




## Our purpose



Making a positive  
difference to people's  
lives through outstanding  
personalised care



## About us

### Who we are

One of Britain's largest independent healthcare companies, operating across England, Wales and Scotland

### What we do

- Primary care: one of the largest network of independent GPs
- Diagnostics
- Treatment and surgery: from orthopaedics to cancer and complex care
- Physiotherapy, recovery and rehabilitation
- Occupational health
- Developing care at home for people with chronic conditions

### Spire in numbers

**39**

Hospitals

**8,760**

Consultants with whom we work in partnership

**128**

GPs

**33**

Clinics and consulting rooms

**5**

Critical care units

**700**

Corporate occupational health clients

**14,500**

Colleagues

**15**

Macmillan accredited cancer centres

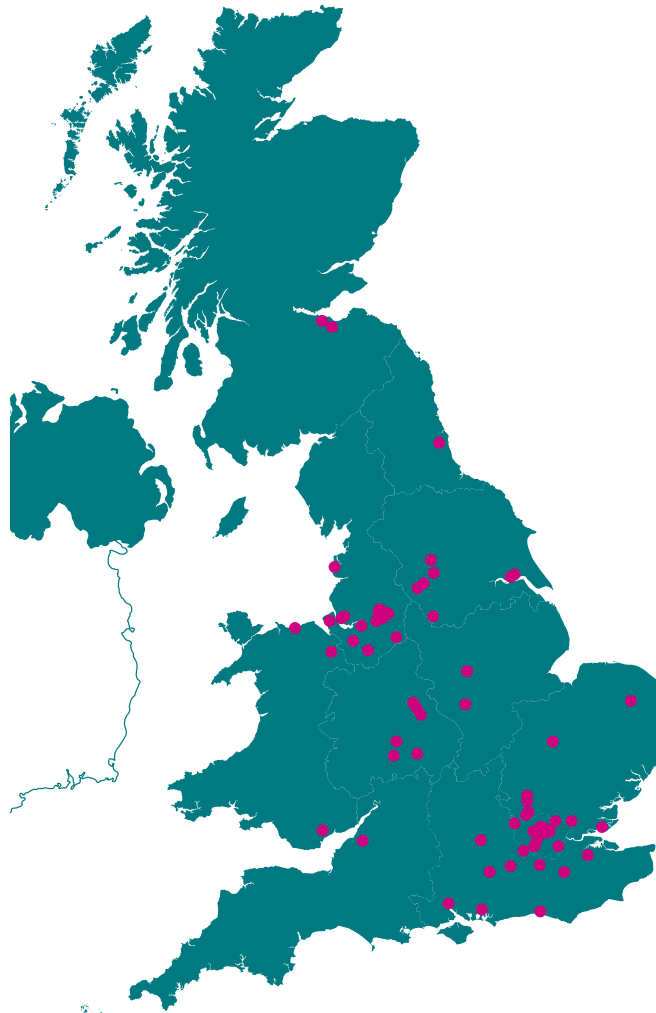
**926,500**

Self-pay, insured and NHS patients cared for in 2022

### Where we operate

#### Map key

- Spire Healthcare clinical locations



### Our values

#### Driving clinical excellence

We stretch ourselves to achieve fantastic results

#### Doing the right thing

We make sound and considered judgements

#### Caring is our passion

We put patients at the heart of everything we do

#### Keeping it simple

We make complex things easier

#### Delivering on our promises

People can trust us to do what we say we'll do

#### Succeeding and celebrating together

We work together, learn from each other and celebrate success







## Highlights of 2022

# 98%

of inspected hospitals and clinics rated Good, Outstanding (or the equivalent) by regulators, up from 90% in 2021 and 69% in 2016

# 926,500

patients cared for, up from 869,400 in 2021

# 180

nurse apprentices, 177 in 2021

# £90.1m

invested in upgrading and maintaining our estate, up from £77.1m in 2021

Launched diabetes service to empower patients



# 27,091

tCO<sub>2</sub>e carbon emissions down 6% from 2021

# 23%

of dry mixed waste recycled, up from 11% in 2021

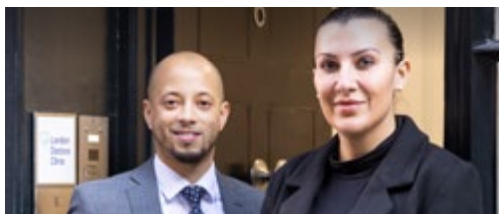
# 5%

of our colleagues are now apprentices, supporting the talent pipeline, level with 2021

# £20,000

fundraised and donated to British Red Cross Ukraine Appeal

Acquired The Doctors Clinic Group, including two occupational health businesses, getting the nation back to health



# £1,198.5m

revenue up 8.3% from 2021

# £203.5m

adjusted EBITDA\* up 14.2% from 2021

# £95.4m

operating profit up 9.7% from 2021

Refreshed our strategy and purpose

Named 'Hospital Group of the Year' by LaingBuisson

\*Refer to page 81 for a reconciliation of non-GAAP financial measures.





## High-quality patient care

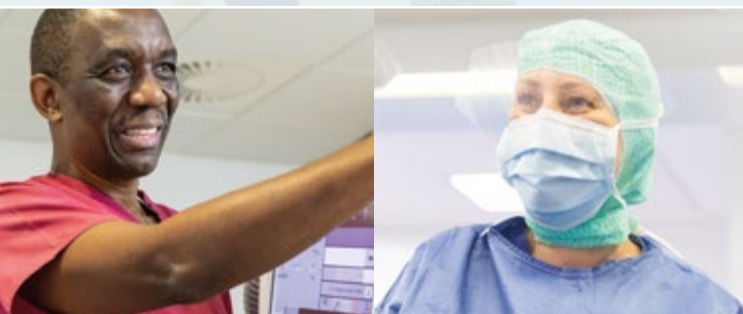
“Staff were caring, efficient and explained things when I was worried. The physiotherapy sessions were supportive, my room was comfortable, and the food was incredible.”

January 2022



“A wonderful surgeon and team who couldn’t have done more or made me feel more welcome. The entire journey was meticulous and reassuring. I have never experienced such high-quality care.”

February 2022



“I was very nervous going in but I was made to feel at ease every step of the way. Nothing I asked was too much and that was appreciated.”

March 2022



“The hospital was clean and all the staff were very attentive and accommodating. The physio was patient and clear about the exercises I needed to do and why. I had fantastic support.”

April 2022



“A well-organised system of admission and pre-operation communication. Helpful, motivated nursing staff, and top-class surgical staff. All extremely friendly and state-of-the-art facilities. I’m extremely glad I chose Spire.”

May 2022



“Every aspect of the visit was dealt with totally professionally. It was for my father who is elderly and has dementia; he was treated with the utmost respect.”

June 2022







## High-quality patient care continued



“Right from the moment I walked into the hospital I felt so welcome. The level of care is above and beyond.”

July 2022



“The care was exemplary, and every staff member I met was friendly, patient and genuinely caring. I can honestly say that my time at Spire Healthcare was a very enjoyable experience.”

August 2022



“The medical team were exceptional, as were the care staff and receptionists. Thank you all for a five star excellent service.”

September 2022



“I found the whole experience quietly reassuring. I found that I had nothing to worry about, as it was all done and dusted within a very short amount of time.”

October 2022



“I was treated very well, from the moment of my first consultation through to treatment. I have no hesitation in recommending Spire – it is a cut above the rest.”

November 2022



“A marvellous team, always caring, always attentive, I couldn't have asked for better, really.”

December 2022



## History and progress

### 2007

- Spire Healthcare founded with the acquisition and rebranding of 25 former Bupa Hospitals sites by the European private equity firm Cinven

### 2014

- Acquired historic St Anthony's Hospital in Greater London from Daughters of the Cross, a holy order of nuns who had run the hospital for more than 100 years
- Cinven floated Spire Healthcare on the London Stock Exchange, setting its initial price at 210 pence a share, with a valuation of £842 million

### 2020

- Hospitals and resources dedicated to the NHS to support the fight against the pandemic. Colleagues worked with local NHS trusts to support patients with COVID-19, and to deliver other urgent operations and cancer treatments
- An Independent Inquiry published its report on Ian Paterson, who practised in two Spire Healthcare hospitals, as well as the NHS. Spire Healthcare accepted its recommendations in full

### 2008

- Acquired further hospitals and clinics, including Thames Valley Hospital in Buckinghamshire, and Classic Hospitals Group around North and South East of England
- Adding Classic Hospitals' 10 hospitals saw the group become the second largest hospital provider to private patients in the UK

### 2017

- Opened new purpose-built, state-of-the-art hospitals in Manchester and Nottingham, a total investment in excess of £120 million

### 2021

- Launched one of the largest nurse degree apprenticeship programme in the sector, run in partnership with the University of Sunderland
- Acquired an 87% stake in Sheffield's Claremont Private Hospital from Aspen Healthcare, partnering with local consultants who took a 13% stake in the hospital

### 2022

- Long-term investments in quality, estate and people have delivered quality patient care and high levels of patient satisfaction
- Increased stake in Claremont hospital to 100%
- 98% of inspected hospitals and clinics now rated as 'Good' or 'Outstanding' by the CQC or its equivalent in Scotland and Wales
- Acquired The Doctors Clinic Group, which operates 22 private GP clinics, and two businesses in the fast-growing occupational health sector

### 2023 onwards

#### Future investment



Future investment will support the delivery of a broader range of healthcare services that complement existing services and develop a network of 10 new clinics.

#### Expanding GP and occupational health services

The group will further expand GP services, offer minor treatments, such as ophthalmology, dermatology and gynaecology, through new treatment clinics and develop the occupational health offering.



#### Chronic disease support



Development of new offering for patients with Type 2 diabetes, with plans for similar services for people with other chronic diseases, combining the benefits of innovative, user-friendly mobile technology with face-to-face clinical support.

# Spire Healthcare – from hospitals to integrated healthcare