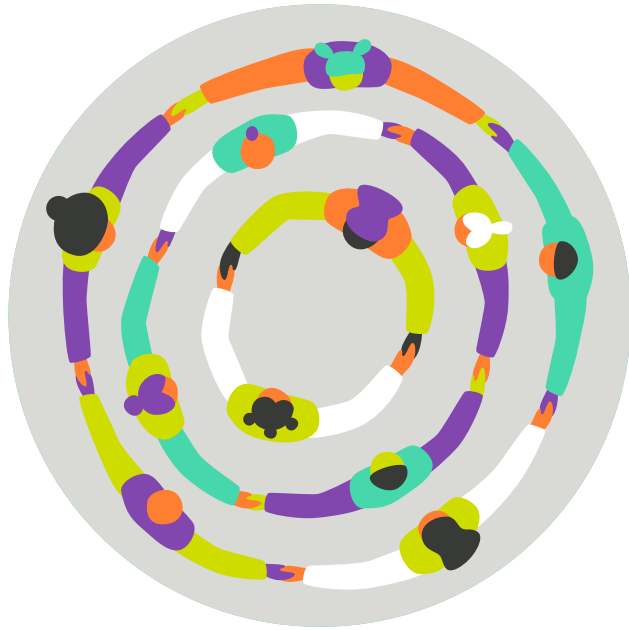


# Social value



As the country's largest and leading provider of NHS-funded primary care services, we work hard to have a positive impact on every individual we see and care for. Our impact as a service provider, employer, innovator and investor in health services also goes far wider than that.



The work we do every day affects the quality of life of our patients, and their families, friends and carers. Our ability to innovate and adapt our services broadens our reach into and across our local communities and get ahead of emerging challenges.



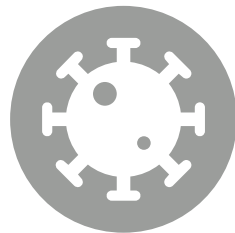
The way we recruit, develop and reward our staff at every level opens up new employment opportunities to support and reflect the populations we serve. As a business, our procurement and investment should benefit local economies and leave the lightest possible imprint on the planet.

# Our internal values and public purpose fully align with our approach to social values.

Our purpose is to go above and beyond for fairer, kinder and more sustainable healthcare for all.



## Our social value aspirations also align with the Government's five core social value themes:



### COVID-19 recovery

Help local communities to manage and recover from the impact of COVID-19



### Tackling economic inequality

Create new businesses, new jobs and new skills  
Increase supply chain resilience and capacity



### Fighting climate change

Effective stewardship of the environment



### Equal opportunity

Reduce the disability employment gap  
Tackle workforce inequality



### Wellbeing

Improve health and wellbeing  
Improve community cohesion

# Social value highlights for 2022



This year, we have seen many excellent examples of our staff putting social values into action across the country, focusing on improving community physical and mental health through outreach events.

Our practice teams, often working with local partners, have gone above and beyond their day jobs to reach communities and engage on a wide-range of physical, mental and public health issues plus wider social concerns.

We thank all our staff for their commitment to this engagement, which takes a lot of planning and effort. These events really bring to life our family values of community, belonging and holistic.

Our activity across the country has included: vaccine hesitancy outreach sessions; community walks; afternoon teas for our elderly, isolated and vulnerable patients and their carers; sexual health, women's health and cervical screening awareness events; diabetes talks and; orientation sessions to support digital inclusion.

## Social value highlights for 2022

To build on this commitment to supporting our communities, we are planning on introducing paid staff volunteer days across our family in 2023. We have also made good progress on gaining accreditation of our practices for community-based priorities. Securing Veteran Friendly accreditation helps our practices increase their understanding of the health needs of veterans and the services available to them, while ensuring there is a dedicated clinical lead for veterans on site. To make sure our LGBTQIA+ patients have access to inclusive healthcare that understands and meets their needs we are encouraging uptake of Pride in Practice status, and we expect our levels of accreditation to accelerate and broaden in 2023.



We have taken serious steps to address economic, social and health inequalities in the communities we serve. In February we became an accredited Living Wage employer, investing over £1m to make sure all our staff were paid 10p above the independently set National or London Living Wage this year, providing a significant salary uplift especially for our reception and administrative colleagues. We are also building the Living Wage requirement into all current and future third-party contracts.

To thank our staff for going above and beyond during the pandemic, all members of staff received a Covid Star to honour their efforts, which we believe is a unique award in primary care. The stars were manufactured through a not-for-profit scheme which supports apprenticeships in rare skills.



To improve employment opportunities locally, we plan to increase our recruitment of apprentices across the business with a full package of support in place. To remove barriers to accessing healthcare, we will make sure all our digital estate is more accessible, following NHS guidance on creating highly usable and accessible GP websites for patients. We will continue the roll-out of our Dr. iQ app, currently used by over 300,000 patients of all ages, allowing families and carers to more easily seek support for their loved ones.



## Social value highlights for 2022

Although our actual ownership of estate is limited, we are working to promote the use of local contractors and encourage greener ways of working through our procurement policies. We remain committed to net zero impact on the environment in line with the NHS's vision. For example, as part of our £200,000 investment in the St Albans practice in Nottingham the building's EPC rating for the building was increased to 'B'.

Closer to home, we have initiated a waste and recycling review, and providing patients with 'paper-free' options which could reduce use by around 75%. On a smaller but important scale, we want to reduce the amount of single-use plastics in our practices by using, for examples, 'tourniquets for life' for patients who regularly require blood tests.

To support equal opportunities across our organisation, we have introduced a new, single HR system called Workday this year, which will make it easier to monitor and track data, such as ethnicity and sexual orientation, that staff choose to share with us.

We also continue to promote our Freedom to Speak Up Guardian to provide a safe space for staff to share concerns and suggestions outside of their immediate team.

Our ability to continue to deliver high quality primary care in the face of sustained pressure on the NHS, is all down to our staff. That's why their wellbeing is so important to us as a caring employer. Throughout this year and next, we will continue to invest in staff wellbeing, including a brand new hub full of useful information and practical support.



**Social value is at the heart of what we do.**

**As Operose Health grows, our social value impact will widen and deepen, optimising the value of every interaction, every pound spent and every decision made to our patients, staff and communities.**

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