamic bunch of good eggs, being brilliant, problem-solving, and having fun along the way."



Matt Jones

"The last five years working at Spirit have been challenging and rewarding. We've lived through a pandemic and provided excellent service to patients and customers throughout that time. I am extremely proud of all the dedicated people I work with."



Sarah Protheroe

“At the beginning of the year, our customers didn’t know who we were and what we could do for them.

“Our messaging has bridged the gap, and the sales team has been on fire, so the majority of NHS Medicines Optimisation teams know who we are. This is huge, as we’re now not being stopped at the door and can start helping teams with our offering.”



Pash Sonigra

“Lovely colleagues, lovely patients, and have met some lovely people from other departments and other services across the county. All have the same mission, to help improve our service, working together, sharing thoughts and ideas no matter what background or area of work.”



Claire Butler



Living Spirit Values:

Vigour

We challenge perceived wisdom, thrive on change, and implement better approaches that are designed to tackle root causes. We have a positive attitude and love a business challenge.

“Spirit is more than a job; it’s a place where I’m not only understood and supported but encouraged to spread my wings and thrive both personally and professionally.

“The energy here fuels my enthusiasm, and the brilliant minds I’m surrounded by are more than colleagues. Finding a workplace like this is like stumbling upon a hidden gem; it has elevated my overall well-being and makes my professional journey something truly special.”



Lena Mistry

“For me, Spirit means drive, imagination, creativity, and a genuine passion for improving healthcare across the globe. This isn’t something tangible, that you can bottle, it’s a feeling and an energy that permeates throughout the company - and gravitates people towards us.”



Bruce Adams

“Just like a real family, during my time at Spirit, we have grown and matured. We’ve had to make some tough decisions on the way - but are better and stronger as a result. Our focus to deliver improved outcomes for patients - increasingly across the world - drives us all forward.”



Nadine Miles

“Spirit to me embodies passion. A group of like-minded individuals collaborating towards an ever-expanding end goal as we broaden our horizons and look towards the future with tenacity.”

Cam Baird

"Spirit is fast-paced with plenty to do. Everyone I've met is committed to their role and works hard. It could feel like a never-ending to-do list, but instead, it feels like an exciting stream of opportunities where you could add value. The difficulty is fitting it all in!"



Sarah Rodricks

"A collective force which is working bloody hard to make healthcare what it should be to people. Dolly Parton said, 'If you don't like the road you're walking, start paving another one.' I think that's Spirit to a tee, and like Dolly, we're doing it our way and embracing it".



Pash Sonigra

"Being at Spirit has had a huge positive impact on me both personally and professionally. It is the place where I can be challenged, stretch myself, excel in what I am already good at, and share my experience with an amazing "family" of people who are fun, hardworking and aren't afraid to give honest feedback!"



Sarah Jones

"I've been at Spirit for two years now, and one thing I can definitely take away is that you'll never be bored here! Spirit is fast-paced, and challenging but so rewarding. The fact that we are all working towards a goal that is making a genuine and positive impact on people's lives is one of the best things about working here - and then the brilliant culture is the cherry on top."



Mia Fisher-Howe

"I have worked for Spirit for over seven years now and in that time, I have seen the company grow from a very small team to the company it is today.

I've always felt a sense of pride doing what I do, as I know that I am working for a company that makes a difference to people's lives and I love being a part of that every day."



Paula Jeffs

Awards and recognition

From great company culture to innovations in health tech, we're making waves in many areas of our business, and it's been amazing to be recognised for our work.



HTN Now Awards

- Highly commended in 'Digital ICS Transformation'
- Highly commended in 'Excellence in Innovation and Change'

HSJ Digital Awards

- Won 'Replicating Best Digital Practice'
- Finalist in 'Improving Out of Hospital Care Through Digital'

Medilink Midlands Business Awards

- Won 'Advances in Digital Healthcare' award

Business Culture Awards

- Finalist in Business Culture Awards for Small Business
- Achieved 'Highly Commended' for Small Business Award

Best Companies Awards

- Sector ranking - #1 Health and Social Care Company to Work For in the UK
- National ranking #16th Best Mid-Sized Company to Work For in the UK
- Regional ranking #8th Best Company to Work For in the East Midlands
- Three-star accreditation for 'world-class' levels of employee engagement

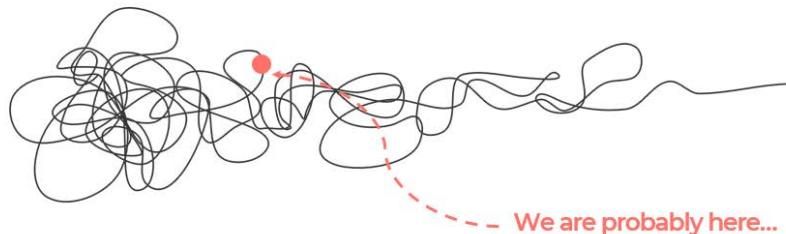




Working towards our **SOAR:25** goals

SOAR:25 is our big company goal to reach several objectives before the end of March 2026. Including:

- ✓ Saving the NHS £100 million
- ✓ Deploying Clinitouch free into a low-or-middle-income country
- ✓ Working with disadvantaged patients to **enhance access** to primary care by 25%
- ✓ Financial turnover of £125 million with an adjusted EBITDA of £25 million. When the financial objectives are met, eligible staff who opted into the scheme will share in a reward of **£12.5million**

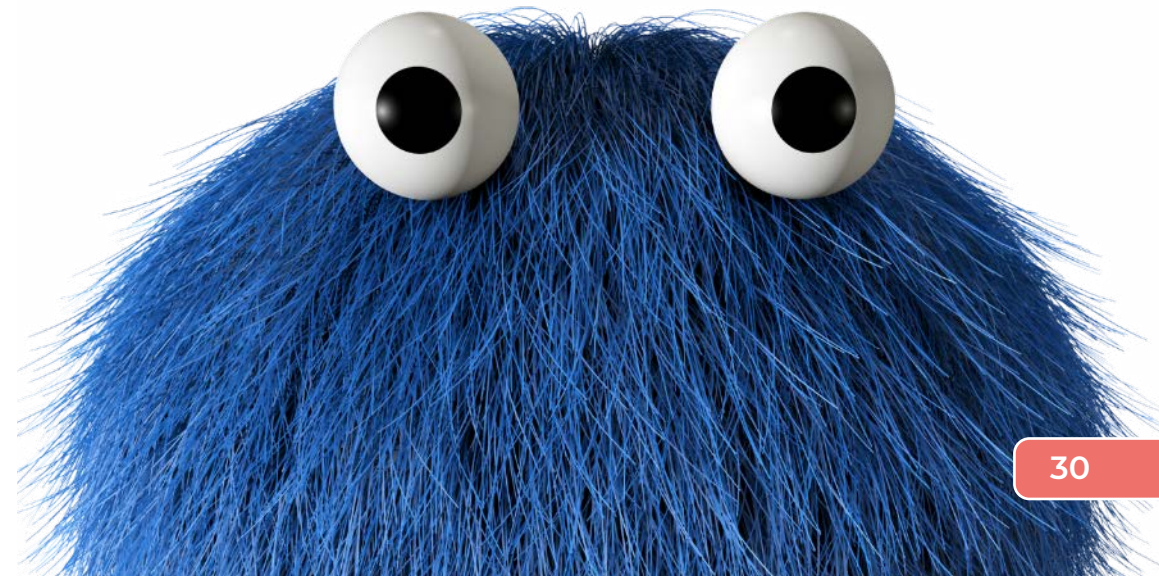


“The journey to achieving our goals is not linear. It’s a wild ride, with ups, downs, twists, and turns. This year we’ve taken bold strides into getting the right foundations in place and I’m proud of the progress we’ve made so far.

We call SOAR:25 our ‘Big Hairy Audacious Goal’ for a reason – we’ll only achieve it if we do something exceptional, and if we work together.”



Chris Barker
CEO, Chief Mischievist



Our journey this year....

We know our end destination, our mission - to make health easy and accessible to all. Here we reflect on the steps we've taken on that journey this year and share some highlights.



Medicines Optimisation has the wind in their 'sales'

It's no secret that the NHS is under pressure. However, the public doesn't often hear the 'behind-the-scenes' work that goes on to improve healthcare. The pills we take, the devices we use, and the technology we have access to when we are at home.

Medicines Optimisation teams play a massive part in this, acting as the driving force that makes every prescription both safer and more effective for patients, whilst aiming to retain money within the NHS.

Spirit Health has been delivering optimisation programmes within the NHS for many years, reviewing the drugs and devices prescribed to patients and evaluating where a higher-quality and/or cost-effective alternative can be offered.

Our highlights



Our CareSens S Fit blood glucose meter is added to the new NHS England National Diabetes Framework as a recommended product

As a result, we're already talking to 75% of Integrated Care Boards, potentially reaching 4,000 GP practices and benefitting up to 5,000 people.



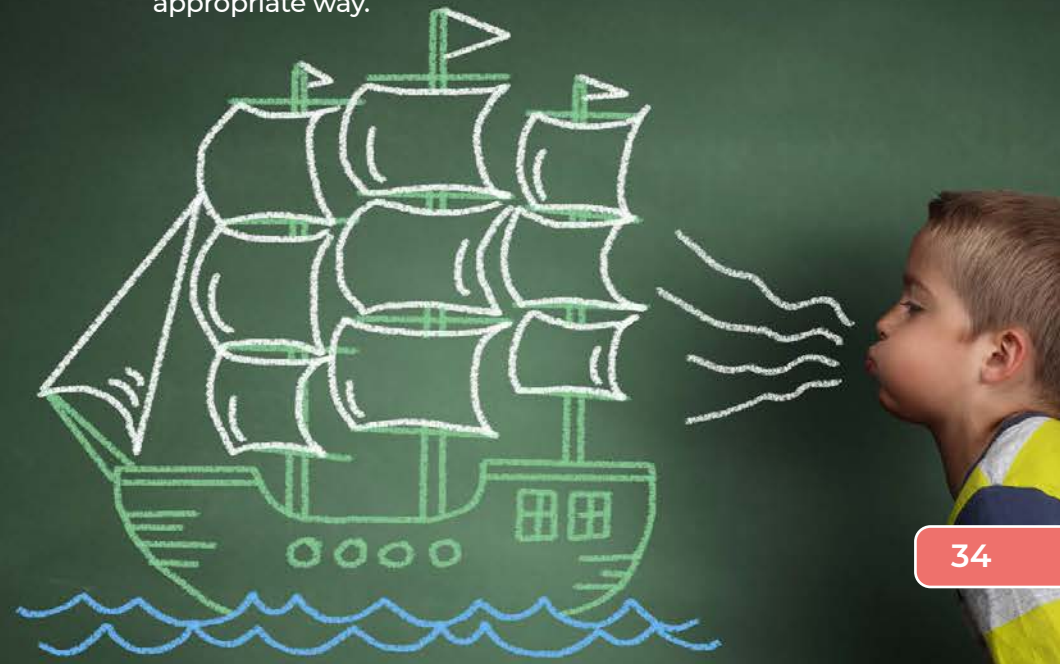
More areas of the NHS get Spirit support with Medicines Optimisation than ever before

This directly reflects our mission to make health easy for healthcare services and patients by seeking alternative perspectives and implementing effective solutions. Yes, more contracts are great for Spirit, but it's great for the NHS and patients too.



New products being developed to support deprescribing

Starting with opioids and anti-depressants, our new product, Medicine will help support the NHS and patients in reducing their usage in a controlled and medically appropriate way.





“

“The momentum that the Medicines Optimisation team has gained this year has been phenomenal.

With resources and budgets continually being squeezed, we’re seeing more people than ever wanting to work with us for our support to make effective changes.

We have exceeded our ambitions in terms of the number of projects we’re securing, which just shows both the demand for and the value of our service.

It has been, and still is, an amazing opportunity to work with the sales team and Med Ops as a whole.

We have a strong team that are grabbing every opportunity to grow the business and increase Spirit’s brand. I am really excited to see what the future brings!”



Katherine John

Head of Sales

All change for clinitouch

With a focus on shifting patient care from traditional settings into patients' homes, digital technology is helping to make healthcare safer, smarter, and more efficient.

Our multi-award-winning platform, Clinitouch, helps monitor people's health from anywhere, providing better care outside of hospitals and clinics, freeing up critical healthcare resources and empowering patients to self-manage their health.

This year, it's been all change in the Clinitouch team. We've changed our business model, rebranded, and have taken Clinitouch international.

This has required our team to rise to the challenge, be adaptable, and continuously learn and improve along the way.

Clinitouch continues to be supported extensively by the UK Government to bring the technology to countries worldwide, where it can make a huge difference across a range of health conditions and countries.

Our highlights



Clinitouch goes international

We launched an international Partner Program and by the end of 2023, we have 14 partners across 10 countries with five master resellers.



Clinitouch app launched in multiple countries and our first patients monitored overseas

Patients are now reaping the rewards of Clinitouch from their personal devices by downloading it from the Apple or Android store. This technological leap made all the international work possible.



Attending conferences and trade missions literally across the world

We have represented Spirit Health on the global stage, building enduring relationships that will accelerate the growth of Clinitouch internationally. This will ultimately help build more resilient health systems, and support people to live well.

“

“I could look at my data and build a picture of what my health was like myself. I do feel more confident managing my COPD with Clinitouch.”

**Peter, Clinitouch user with COPD,
Leicester, Leicestershire & Rutland ICB**



“

“2023 has cemented a belief, that there is a real opportunity to make a difference to people across the world by taking Clinitouch international, and this year the Clinitouch team has built a fantastic foundation that will allow us to achieve this.

It's truly been a fail fast, learn fast, and improve fast year for the whole team, having to adapt at lightning speed when necessary to cater to different countries, health systems, and cultures.

Our ability to do this has resulted in a 2023 that has surpassed our expectations. Now to straighten out that squiggly line some more in 2024!”



Bruce Adams

Commercial Director

Education services goes from strength to strength



EMPOWER

We're proud to work with the NHS on empowering and supporting patients to take control of their health through education.



We have an award-winning diabetes education programme 'EMPOWER', an innovative low-calorie diet programme, and a Pulmonary Rehabilitation programme for people with chronic lung conditions.

We make it quick and easy for healthcare professionals to refer patients to our courses, and for patients to book on to a session that suits them via our booking hubs.



"I was really sceptical at first, but this programme has given me so much more stamina, improved my overall fitness and I have learnt a lot from the education. I am now enjoying my motorbike again with 50+ mile rides."

Lesley,
Pulmonary Rehab course attendee

Our highlights



Our online programmes are as effective as face-to-face delivery

Our research shows that both our online EMPOWER diabetes education programmes and our new digital pulmonary rehabilitation service are as effective as when they're delivered face-to-face.

This means that people with caregiving responsibilities, work commitments, or transport issues can get the same improvement in their health without the need to travel – making health easy for more people in the UK.



We're upskilling NHS staff to deliver our EMPOWER programme so we can help more diabetes patients across the country

'Train the Trainer' – is a scalable way of upskilling diabetes specialist nurses and other NHS healthcare professionals how to deliver our EMPOWER programme and accrediting them annually.



Booking Hub services continue to impress

As well as delivering above expectation booking rates, we're being asked to provide additional services such as actively supporting patients to get online for their courses.



"Our team's dedication to continuous improvement and innovation is resulting in more and more people getting the education they need to feel confident in taking charge of their health.

This helps patients stay well and reduces strain on NHS services that they would have needed if their condition worsened, and they needed further care.

We know our award-winning diabetes education programme is good, but we wanted more people to benefit from it. So, we created 'Train the Trainer' – a scalable way of upskilling diabetes specialist nurses and other NHS healthcare professionals to deliver our EMPOWER programme and accrediting them annually.

We also created an onboarding service, to help make sure online participants are set up with the access they need to take part and avoid drop-outs. It's been so successful we're now being paid to do it as an extra service!

These are great examples of how Spirit is always finding solutions to challenges, helping maximise the amount of people who get the support to live well."



Nadine Miles

Director of Service Delivery

Onwards and upwards for Primary Care

Spirit Primary Care are looking to transform and revolutionise how services are delivered. With a focus on collaboration across practices, the development of a digitally-led total triage service and the increased use of new technology, we will improve the experience of Primary Care for both staff and patients.

We know that for our Primary Care team to continue this vital work, they need the focused resources to enable them to do this. Dave Englefield, Managing Director, and Dr James Perry, Chief Medical Officer, have joined the team to lead them in their renewed focus in supporting patients to be able to access the right care at the right time.

We wish all our colleagues the very best for the future in their essential work.



“We know that patients across the country have a challenge in accessing Primary Care services, and the recent NHS England publication **The Delivery Plan for Recovering Access to Primary Care** talks about initiatives on how best to tackle the 8am rush.

We will be following much of their guidance as we develop a Modern General Practice Access model, giving patients much easier routes into the services they need.”



David Englefield

Managing Director

Spirit Pharmacy continues to deliver with care

Spirit Pharmacy offers a friendly NHS prescription home delivery service, alongside lots of additional services especially tailored for people living with diabetes.

Medication deliveries are supplemented with useful items designed to help patients manage their blood glucose levels and our pharmacists are only ever a phone call away for advice or support.

Our Pharmacy services have continued to evolve and improve in true Spirit fashion.



“This year, we’ve been supporting more patients with additional services like ‘blister packs’, making it easier for them to take the right medication at the right time to stay well.

As part of our work to continually improve what we’re doing, we’ve streamlined processes with a new stock ordering system - simpler, faster, and more cost-effective. It’s not just about efficiency; it’s about getting patients the medication they need promptly.

At Spirit Pharmacy, it’s not just the processes that we’ve been changing. We’re saving space, reducing waste, and working towards being more sustainable. Our new packing boxes minimise wasted space, making us more efficient while benefiting the environment.

Together, these efforts signify our commitment to giving patients brilliant care and improving value.”



Samir Issak

Pharmacist

“Spirited” support from Central Services

Behind the scenes at Spirit Health, there are a number of teams working hard to provide essential support and keep us running smoothly.

HR, Customer Services, Finance, Procurement, and IT - each team is critical in providing the foundations for our operational success, getting us one step closer to our mission to make health easy and accessible for all.

From creating a thriving environment, where employees can deliver their best, to ensuring sustainability and value, delighting customers, and keeping our systems running smoothly, these teams are vital to our work.



“At Spirit, there is a great selection of people that do amazing work throughout the business.

Over the years it's been fantastic to see how the business has grown, going from strength to strength and making people's lives so much better and easier.

None of this would be possible, without our corporate teams who lay the strong foundations for Spirit to thrive. Their dedication, expertise and support are invaluable in ensuring success.”



Alison Myers

Quality & Customer Services Manager

Lending our support to underserved communities

In October the Spirit Health Foundation was launched as an independent non-profit organisation to make health easy and accessible in underserved communities across the world.

The focus is on amplifying impact instead of duplicating effort and we're excited to be supporting the foundation through our in-kind funding.

We can't wait to see the difference we make to healthcare for those who need it most.

spirithealth
foundation



"Spirit Health's mission has always been making health easy and accessible for all.

By establishing the Spirit Health Foundation as an independent non-profit, we can make Spirit Health's world-class platforms, services, and know-how available in even the most underserved communities.

Through in-kind funding and working together with the communities, we will help build the simpler health systems they really need, protecting lives and improving livelihoods."



Rich Bryson

Spirit Health Foundation CEO



Our biggest wins this year...

From personal triumphs to professional milestones, we think it's important to celebrate successes big and small. We asked our Spirit family to reflect on their achievements this year.



“The mission of EMPOWER is to deliver top-notch services to empower individuals to take control of their health and improve their well-being. It’s AMAZING to hear and see how these courses have been successful. This truly is a wonderful team that fosters collaboration, trust and effective communication making it easier to work towards common goals.”



Benita Shepherd

“My win this year is completing 5 years with Spirit and feeling proud knowing how many people I have helped make their health better and make a difference in their lives.”



Trupti Lalg

“My 2023 win (so far!) is securing implementation of our brand new CareSens S Fit meter across three separate Integrated Care Board regions. If delivered as well as we hope, it should be a real starting point for us to successfully reach our SOAR:25 goals.”



Richard Chrystal

“I think our biggest 2023 win has been our first international deployment of Clinitouch. This required a huge amount of cross-team collaboration and challenging debate to hone in on what’s most important about the product. I think that finding new ways to ensure everyone has a stake in the conversation about the purpose and direction of Clinitouch has been a key part of this success.”

Duncan Harris

"I am extremely proud of the hard work put into DBL to turn it around and leave the contract on a positive. Proud of the team we have who make Spirit a wonderful place to work. Excited to see what is next!"



Danielle Limage

"Being awarded a substantial amount of funding from Innovate UK via the Biomedical Catalyst competition to drive forward innovation in Clinitouch software."



Emma Richardson

"I think the biggest win for this year was getting our apps released in the App Stores."



Shiona Hawkins

"My 2023 win is definitely signing our partner in Namibia. They got in touch after seeing our Synaxon announcement, and absolutely raced through the process of becoming a partner - without that press release we wouldn't have them on board! I'm hoping that by the end of this year, they will have their first patients live on Clinitouch too."



Lisa White

"Our work around sub-cultures and spending quality time with our amazing teams has been my win. Not only is it nice to spend time with genuinely great people - I have learnt something from every team."



Kerry Taylor-Smith



“My win has been to meet such lovely people within the spirit organisation.”



Paula Isaac

“Lots of Spirit wins in 2023 for Education Services. One that stands out is the launch of our Train the Trainer programme for EMPOWER. We launched within a few weeks and it’s now running really well with patients being able to benefit from our programme.”

Claire Pridige

“I joined in October and have been made to feel SO welcome by everyone, I feel very lucky to have such an amazing team to be a part of and my manager (Nat Stevens) has gone above and beyond for me.”



Samantha Scott

“My Spirit win for 2023 is having joined the Spirit family. The circumstances that led me here weren’t perfect but those circumstances brought me to where I am today, I am grateful to have found my place as part of the Spirit family.”



Sarah Marie Gregory

“I’m proud to have taken on a new role in Spirit and become more confident taking on customers and leading training calls.”

James Waine

“At Spirit, I get to work with amazing people who share a genuine desire to create a positive impact. It’s refreshing to be surrounded by passionate people all working towards the same goal and aiming high. I am encouraged to share new ideas, ways of working and above all, we work together.”

Clare Leek

What we've learned

We're not afraid to try new things. Because of this, we're always learning. This helps us become more resilient, adaptable, and eager to try again.

"Focus not distraction is the secret to success. We have excelled when we have stopped being attracted to new things and focussed on what makes us special - and we are very special in making a difference not only in the UK but across the world!!"



Chris Barker

"I've seen how brilliantly our team spirit can grow through aligning our people to a clearly articulated goal."



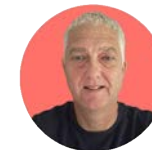
Nadine Miles

"The answers sometimes don't lie at your door or in your team. Having fresh perspectives and leaning on others outside your usual inner work circle can really help crack a solution."



Matt Jones

"Don't be surprised if things change. Our customers are settling into a very new working environment and priorities or ways of working are constantly changing. We have to be nimble and adapt."



Duncan Richardson

"You always learn new things by sharing your experiences with others."

Sadiq Ibrahim

"I have learned that working for a company that supports and trusts you to do your best, pushes you even further to want to succeed in our end goal."



Jess Twose

"This year has taught me that hard work pays off in the end. And that anything is possible if you put your mind to it."



Toby Varnam

"It's better to have fewer priorities and deliver on them, rather than many priorities and get distracted by them."



Ollie Brooks

"The biggest lesson for me was to take the time out for some positive retrospection. It is all too easy to get caught up in the next shiny thing and forget how far we have come and the lessons we have learnt along the way. Seeing that progress from a 10,000ft view is reinvigorating, and helps to direct the focus going forward."

Umar Ahmed

"One of the top lessons I've learned is no question is a silly question. Asking questions deepens your knowledge not just for yourself but for others too."



Maddie Tudor

“Not all difficulties can be overcome at once. Some issues require much more effort, patience, resources and finding new ways. This fact is very difficult to admit. I hope to discover new sides in myself and be able to open up and share the best in me.”



Daria Yelshaieva

“You do not have to be brilliant at everything, develop your strengths rather than worry about your weaknesses. Show vulnerability!”



Katherine John

“Prototypes are easy. Production is hard. Onboarding that first patient makes it all worthwhile.”

Scott Wilson Billing

“That one of the most powerful things we can do is listen. Our international partners have so much knowledge about healthcare, and by giving them the floor in meetings I’ve been able to learn so much more! “Tell us about how X works” is so simple, but so effective.”



Lisa White

“My biggest lesson has been to not try and come up with all the answers in advance. HealthTech is so unpredictable and hard, so we should focus on building experiences around what we do know, then watch and listen to our customers for the next opportunity to improve.”



Noel O’Kelly

“I have learnt to trust myself more, Spirit has made me feel capable of more than I thought I was.”

Alex Deakin

Looking ahead

Whether it's through our medicine optimisation programmes, our high-quality health education services, or our market-leading digital health technology, our mission remains the same - to make health easy for all.

We remain committed to achieving this and the year ahead promises to be one of continued growth and evolution as we build on our successes.

Here are three things we're looking forward to in the year to come:

Innovating for better health

Innovation is at the heart of what we do, and in the coming year, we will continue to invest in cutting-edge technology and research to develop solutions that empower individuals to take control of their health like never before. Expect to see exciting new products and services that reflect our dedication to innovation.

Expanding our reach

We are excited to build on our plans to expand our services into new regions, reaching more people who can benefit from our innovative healthcare solutions. Our commitment to making healthcare accessible to all drives us to explore new markets and partnerships.

Strengthening our partnerships

Working with others is a cornerstone of our success. In the year ahead, we will deepen our partnerships with healthcare providers and organisations both in the UK and abroad to further strengthen our impact.



**Thank you
for reading
about our 2023
journey. Here's
to the next year
ahead!**



spirit
health

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

www.spirit-health.com