



PROUDLY RUN BY
THIS IS PURPOSE



Ramsay
Health Care



Ramsay
Cares

Social Impact Report
2025

The Ramsay Story

Founded in 1964, with over 60 years experience in delivering high quality healthcare globally. Ramsay Health Care UK has been providing healthcare services across England since 2007.

34

**hospitals, increasing
NHS bed capacity
by 1% across England**

**Over
7,500
colleagues**

97%

**of hospitals rated
Good or Outstanding
by the Care Quality
Commission**

3%

**of all NHS
elective care
is now delivered
by Ramsay UK**

**Contributed
£5m to the
Apprenticeship Levy,
and spent over £4m
investing back into
people**

**Ramsay
supports over
1,000
NHS patients
every day**

**Ramsay UK is committed to being net zero
by 2035, and globally Ramsay Health Care
is committed to net zero across all
10 countries that it operates in by 2040.**

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O Forewords



**Nick Forbes CBE,
Engagement Director, Purpose
Coalition, and former Member of
Keir Starmer's Shadow Cabinet**

The 2024 General Election marked a turning point for healthcare in Britain. The new Health Secretary, Wes Streeting, has recognised that the NHS urgently requires fundamental reform, highlighting the role of leading independent providers like Ramsay Health Care UK in supporting the NHS and addressing record-high waiting lists. Rising health inequalities and the cost-of-living crisis underscore the growing importance of healthcare organisations in delivering social value to colleagues, patients, and communities.

Since the 2023 launch of Ramsay UK's first Social Impact Report, Ramsay UK has solidified its reputation as a leader in social impact within the independent healthcare sector. Under Nick Costa's leadership, Ramsay UK continues to make strides toward profound, community-based change, driven by its partnerships with the NHS, a large-scale workforce, and local community ties.

This report will outline Ramsay UK's progress on critical Purpose Goals: Positive Destinations Post-16+, Fair Career Progression, Good Health and Wellbeing, Building Sustainable Communities, Harnessing the Energy Transition, and Working in Partnership. By focusing on outcomes, a commitment to net-zero, and effective NHS collaboration, Ramsay UK is setting new standards in healthcare impact.



**Nick Costa,
Chief Executive Officer,
Ramsay Health Care UK**

Since Ramsay Health Care was founded in 1964 by Paul Ramsay, the organisation has been guided by the principle of "people caring for people" and a commitment to doing what is right for our patients, colleagues, and communities. Though much has changed since the 1960s, our core values remain. As custodians of this legacy, it is our duty to adapt these enduring principles to address today's unique challenges.

Today, we face serious issues impacting access to quality healthcare, from extensive waiting lists and escalating costs to skills shortages and industrial action. Many have felt the strain of the cost-of-living crisis, but for those most vulnerable, the stakes are even higher. These obstacles make it clear that the high standard of care we believe everyone deserves is not always a reality.

We are committed to this responsibility, and our partnership with the Purpose Coalition will ensure that our efforts are measurable and impactful. By incorporating the Purpose Coalition's recommendations into our approach, Ramsay Health Care in the UK strives not only to deliver safe, quality patient outcomes but also to serve as a force for good, contributing to social progress and helping create healthier, more equitable communities across the UK.

“Ramsay UK is a true partner to the NHS, with committed teams and leaders, and develops them. Ramsay UK ensures every colleague is working in a diverse and inclusive culture, committed to making a valuable social impact in the communities they serve.”

- Angela Evans,
Chief Customer Officer,
Ramsay UK

MP Visits

Over the last year, Ramsay UK has been demonstrating its work to break down barriers to healthcare to a significant number of MPs who have visited its hospitals across the UK.

These visits highlight the importance of direct engagement with policymakers, enabling Ramsay UK to showcase its high-quality healthcare services and its commitment to reducing NHS waiting times, promoting healthcare innovation, and providing excellent patient care.

This has been a particularly important initiative considering the July 2024 General Election and change in government.

Through these visits, MPs have had the opportunity to see first-hand the quality of care provided to NHS patients as well as those opting for private treatment. Many of these hospitals work in close partnership with local NHS Trusts to address bottlenecks in the system, particularly around elective surgeries and diagnostics.

These visits form part of Ramsay's commitment to **Purpose Goal 15: Working in Partnership**, as they are committed to working with the NHS as well as policymakers to improve access to healthcare across the UK.

Paul Foster MP

[Member of Parliament for South Ribble](#)

Newly elected MP Paul Foster visited Buckshaw Hospital, hosted by Hospital Manager Helene Delaney and Head of Clinical Services Dawn Sumner. Paul toured the facility and engaged with staff and consultants dedicated to delivering high-quality services to local patients.

Rt Hon Sir Alan Campbell MP

[Member of Parliament for Tynemouth and Government Chief Whip](#)

Rt Hon Sir Alan Campbell MP – the Member of Parliament for Tynemouth – visited Cobalt Hospital in North Tyneside in October 2023. Alan met with members of the team, including student nurses and Consultant Orthopaedic Surgeon Andy Gray, and learned more about the services on offer, which include treatment for skin cancer, varicose veins, and orthopaedics.

Cat Eccles MP

[Member of Parliament for Stourbridge](#)

In August 2024, newly elected MP and ODP (Operating Department Practitioner) Cat Eccles visited Stourside Hospital. Cat – who previously worked shifts at the hospital – returned to meet former colleagues and the wider team working to deliver high-quality healthcare for local patients, and West Midlands Operations Manager Peter Hollick.

Rt Hon John Glen MP

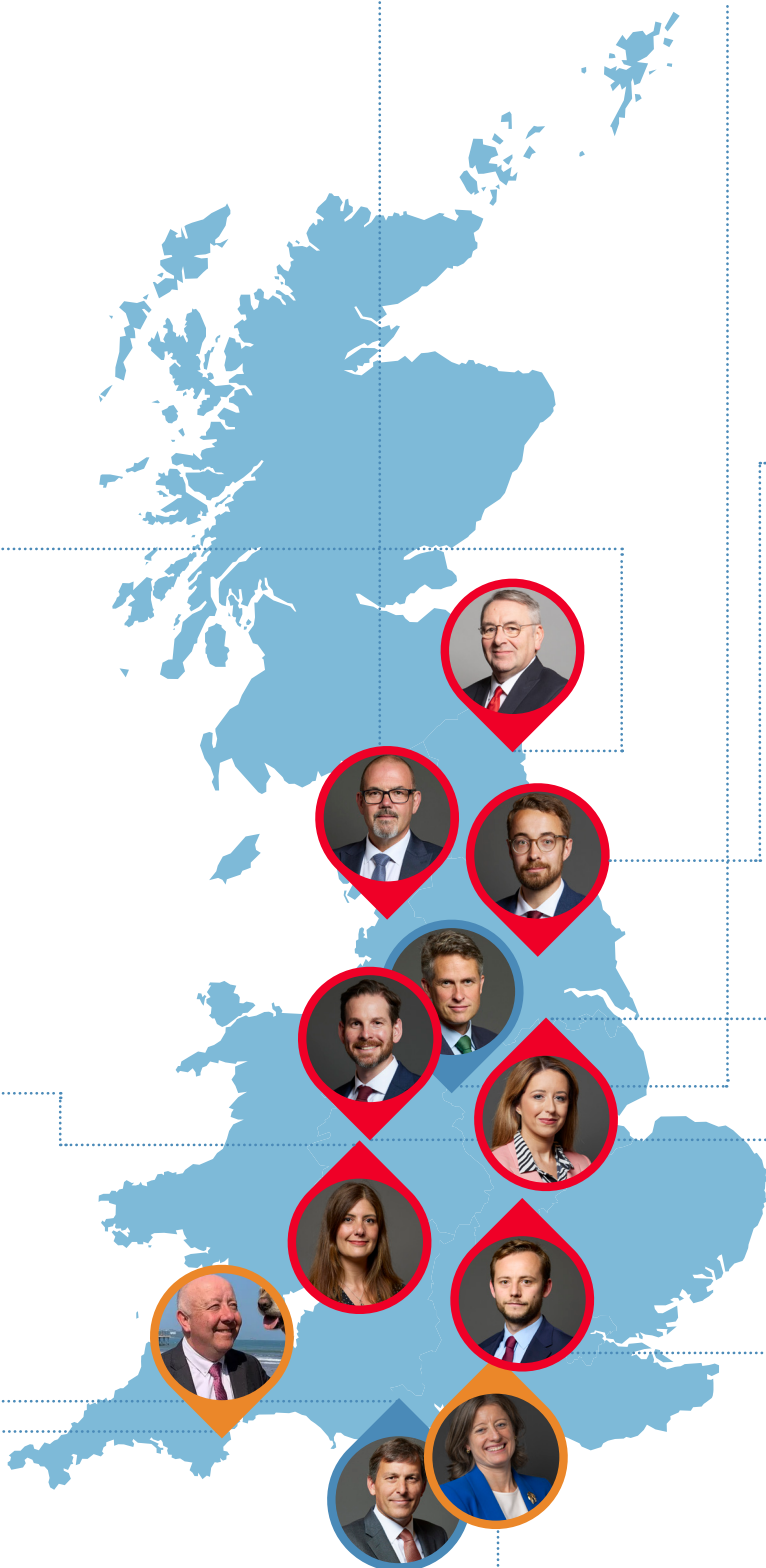
[Member of Parliament for Salisbury](#)

Rt Hon John Glen MP – Member of Parliament for Salisbury – toured the facilities at New Hall Hospital in November 2023 with Hospital Director Sharon Ash, meeting staff teams working to provide high-quality healthcare across Salisbury, rural Wiltshire, and beyond.

Steve Darling MP

[Member of Parliament for Torbay and Liberal Democrat Work and Pensions Spokesperson](#)

Newly elected MP Steve Darling visited Mount Stuart Hospital to see the work of the hospital to deliver for patients across Devon and the wider South West.



Rt Hon Sir Gavin Williamson MP

**Member of Parliament for
Stone, Great Wyrley and Penkridge**

Former Conservative Cabinet Minister Sir Gavin Williamson toured Beacon Park Hospital with Hospital Director Kerry Williams and found out more about the services on offer for local patients across Staffordshire and beyond.

Luke Charters MP

Member of Parliament for York Outer

In April 2024 – whilst still a Candidate – Luke Charters visited Clifton Park Hospital in York. Luke is now the MP for York Outer, and during his visit was introduced to cutting-edge medical technologies including the ROSA Robotic Knee Assistant which assists surgeons in performing advanced knee replacement surgeries. During the visit, Luke spoke of the vital need for the new government to harness the power of independent sector providers, such as Ramsay.

Sally Jameson MP

Member of Parliament for Doncaster Central

In December 2024, newly elected MP Sally Jameson visited Doncaster's Park Hill Hospital. Located on the site of an NHS Trust, Sally found out more about how the hospital works in partnership with the NHS to deliver for patients as part of the wider health community.

Alex Ballinger MP

Member of Parliament for Halesowen

In June 2024, Alex Ballinger – now Member of Parliament for Halesowen in the West Midlands – visited West Midlands Hospital.

Chris Curtis MP

Member of Parliament for Milton Keynes North

Chris Curtis – Member of Parliament for Milton Keynes North – visited Blakelands Hospital in August 2024, less than a month after being elected. During the visit with Hospital Director Boris Wagner, Chris saw the high-quality provision on offer at the hospital, including X-Ray, Ultrasound, and MRI, and a dedicated Physiotherapy Unit complete with a rehabilitation gym.

Helen Maguire MP

Member of Parliament for Epsom and Ewell

In January 2025, Helen Maguire MP visited Ramsay UK's Ashted Hospital in Surrey to see the hospital's advanced medical technology and wide range of treatments and services on offer.



1 An Introduction to Ramsay Health Care UK and its role in the Purpose agenda

Founded in 1964 in Australia, Ramsay Health Care is now one of the largest global healthcare providers, with over 500 facilities across Australia, Europe, and the UK, employing 80,000 staff and treating millions of patients annually.

In the UK, Ramsay operates 34 acute hospitals and day procedure centres offering a wide range of services, from routine to complex surgeries, diagnostics, and physiotherapy. As the leading independent healthcare provider to the NHS, Ramsay UK treats over 220,000 NHS patients each year and employs more than 7,500 people.

In 2022, Ramsay acquired Elysium Health Care, expanding its services to include long-term care for individuals with mental health conditions. Ramsay UK is well-positioned to deliver social value and promote equality of opportunity for its patients, colleagues, and communities.



Purpose

Ramsay UK embodies its purpose - “people caring for people” - through a commitment to clinical excellence and patient care, with 97% of its sites rated “Good” by the Care Quality Commission. As a purpose-driven organisation, Ramsay Health Care recognises that living this mission is essential to its role as a responsible healthcare provider.

Guided by its Ramsay Cares strategy, Ramsay UK is structured around three core pillars: caring for people, the planet, and the community. This strategy represents Ramsay's commitment to positive impact, breaking stereotypes about independent healthcare by partnering closely with the NHS where needed.

Ramsay UK places its people at the heart of its purpose, recognising that the safety, satisfaction, and inclusion of its workforce are fundamental to quality patient outcomes. It invests heavily in career development, aiming to create fulfilling, long-term careers for its staff, while prioritising clinical safety and robust risk management.

Despite sector-wide workforce challenges, Ramsay UK is proud to employ and nurture dedicated healthcare professionals. Its focus on colleagues, customers, and communities drives better patient outcomes, enhances social mobility, and strengthens employee satisfaction, aligning Ramsay UK with its mission to operate as a purpose-led force for good across the UK.

Case Study

Debbie Craven

Debbie Craven's career journey is an example of how Ramsay Health Care supports the personal and professional development of its employees. Debbie started her career at Ramsay as a staff nurse, and over the years, with the support and encouragement of the organisation, she progressed to senior leadership roles, reflecting Ramsay's commitment to nurturing internal talent. Debbie's progression was not only a result of her hard work but also Ramsay's focus on providing clear pathways for career development. Ramsay offered her numerous opportunities to further her education and develop her leadership skills.

Debbie took on increasing responsibilities throughout her career, moving from front-line nursing into management roles, demonstrating the organisation's belief in promoting from within. One key aspect of Ramsay's support for its employees is its flexibility in allowing staff to balance work and personal life.

For Debbie, this meant being able to grow her career while managing her family commitments. Ramsay's job-sharing opportunities allowed her to return to work after having children without sacrificing her career progression. This flexibility is an underpinning of Ramsay's wider approach to supporting its employees, ensuring they can continue to advance while balancing personal and professional responsibilities.

Debbie's journey through Ramsay Health Care reached new heights with the introduction of the MBA Apprenticeship Programme, a key initiative designed to equip staff with advanced management skills and prepare them for senior leadership roles within the organisation. Debbie's completion of the MBA apprenticeship with a Distinction in 2021 marked a significant milestone in her career, reflecting both her commitment and Ramsay's investment in her professional growth.

The MBA apprenticeship has not only enabled Debbie to improve her performance as a manager but has also given her the tools to contribute strategically to Ramsay's operations.



The programme is a reflection of Ramsay Health Care's broader commitment to fostering leadership development from within, ensuring that its employees are prepared to take on key roles in an increasingly complex healthcare landscape.

Debbie Craven's career journey is a testament to Ramsay Health Care's commitment to fair and transparent career progression. From her early days as a staff nurse to her current leadership position, Debbie's story illustrates the opportunities that Ramsay provides for its employees to grow and develop their careers. Through flexible working arrangements, continuous professional development, and initiatives like the MBA Apprenticeship Programme, Ramsay has created a supportive environment where employees are encouraged to reach their full potential.

Reflecting on her career, Debbie said:

"Ramsay Health Care has always supported my career progression, offering me opportunities to learn, grow, and lead. From job sharing after my children were born to completing my MBA, Ramsay has helped me every step of the way. Their commitment to developing staff and supporting the NHS has made a real difference in both my career and the communities we serve."

Effective employee progression is key to Ramsay UK's people pillar. It offers a range of internal colleague progression programmes, allowing all employees - clinical and non-clinical - access to social mobility-boosting career development.

► Case Study



Case Study Sam Bone, Student Operating Department Practitioner, The Yorkshire Clinic.

"I have been with Ramsay Health Care UK at the Yorkshire Clinic for 2.5 years now. I am currently studying to become an Operating Department Practitioner (ODP) through the Ramsay apprenticeship program. This 3-year course will allow me to complete my degree whilst working full-time. As part of this role, I work as an Anaesthetic Practitioner ensuring that the Anaesthetists have all the support they need, as well as monitoring patients during and after surgery. I also act as a Scrub Practitioner which allows me to directly assist the Surgeon throughout surgery. The best part about my role is the people I work with. My mentors are very experienced and excellent at what they do and the whole team is very supportive of both my university and army commitments."

"During my application to join the Armed Forces to become a full-time Officer, I got a job as a Cleaner in theatres at the Yorkshire Clinic. As I got to know the theatre staff they could see healthcare as a career path for me due to my

interests. They recommended that I apply to become a Healthcare Assistant. Not long after, an opportunity came up to apply to the ODP apprenticeship scheme. At this point, I decided to change my application with the army to become a reservist in the Royal Army Medical Corps. This allowed me to both work full-time in theatres as well as becoming a trained soldier." "Being a Reservist allows me to get the best of both army life as well as having a civilian career. I perform the same role for the Royal Army Medical Corps as I do for Ramsay which allows me to use my skills in different environments and with different teams."

"I get to see how others work differently and adapt my practice when needed to suit the situation. It also means that through the training I receive from the army, I can gain experience in emergency scenarios. This training helps me react quickly and appropriately to different situations."



Case Study Keri Purdy

Keri Purdy has been part of Ramsay UK for over 16 years, starting her career at Park Hill Hospital in Doncaster as a newly qualified nurse in 2008.

After relocating to the North East, Keri asked to be transferred to another Ramsay Hospital and joined the Tees Valley Treatment Centre in Middlesbrough. In 2018, the Treatment Centre relocated to a purpose built day case hospital on the grounds of Acklam Hall now known as Tees Valley Hospital.

Keri's development within Ramsay has been a very positive experience starting from a newly qualified nurse, to senior staff nurse and then to Outpatient Manager. In 2021, Keri moved into the role of Ward Manager of Tees Valley hospital and has been instrumental in the establishment and success of the hospital today.

In January 2023, Keri started to feel unwell and sought support from her local GP. Keri was diagnosed with a type of brain tumour known as craniopharyngioma resulting in a number of surgeries.

During her treatment Keri was told that the operations may change her personality and could result in her needing 24 hour care. The surgery was successful, and working hard through her rehabilitation programme, Keri was welcomed back into Tees Valley in February 2024 on a phased programme to get her back into the workplace.

Keri says, "The team at Tees Valley Hospital have been very supportive in my recovery and I was sent some lovely messages and received visits while I was recovering. Donna Thornton, our Hospital Director, kept in close contact with my partner Chris and mum Helen and built a great relationship with them during the last 18 months. I am so grateful for the friendship, support and understanding while I was recovering and knowing that my role was waiting for me when I was ready to return was a great peace of mind and one less thing to worry about."

2 Tackling the UK's Health Challenges and The Journey to the Purpose Goals

Ramsay UK and the Purpose Coalition are collaborating to address key challenges impacting patients, staff, and communities across the UK. From supporting employees through the cost-of-living, to creating equal opportunities nationwide, their partnership targets real-world issues.

The Purpose Coalition measures social impact through 15 interconnected Purpose Goals, designed with insights from academia and

business to address barriers to opportunity in the UK. Bringing together leaders, MPs, and businesses, the Coalition fosters innovation, shares best practices, and creates solutions that improve the role of organisations for their communities.

This report sets out the progress Ramsay UK has made across key Purpose Goals, driving action and breaking down barriers to opportunity across the UK.





3 How Ramsay UK is making a difference against the Purpose Goals

In its 2023 report, Ramsay UK demonstrated significant positive social impact across five Purpose Goals. This report sets out Ramsay UK's progress since, and also assesses the organisation against the Purpose Coalition's new, fifteenth Goal - Working in Partnership.

Goal 3: Positive Destinations Post 16+, **Goal 6:** Fair Career Progression,
Goal 8: Good Health and Wellbeing, **Goal 12:** Sustainable Communities,
Goal 13: Harnessing the Energy Transition, **Goal 15:** Working in Partnership.



Goal 3 Positive destinations post-16+

Every young person deserves access to high-quality options in education, employment, or training. Traditionally, there has been a strong focus on academic paths like A levels and university, with many now becoming the first in their family to attend university. It is essential to keep this route open for those with the potential and desire. Leading purpose-driven organisations are prioritising skill development within their teams and extending these opportunities to areas with limited social mobility through targeted outreach initiatives.

Apprenticeship Schemes

Ramsay UK offers a range of apprenticeship programmes, ranging from nursing to engineering. Ramsay is a leading apprenticeship provider and, through innovation, is able to utilise over 75% (more than £4m) of its apprenticeship levy contributions - compared to an average UK-wide percentage spend of 47% - providing more opportunities to people across the UK.

Currently, 148 Ramsay UK employees are undertaking apprenticeships in a wide range of areas. 100 of these are in clinical placements. The apprenticeship scheme is a key route in boosting social mobility, with specified pipelines for talent to enter the organisation and quickly move up, learning crucial skills along the way.

There are many great examples of this including Health Care Assistants training to become Registered Nurses and Operating Department Practitioners, alongside a wide range of non-clinical apprenticeships, including Accounting, Customer Service, and Coaching Professional.

The Ramsay UK Leadership Academy has over 200 people participating across a range of leadership programmes.

The Ramsay Academy have invested significantly in developing a suite of leadership programmes designed to support colleagues who are stepping into leadership for the first time, right through to the most experienced leaders. Over the 18 months, the Academy has welcomed in excess of 200 leaders onto a programme and continues to explore further ways to support leaders. Looking forward, the focus is the introduction of new courses that are aimed at colleagues who are working towards a leadership role, recognising the impact they have as a leader and identifying their own leadership style. In addition, the Ramsay Academy are excited to be exploring a new Leadership framework that is aimed to further strengthen and underpin all leadership programmes and strongly align them to company values and the Ramsay Way.

Graduate Programme

In addition to apprentices and leadership development, Ramsay Health Care also focuses on encouraging university graduates from across the globe into the medical profession - and developing graduates to grow and thrive in their careers within Ramsay Health Care.

Ramsay Health Care Global Graduate Programme is a 24-month programme including experience in corporate and operational clinical environments. The Graduate Programme also enables the graduates to explore different parts of the world through an international rotation across the company's global corporate and hospital sites.

The company understands that it isn't just about entering the company, but getting on and progressing within it too. There are strong progression routes from the programme to permanent opportunities and roles throughout the country.



Goal 6

Fair career progression

Career advancement should be based on ability and potential, not connections. Opportunities for growth and development within a job are essential - not only for earning potential and social mobility but also for keeping individuals challenged and learning beyond traditional education. Businesses that provide pathways for ongoing progress will boost both performance and the social value they deliver to their employees.

Internal Focus

One of the three pillars of the Ramsay Cares strategy is 'caring for our people'.

The underpinning 'Ramsay Way' - focused on people caring for people - means patients, staff and partners are equally important in the Ramsay UK ecosystem, and it is acknowledged that none work independently without the best offering and support for all.

Ramsay Health Care UK is focused on:

- ▶ Fostering a safe, caring and inclusive culture
- ▶ Engaging and developing its people
- ▶ Delivering high quality patient outcomes and experience
- ▶ Being a trusted partner for doctors and clinicians
- ▶ Supporting the mental health and wellbeing of all colleagues

People and Culture Forum

In July 2022, Ramsay UK took the next step in its Diversity, Equity, and Inclusion (DEI) journey, creating the People and Culture Forum for all staff in the UK.

Sponsored by the Executive Team, but very much a grassroots organisation, the People and Culture Forum is now central to Ramsay UK affecting positive change in the space of DEI through tailored staff mechanisms.

Colleagues vote directly on their representative to the Forum, and since its inception, it has seen an impressive amount of engagement and success from all colleagues.

Since our 2023 report, Ramsay UK has established five employee-led people resource groups on the topics of disability, ethnicity, generations, pride, and wellbeing.

These groups are led by volunteers and focus on building social support and a sense of community for employees who share a common identity. They help to engage and develop the diverse talent within Ramsay and offer a safe place to learn from each other and share experiences.

These are groups that are open for colleagues to be active in and engage on specific issues that are important to them. They allow them to voice specific concerns or challenges and steer specific internal policy on Ramsay UK's DEI strategy.

The organisation's proactive and grassroots approach to DEI is unique and is an impressive first step in creating a comprehensive strategy specific to the UK.



People Caring for People

Maintaining a strong workforce remains an ongoing challenge in the industry, and in response, Ramsay UK has reviewed how it can continue to support and invest in staff to help them further develop and reach their potential in their roles.

Investing in its workforce to 'grow our own' is a fundamental pillar for the organisation, and employees benefit from scholarship funding to undertake further studies.

An Orthopaedic Scrub Academy has been established to enhance and diversify the skill set of qualified staff, providing further experience and securing a pipeline of future clinical leaders within the organisation.

Ramsay UK acknowledges that to deliver the best care to patients, it must facilitate the

progression and prospects of staff. This means ensuring all colleagues receive the same support offered to patients.

In response, it has rolled out a successful Mental Health First Aider (MHFA) programme for staff to choose to take part in and become an accredited MHFA within the business.

More than 500 MHFAs have been trained since its launch in 2020 and are now able to provide mental health first aid support to colleagues in an emergency situation and signpost individuals to the right resources if they are struggling.

This supports the overall ambitions of the Ramsay Cares Strategy, which is focusing on how the business can become a more sustainable healthcare provider focusing on People.



Goal 8 Good health and wellbeing

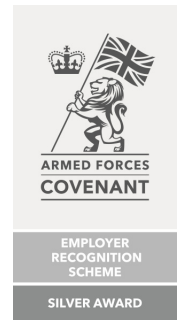
Improving mental and physical health at all ages enhances overall wellbeing and helps individuals reach their potential. Health inequalities are central to opportunity and improving social mobility, as good health is often the foundation for people to utilise their talents, secure employment, and advance in their careers. Awareness of these inequalities has grown, particularly as life expectancy statistics highlight how neighbouring communities can experience vastly different outcomes. Healthcare organisations now have an even greater responsibility in addressing these disparities, acting as community pillars by providing excellent clinical care and promoting wellbeing within their workforce.

Best-in-Class Clinical Outcomes

Ramsay UK is committed to providing the highest quality of care to patients, staff and partners. This is reflected in 97% of Ramsay UK sites holding ratings of 'Good' by the Care Quality Commission.

By ensuring alignment with regulatory bodies and achieving clinical accreditations, Ramsay UK continuously improves its risk management, security, and patient safety.

For example, 100% of sites delivering endoscopy services are JAG accredited, verifying that the endoscopy service meets rigorous, high quality standards which are used across the UK and Republic of Ireland to support improvement in clinical care and the patient experience. This means that patients can feel confident in their endoscopy service and be assured of receiving high quality consistent care.



Armed Forces Support

As part of being a truly inclusive organisation, Ramsay UK is committed to creating a workplace that is welcoming and supportive to employees who have served in the military or are active reservists, and their families.

The Defence Employer Recognition Scheme encourages employers to support defence and inspires others to do the same. The scheme encompasses bronze, silver, and gold awards for employer organisations that pledge, demonstrate or advocate support to defence and the armed forces community, and align their values with the Armed Forces Covenant.

Ramsay UK currently holds the silver award.

Healthier People Pillar

Healthier people is one of the key pillars in the Ramsay Cares Strategy for current and future generations.

In 2023, Ramsay UK and Elysium Healthcare joined forces to launch 'Active Together'. The aim of The Active Together Challenge is to get its teams moving and having fun, by walking, running, or cycling, whilst raising money for charity. The annual event encourages all colleagues across both organisations (15,500 in total) to get active. Since launching, it has had two challenges where staff are encouraged to do something which gets them moving and help to 'metaphorically' cover the challenge distance. In 2023, the organisation travelled from London to Sydney and back (25,000 miles), and in 2024, it challenged its colleagues to cover the entire coastline of the United Kingdom including islands (19,500 miles). Each year the teams have embraced the challenge and shared plenty of stories of how they have been active, such as teams walking from a Ramsay hospital to their nearby Elysium facility to meet the team.



Goal 12 Building homes and sustainable communities

Communities that are safe, offer a good quality of life, and provide affordable housing are more sustainable in the long term. Without these, communities risk losing talent and deterring business investment that could drive growth. Leading socially conscious organisations are adopting a whole-life approach, actively working to improve the communities where they operate.

Caring for the Community Pillar

One of the three Ramsay Cares pillars is 'caring for our community':

Through beginning the Ramsay Cares journey, it acknowledges the responsibility it has within the local communities it serves - its action in the community must stretch beyond simply connecting patients to skilled practitioners.

Ramsay UK realises that it has an important role to play in local communities, and in serving society at large.

Ramsay Health Care UK realises that it has an important role to play in local communities

Ramsay Health Care UK's community-based strategy is focused on:

- ▶ Responsible sourcing and ethical supply chains
- ▶ Making high-quality healthcare more accessible through facilities in a growing number of regional cities and towns
- ▶ Providing local job opportunities, promoting economic growth, and regional stability
- ▶ Supporting important community causes, charities, awareness, and education campaigns

Proactively Engaging with the Community

As part of its Ramsay Cares Strategy under the 'Caring for our Communities' pillar, the organisation offers its staff and local sports clubs connected to Ramsay through staff, the chance to enjoy a day in the Ramsay box watching live sport at Twickenham Stadium.

Since providing this opportunity it has had over 130 people enjoy matches at Twickenham including watching the Red Roses in the Six Nations, as well as a number of youth sports teams:

- ▶ Sporting Memories Chorley - Members with dementia and their families
- ▶ "Chipstead Rugby Club 'Sparks team' The Sparks are a new group of young girls, age ranges between 7-16
- ▶ Blandford Utd Football U12
- ▶ Hertford Girls Rugby Team
- ▶ Stamford Rugby Club
- ▶ Bishops Stortford football club
- ▶ Epping Youth football club
- ▶ Kings Norton RFC - U9's Rhinos Birmingham
- ▶ Wordsley Wasps
- ▶ Ufford Cricket Club
- ▶ Clifton All Whites Football U11s team, Nottingham
- ▶ Melbourn Dynamos FC, U12 girls football team



In focus

Ramsay was pleased to invite the under-9s team of the Alton rugby club, to watch 'The Big Game' on Saturday 30th December, emphasising its commitment to supporting local communities. This initiative aimed to provide an opportunity for those who might not otherwise have the chance to witness the thrilling game between the Harlequins and Gloucester, allowing them to cheer for their favourite team from the Ramsay box.

All the coaches involved in this event were dedicated volunteers with a minimum of five years of service to the Alton Rugby Club. The event was a resounding success, enjoyed by all who attended. Paul Scott, Woodthorpe's Hospital Director said, "There was still so much excitement about this at Sunday's training session"

Case study **St Leonard's Hospice Support**

As part of the wider Ramsay Cares strategy, each contracted employee can take a day of leave per year to contribute to charity, community, and other good causes. This is known as 'Giving Back Day.'

Members of the Clifton Park Hospital team joined the incredible Moonlight Walk, raising funds for St Leonard's Hospice. We were thrilled to sponsor this year's t-shirts and loved seeing everyone 'painting the town neon' during the 7-mile circular walk around York. It's inspiring to support such a great cause and help raise awareness for the invaluable work the hospice does for people and their families.



Goal 13

Harness the energy transition

Achieving net zero emissions is not just a goal, but a journey that requires urgent, large-scale change and adjustments to daily life. This transition will also create new opportunities, including higher-skilled, better-paid jobs across the country.

The Path to Net Zero

As a large healthcare company, Ramsay UK recognises it has a responsibility to reduce its carbon footprint and become more environmentally sustainable.

The organisation is committed to its environmental responsibilities and has set an ambitious target to become carbon net zero by 2040. Ramsay Health Care UK is already making progress on this journey by looking at every aspect of its operations to see how they can be more sustainable, from energy efficiency in hospitals to waste management and sustainable procurement practices.

Renewable Energy

Ramsay UK has taken significant steps to transition to renewable energy. It has entered into a long-term renewable energy contract to provide 100% renewable electricity to all of its sites across the UK.

Energy-Efficient Upgrades

As part of its ongoing efforts to reduce energy consumption, Ramsay UK has invested in energy-efficient upgrades to its facilities. This includes installing energy-efficient lighting and heating systems, as well as implementing a

comprehensive building management system to monitor and control energy use.

Additionally, Ramsay UK is exploring the use of renewable energy sources, such as solar power, to further reduce its carbon footprint.

Waste Management

Ramsay UK is also focused on reducing waste and improving its waste management processes. The organisation has implemented a recycling programme across all its sites and is committed to reducing the amount of waste sent to landfill.

Ramsay UK has also introduced a waste segregation initiative, ensuring that different types of waste are separated at the point of disposal, which improves recycling rates and reduces environmental impact.

Sustainable Procurement

In addition to reducing energy consumption and waste, Ramsay UK is committed to sustainable procurement practices.

The organisation is working with its suppliers to ensure that they also adopt environmentally friendly practices and that the products and services procured are as sustainable as possible.

This includes sourcing products that are made from recycled materials, are energy-efficient, and have minimal environmental impact throughout their lifecycle.



Engaging Employees in Sustainability

Ramsay UK understands that achieving its environmental goals requires the active participation of its employees. To this end, the organisation has launched various initiatives to raise awareness of sustainability issues and engage staff in efforts to reduce their environmental impact.

These initiatives include educational campaigns on energy conservation, waste reduction, and sustainable practices, as well as opportunities for employees to get involved in sustainability projects, such as tree planting and community clean-up events.





Goal 15 Working in Partnership

Collaborative partnerships between public, private, and voluntary sectors drive meaningful change. Ramsay UK has a strong history of working alongside the NHS, patients, and local communities. These partnerships are vital for social impact and delivering high-quality healthcare.

NHS Partnerships

Ramsay UK works in close collaboration with the NHS to help reduce waiting times, provide vital healthcare services, and support the delivery of elective care across the country.

Clifton Park Hospital

Clifton Park Hospital - based in York - has established a strong working relationship with York & Scarborough Teaching Hospitals NHS Foundation Trust to support outcomes for patients across York, North Yorkshire and beyond waiting for orthopaedic surgery.

The partnership has developed a new elective hub at the hospital, which helps to support the NHS and improve the provision of elective orthopaedic surgery locally. In late 2022, the hospital installed a new, state-of-the-art MRI scanner as part of a £1.6m investment, providing high quality and expertly reported imaging to both NHS and private patients alike.

This investment and partnership forms a crucial part of Ramsay's work to support the NHS and provision of services to the wider health community, reducing both surgical and diagnostic waiting times.

Oaks Hospital and East Suffolk North Essex Foundation Trust (ESNEFT)

Working in close partnership with ESNEFT to support the delivery of NHS services, Oaks Hospital supports to increase capacity, reduce waiting times, and improve patient safety across our shared patient population. Ramsay has invested over £1.5m to enhance endoscopy services, expand MRI capacity, and upgrade our imaging technologies to facilitate quicker diagnoses and treatments. Whilst also setting qualitative targets focused on improving patient experience through streamlined pathways and reduced administrative burdens.

Karen Lough, Director of Elective Care (ESNEFT) described the partnership: "ESNEFT's partnership with Oaks Hospital has grown from strength to strength over many years demonstrated in the range of services in which we work collaboratively benefitting the population of North East Essex and Suffolk.

"The shared vision of treating patients safely and timely, is one of the many keys to our success, along with openness and transparency within our working relationships.

"Sharing good practice across clinical and operational teams has resulted in improvements in patient pathways and delivering standardisation for optimal outcomes for patients, and supports a culture within our workforce of recruitment and training.

Charitable Giving and Volunteering

Ramsay UK is committed to giving back to the communities it serves. The organisation supports various charities and community initiatives, providing financial contributions and encouraging its employees to volunteer their time.

Through its "Giving Back Day" programme, Ramsay UK employees can take a day of paid leave each year to volunteer for a charity or community cause of their choice.

4 Recommendations and Conclusion

Ramsay Health Care UK has made significant strides in delivering social impact aligned with the Purpose Goals, with an underpinning focus on clinical excellence, sustainability, employee development, and community engagement - and the company is committed to going further to amplify its impact.

Expand Apprenticeship and Training

Ramsay's apprenticeship and career progression programmes support social mobility and workforce development. Expanding these efforts, especially in areas with high youth unemployment, can open new opportunities for underserved communities.

Increase Community Health Initiatives

Through strengthening preventative healthcare efforts, including educational campaigns, screenings, and local partnerships, Ramsay can help address health inequalities and promote healthier lifestyles in communities.

Advance Sustainability Strategies

Building on its net-zero goals, Ramsay should explore on-site renewable energy, water conservation, and sustainable supply chains. Engaging staff and patients in these initiatives will be essential for long-term environmental success.

Enhance Partnerships for Greater Impact

Ramsay's partnerships with the NHS and community organisations drive meaningful social impact. Expanding collaborations across public, private, and voluntary sectors can enhance Ramsay's ability to address complex societal challenges.

Develop Data-Driven Social Impact Measurement

Establishing robust, data-driven metrics will allow Ramsay to track its social impact, refine its strategies, and communicate achievements effectively to stakeholders.

Promote Employee Wellbeing

Ramsay's commitment to employee wellbeing, including mental health support, positive culture, and flexible work options, is crucial for sustaining high-quality patient care and staff satisfaction.

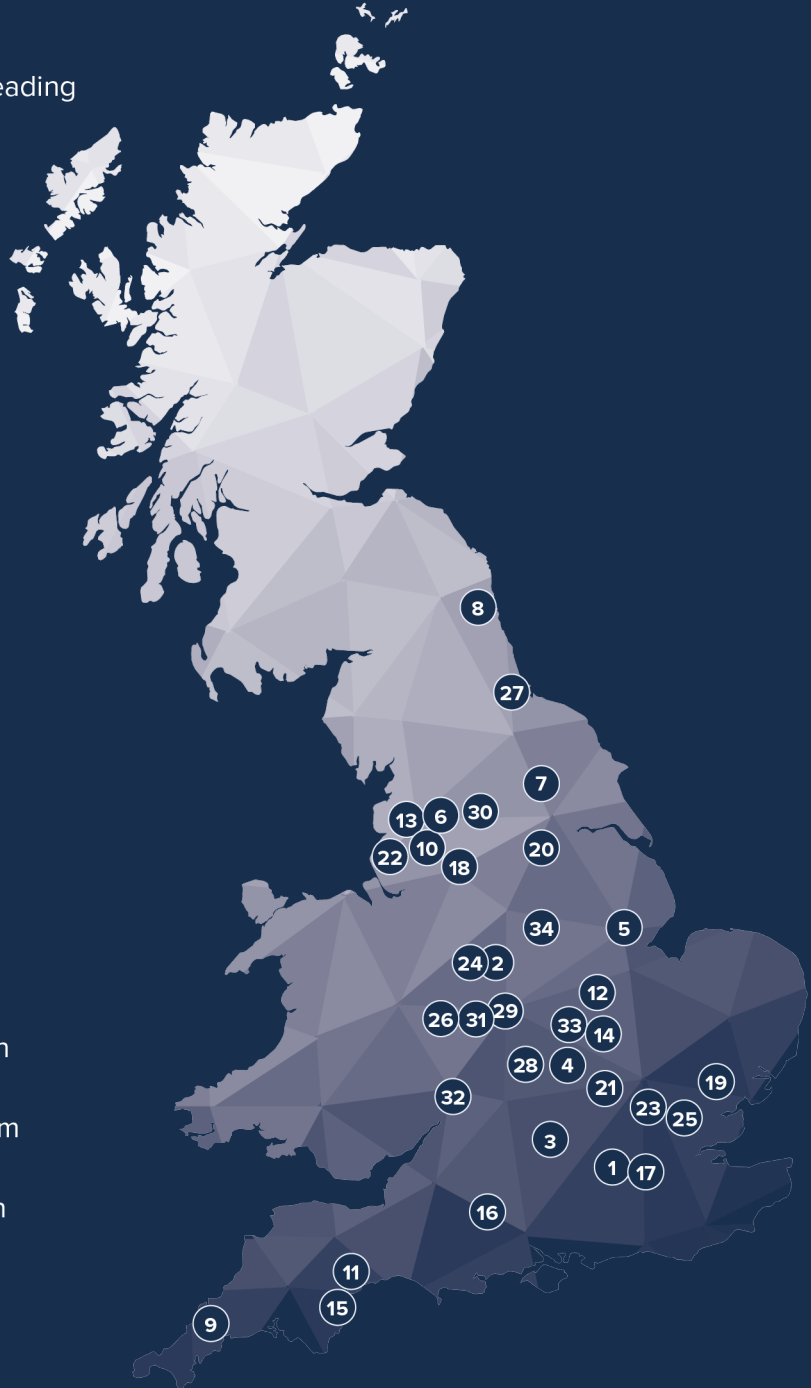
Conclusion

Through its Ramsay Cares strategy, Ramsay Health Care UK has set an inspiring example as a purpose-led healthcare organisation. By continuing to expand training, enhance community health, advance sustainability, strengthen partnerships, adopt data-driven measures, and support employee wellbeing, Ramsay can further drive positive change. Its commitment to "people caring for people" positions it to play an ongoing, vital role in shaping a healthier, more equitable society across the UK.

Scan to find out
more about
the work of
Ramsay Health
Care UK



1. Ashtead Hospital, Ashtead
2. Beacon Park Hospital, Stafford
3. Berkshire Independent Hospital, Reading
4. Blakelands Hospital, Milton Keynes
5. Boston West Hospital, Boston
6. Buckshaw Hospital, Chorley
7. Clifton Park Hospital, York
8. Cobalt Hospital, North Tyneside
9. Duchy Hospital, Truro
10. Euxton Hall Hospital, Chorley
11. Exeter Medical, Exeter
12. Fitzwilliam Hospital, Peterborough
13. Fulwood Hall Hospital, Preston
14. Glendon Wood Hospital, Kettering
15. Mount Stuart Hospital, Torquay
16. New Hall Hospital, Salisbury
17. North Downs Hospital, Caterham
18. Oaklands Hospital, Salford
19. Oaks Hospital, Colchester
20. Park Hill Hospital, Doncaster
21. Pinehill Hospital, Hitchin
22. Renacres Hospital, Ormskirk
23. Rivers Hospital, Sawbridgeworth
24. Rowley Hall Hospital, Stafford
25. Springfield Hospital, Chelmsford
26. Stourside Hospital, Stourbridge
27. Tees Valley Hospital, Middlesbrough
28. The Cherwell Hospital, Banbury
29. The Westbourne Centre, Birmingham
30. The Yorkshire Clinic, Bingley
31. West Midlands Hospital, Halesowen
32. Winfield Hospital, Gloucester
33. Woodland Hospital, Kettering
34. Woodthorpe Hospital, Nottingham



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