

spirithealth

Group Culture Book

2022





Our values of family, vigour and brilliance continue to shine through. We are making a difference in healthcare, and it's all thanks to you.

It's been another challenging year, but the Spirit family continues to be passionate, determined and innovative. We work hard to make health easy for our patients and healthcare partners, so thank you all!

Here is our 2022 Culture Yearbook, featuring a mixture of what Spirit means to us, and what we've classed as our 2022 Spirit Wins – a true celebration of Spirit culture. Thank you to everyone who contributed.



Another year of teamwork

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

Booker T. Washington

Educator, Author, Orator & Adviser to several
presidents of the United States

“Spirit means to me being part of a family and part of a very hard working team, who strive to make health easy. It also means making a difference to people’s lives. Whether it be in a big or small way, it is always satisfying knowing that someone has benefited from one of the services we provide.

My 2022 win is becoming a Team Leader for Education Services and Rehabilitation, seeing new contracts come on board for EMPOWER Diabetes Education and the growth of the Pulmonary Rehabilitation Programme.”



Paula Jeffs

“Spirit means an opportunity to try new things, present new ideas and push new ways of working without worrying that it will be looked at as anything other than worth a go!”

Ollie Brooks



Africa Health



Leicestershire Partnership Trust Awards



Preparing for LLR service



Asthma pathway goes live



CliniTouch engagement event

“My 2022 Spirit win has been seeing the entire Spirit family work together in a super collaborative way. All to make sure the ground-breaking LLR Virtual Ward programme comes to fruition following a business plan/bid submission with the client - as they say, ‘from small acorns do mighty trees grow!’”



Nadine Miles

“2022 has been great seeing our teams work so well together in digital. We have grown our family and the way that the team members help each other on a day to day basis is great to see.

We’ve started to have regular integration stand-ups where the two engineering teams can work together as one on difficult issues and this has accelerated the development massively. The input from our new product team has helped most of all, allowing the engineering teams to focus on the delivery of quality code.”

Matt Gregory



We are inspiring

“I have only been here a short amount of time, but Spirit has shown me how an enjoyable working environment and working with great people really can bring out the best in everyone.”

Alex Deakin

“Spirit to me means using our skills and talents to simplify tasks within work. We inspire each other and think big and better together. ‘Teamwork makes the dream work.’”

Fahima Musa

“Spirit means working with an inspirational team to make a real difference to patients.

My 2022 win has been launching a brand new pulmonary rehabilitation service which is making a real difference to the quality of life of the patients we see.”

Claire Pridige

“2022 has been a dynamic year – moving out of the pandemic and into the new normal. How we work together has changed massively – both in physical meetings and how we collaborate. Seeing the team work together to form new ways of working and understand how impactful they can be has been phenomenal!”



Chris Barker



“The biggest highlight of 2022 has been seeing Cam and Chloe progress into permanent roles at Spirit. After beginning their journey as Kickstarters, they have worked incredibly hard and it’s been a pleasure to see them go from strength to strength.

It’s a very rewarding part of the job to contribute to nurturing the ‘brilliant’ new talent that we are recruiting to achieve SOAR 25.”



Sarah Protheroe

“Having changed careers, Spirit has given me the opportunity to learn something completely new, help people and make a difference.”

Rebecca Limmagine

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

Cherisse Hill

We are passionate and dedicated - we push the boundaries to achieve greatness





Pulmonary Rehabilitation team



Spirit Pharmacy



'Art of Brilliance' training



Rushley Mead get-together



Health Plus Care show

“Spirit means the opportunity to do things differently and that’s why we’re brilliant at what we do!

My 2022 win was seeing a colleague achieve the recognition she deserves with her win at the Business Culture Awards.”

Emma Spencer

“Spirit is a family of weird and wonderful people who all bring something unique to the table. Working with such a fantastic team of ambitious and enthusiastic people makes working with Spirit a true pleasure.”



Sophie Davis-Cooper

“Even though I only joined the Spirit family a couple of months ago, it wow’ed me how much people care about this business. I have met some extremely hard working and dedicated people, who inspire me! Truly grateful to be part of it!”

Paulina Saproniene



“Spirit for me has been a fantastic environment that has allowed me to grow in a fast-paced but relaxed working climate. I work with amazing people whose values are aligned with mine. One thing that always stands out to me, is that colleagues always pull together to get the job done and that to me is unity and Spirit at its best!”



Lena Mistry

“2022 has flown by and Spirit has grown so much over the years. I am very lucky to be part of it and to work with brilliant and talented people, who work hard and play bingo hard. I love my job and my team, and I would like to say a big thank you to everyone in Spirit for making the place I work in a happy place to be.”



Julia Bevan

“We should value what we are doing with our time so our work should be meaningful and fulfilling. This is what exactly Spirit is for me as I am helping people make their life healthier.

I am proud to say I have been on the highest conversion rate for booking patients on diabetes courses for the team this year - this is my win for 2022 as I have been able to help more and more people with their health.”



Trupti Lalgi

“It’s not about finding who you are, it’s about finding a place where you can be who you are.’ At Spirit, people are not only accepted but encouraged to be who they are and even in my short time with the company, I have seen and felt the positive effects of that kind of culture.”



Emma Warren



We continue to work towards our SOAR 25 goals...

“It has been and continues to be a pleasure being part of the Spirit Health journey. Everybody works really hard and are extremely supportive as we push towards our SOAR 25 goals. I thoroughly look forward to the years ahead!

Being a part of the team that helped to deliver a new Pulmonary Rehab service in Lancashire & South Cumbria was a great feeling. This is a new territory for Spirit Health, with huge potential to develop into several other pathways. Exciting times for the future!”



Adrian Hall



HIMSS Conference



Health Plus Care Show



Meds Op marketing get-together



Bladder & Bowel Symposium



Virtual ward innovation event



“Spirit means family, friends, challenges, development, learning, helping and fun. All of these things individually would make somewhere a great place to work, but to have them all in one workplace is incredible and long may it continue.

Onwards and upwards to SOAR 25.”



Lindsey Rigby

“It has been wonderful to come back to Spirit after my maternity leave and be back with my friends and colleagues working as part of a fantastic team again.

There have been many new faces and names to learn, but it is great to see Spirit growing so quickly and working towards SOAR 25.”

Emily Lee

“Spirit means oodles and oodles of energy, collaboration and positive vibes. I love how working for Spirit means that our efforts directly help the NHS, supporting and pushing forward their vision.

My 2022 Spirit win was becoming part of the family!”



Pash Sonigra





“Spirit means all teams working together with a can do attitude to delivering excellence to our customers. Thereby securing on-going business as a result of understanding client needs and exceeding their expectations.”



Rebecca Perry

“Spirit to me is a place that pushes me to be a better me, professionally and personally. All with the feeling of a family striving for the same goal.”



Kat Everton

“I can’t believe it’s only been a year since I arrived, it feels like much longer, 100% in a good way. The Spirit team are truly what makes the organisation what it is, and keeps us driving towards our ultimate mission of SOAR 25. Adversity, challenge and (all too often) tight deadlines only drives us closer together. Our togetherness also makes celebrating the wins so much more fun! And, what’s most important, we never lose our sense of humour. Let’s NEVER lose that.”

Being part of a fantastic team that has secured Spirit Health as one of the leading brands in the remote patient monitoring and virtual ward space in the UK has been hugely rewarding. With this team and all its vigour, family and brilliance, I’m sure 2023 is going to be a great year for scaling Spirit Health’s Digital products/services, both nationally and internationally!”



Bruce Adams

We live by our values of family, vigour and brilliance



“Spirit is a place with great family values. I have only been here a couple of months but the feeling is very good working here and we have a great team to reach our objectives for SOAR 25. The work energy in my team is unbelievable that I have no doubt in us reaching our goals and helping the company grow in the future.”



Jiten Gandhi

“Family... Spirit is at the root of everything we do, and it’s also the root of everything that we create together.”

Reaching 10 years’ service with an amazing team is hard to find, difficult to part with, and impossible to forget.”

Warren Potter



“2022 has been the worst year of my life, but without the Spirit family, it would have been a lot worse. I will always feel in debt for the support and generosity that you guys have shown me.

Never in a million years did I think in 2022 I would be diagnosed with a brain tumour, but the care, and tears which were shed (not only by me) shows that Spirit are a brilliant family and I am highly thought of and cared for.

Thanks guys xx



Vanessa post-operation



Support from the Spirit family

Spirit to me is family. Yes it's busy, but we are a fantastic bunch of people all working towards the same goal. I love my Spirit family and really wouldn't want to be without them. That's not just the team I work with, it's the whole company. We are amazing and the awards speak for themselves - (did you know I won an award!).”



Vanessa Reading



Business Culture Awards commendation



Business Culture Awards winner



“Spirit means... energy, family, solving problems together, and improving lives.

For me, my 2022 win has been building out such a fantastic team, who are really starting to gel & perform at a high level, plus are a lovely bunch who live the Spirit values every day. Watching them support each other and achieve brilliant things, has been awe-inspiring!”



Jamie Starr

“At Spirit I have felt part of the family since day 1. It is an exceptional place to work knowing there is always someone you can turn to and also people you can help. Everyone is happy to share their knowledge and expertise and also listen to what you have to say.”



Raj Phull

“When Spirit comes to mind, I think of a bunch of intelligent and passionate people. All making a real impact working towards our joint mission of making healthcare simple and accessible for all. It is truly a pleasure to have such brilliant colleagues around me and our values of family, vigour and brilliance shine through everyday.”



Mia Fisher-Howe



We are driven by a unified mission - to make health easy and accessible for all



“I have only been with Spirit a short time but I am thoroughly enjoying it. I already feel at home and my colleagues are fantastic. What I like the most is our common goal and how we strive to work well together to achieve that.”



Katherine John

“Spirit is all about making healthcare easy. I love being part of a group of people that share the same values as me, that genuinely work hard but also have time to help each other. I wouldn’t change this for the world!”

Amalia Rokofyllou

“Being part of the Spirit team is so much more than just a job, it’s being part of something bigger. We are not just individuals doing OUR job, we are a team and a family that is driven by vision and passion.”



Tracey Cope



We're proud to do what we do

“Spirit is a happy, caring and supportive place to work that puts patient care as a top priority. Spirit has given me the opportunity to carry on caring for patients in new and innovative ways. I am proud to work with such a brilliant organisation.”



Karen Moore

“My 2022 Spirit win has been having the privilege to witness the amazing Product & Technology Team delivering our virtual ward platform!”

Duncan Harris

“Spirit means working with great minds to achieve meaningful goals towards making healthcare easy and making the world a better place. Working alongside wonderful people everyday makes Spirit ‘brilliant!’”



Maddie Tudor

“Spirit means the last 10 years of my working life. This year in June 2022 was my 10th year working at Spirit... It’s been a pleasure. The people/colleagues I have met, the friends I have made along the way are very special to me - not to mention the customers/healthcare professionals that I have helped, making their lives so much easier with the services we provide. My team and I receive some very nice comments and compliments which makes our day as good as we make theirs. It all makes me very proud of who we are... as individuals, as a team as a Spirit family.

Here’s to the next 10 years and to Spirit for all the wonderful work we all do across the business...”



Alison-Jayne Myers



Rushey Mead Health Centre



Meds Op team hard at work



Meds Op team meet in Glasgow



Digital team get-together



Alex's Wish charity golf day

“I have only been with Spirit for a short time but can honestly say it was the best decision I have made joining the Spirit family after working in retail for the past 22 years. I look forward to the next 12 months and the challenges it brings.”

Nikki Weston

“Wow what a year it has been - for me Spirit is far more than just a job. I have been working for Spirit Health for almost 2.5 years and it has been a brilliant journey. I get to work with some amazing people everyday and the team effort is incredible. I am excited to see what the next year brings to the table.

I can honestly say that I have never worked for a company quite like Spirit before and the way it makes you feel valued, part of a team and a family unit is amazing. I love the culture and values of Spirit.”



Clare Welton

We challenge each other, each bringing a unique perspective

“Working at Spirit to me means working together to realise a common goal and knowing that I can rely on anyone to come through with their knowledge and expertise when needed.

My biggest win so far was managing to get engagement from a London ICS area and gain commitment for the launch of a virtual ward pilot.”



Martin Bogdaniec



“I feel like I have really grown this year both professionally and personally whilst working for Spirit. A lot of that is down to the support and encouragement I have received from the team to expand my confidence levels.

2022 has been a great year for me in terms of testing my resilience and also working outside my comfort zone to achieve a couple of wins.

From writing research papers from across the pond, being involved in winning some tenders, to getting EMPOWER Digital QISMET accredited. Cheers to 2023!”



Karrie Wallace

“Spirit means tackling new challenges in an ever-expanding organisation and working as a family to make a difference.”



Danielle Limage



We're constantly growing

“My 2022 win was standing on the conference stand at one of our events this year and having someone come over and say “Spirit were on my list to come and see, I love what you’ve been doing”.

That, for me, was a really proud moment - it shows all the hard work has paid off. We know it's been a busy year and that we've spent a lot of time building brand awareness, but hearing it from someone else shows it was all worth it.

Looking back on things like being featured in The Times, or having our work mentioned by NHS England, the little things add up to what has been a really exciting year for CliniTouch!”



Lisa O'Keeffe



Business Culture Awards



Finance team hard at work



Digital advisor scheme launch



The education team play to win



LLR prep to launch CliniTouch service



We overcome challenges as a family

“Spirit for me is my 4 surgeries and the amazing families (teams) I have in each of them and how we all work together in order to provide the best patient care that we can possible.

My 2022 win has been CQC. This year has certainly been a challenge for myself with 3 DMA CQC calls and 1 desktop CQC inspection at the beginning of the year. Now at the end it looks like the physical visits have started with Camp Hill Inspection first and Chaucer & Satis to follow. I wouldn't be able to do this though without my Spirit family that surrounds me.”



Emma Gaylor

“My Spirit win was mobilising a new Pulmonary Rehabilitation service in South Staffs that came with a 2 year backlog of patients waiting to join the programme - hence the project has not been without its challenges. However the whole process of creating a new service from scratch has been exciting and rewarding!

Especially when patients report marked improvements in their health-related quality of life and the exercise tests show significant clinical improvements after completing the programme. And the patient feedback for the programme has been thoroughly heart-warming! Super work team Staffs PR :)”

Bal Matharu



Our work makes a difference



“I have been made to feel so welcome at Spirit. It really does feel like a family of amazing people to work with and a place where everyone’s ideas and opinions are heard and valued. Having the opportunity to work on projects that make a difference to people’s lives by improving healthcare delivery is a great feeling too.”



Liz Haydon-Turner

“My 2022 win has been working on an interesting project for the European Space Agency to help them safely send astronauts back to the Moon, and potentially to Mars!”

Emma Richardson

“Ten years on and Spirit is still exciting, challenging and fun. Most importantly, I feel we have made health care better and more efficient. We need to do much more of that and the NHS recognises it. Here’s to the next ten years and I hope you enjoy it too.”



Jim Swift

“My Spirit win is to come to work every day and have the opportunity to not only work with a fantastic, passionate team but to connect with an audience via EMPOWER Video and provide outstanding education courses. Reports are showing the positive impact they are having on helping people reduce their HbA1c and make positive changes in their life.”



Benita Shepherd



Prix Galien Awards



Virtual ward engagement event



Meds Op meet up



Business Culture Awards



Health Plus Care Show

“Spirit is being surrounded by passionate people all working towards to the same goal and aiming high. It’s a refreshing place to work that encourages new ideas, ways of working and above all, working together.”

My 2022 win was meeting the team in person for the first time, and what a lovely bunch they are. I feel very lucky to be part of such a wonderful, driven and supportive team.”

Clare Leek

“Spirit means working with great people who look out for each other and who genuinely want to make a difference. Most importantly they want to be successful together and not at any other person’s expense, which you so often see in other businesses.”



Duncan Richardson



“Spirit is a talented group of hard-working people who push each other and leave their ego at the door. This trait makes working here so enjoyable. Everyone has a voice in helping us strive to an ambitious collective goal.

My win has been building a great team who are talented marketers, but more importantly, brilliant people.”



Matt Jones

“Vigour is the growth mindset of brilliant people, working as family to achieve brilliant things.

Knowing there is someone else to champion my successes, to feedback so I can improve, and to pick me up on the bad days, makes Spirit the place to be.”

Sarah Jones

“Spirit is a busy, fast-paced environment, but with that comes heaps of teamwork, support - and always the opportunity to learn! The work we do at Spirit is very rewarding as we are constantly taking steps forward to improve people’s lives - bring on 2023!

My 2022 win was being successful in our external quality management system audits, which is always a great sense of achievement and generally a win across many functions within the business!”



Sarah Smith



“Spirit to me means family. Without the support and friendships of my colleagues I would not have achieved all I have. We are a strong team, working towards a shared goal.”

Amanda Jukes

“Spirit is working with fun, passionate and talented people and achieving amazing results. Being recognised externally for our thriving culture and outstanding engagement levels is a fabulous win for us all.”



Kerry Taylor-Smith

“This year we have been able to expand our friendly team, and we continue to support each other to make Beaumont Leys Health Centre a good and supportive place to work.”

Jane Macedo



Business Culture Awards



Practicing pool skills



Alex's Wish supporters lunch



Fun at Spirit House



Digital health training day

We keep learning to be the best that we can



“Apart from being dedicated to improving healthcare within the UK, Spirit is all about an amazing culture & the people that are involved in the journey of getting us to where we want to be. We have company goals, not just individual ones, meaning everyone is fighting for the same cause - which is brilliant!

Having started in February 2022, with no background of working with the NHS, I have been challenging myself to build new relationships, develop my understanding of our service and establish new NHS partnerships. My win for 2022 is therefore securing my first big Medicines Optimisation contract within Cambridge & Peterborough ICS; a brand-new partner region to Spirit.”



Richard Chrystal

“Spirit means new challenges. My 2022 win has been learning new systems.”

Sadiq Ibrahim

“Spirit is a fresh start and a new challenge out of my comfort zone.”

Samir Issak

“Spirit means being there for one another, lifting each other up and working towards achieving the best possible result.”



Ayesha Deen

“Having only been at Spirit for a little over a month, I have already been absolutely blown away by the many intelligent, inspiring, hard-working people I have met. I look forward to meeting many more members of the Spirit family, and seeing what 2023 has in store for us!”

Umar Ahmed

“Spirit means working with brilliant colleagues to challenge the norm and come up with innovative solutions to make health easy.”



Selma Abed



We're award-winning



We're an Outstanding Company, with outstanding people



Sector Ranking

#3

Best Health & Social Care Companies to work for in the UK



Regional Ranking

#22

Best Companies to work for in the Midlands



National Ranking

#88

Best Mid-Sized Companies to work for in the UK







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

www.spirit-health.com