

# HOW CAN WE SUPPORT YOU?



At Spirit Healthcare, we pride ourselves on being different. We're not a large, faceless company – we're small, accountable and we believe success is built upon supporting people. We use our knowledge, experience and resources to help deliver change for the better.

To make things simpler we offer support that can be tailored to your needs including:

## Unique Patient Support

- 24/7 non-automated telephone support line so both health care professionals and patients can speak to us at any time of the day or night, 7 days a week.
- Free structured education programmes to help people with diabetes improve their self-management skills and enhance engagement with the change programme.
- Free peripherals including batteries (that last for 1000 tests), USB cables for PC Care (Spirit's diabetes management software, also free) and meter skins (to personalise peoples' meters).
- Regular patient newsletter to support diabetes awareness and self-management.

## Healthcare Professional Support

- Dedicated Clinical Educators to support training on our meters with an option for diabetes disease area training.
- Independent external quality assurance provided by NHS Frimley Park Hospital's QPoint laboratory. This ensures the continued accuracy of our CareSens N meters for patients on insulin and supports your clinical governance around system use.

## Implementation Support

- Clinical Audit support – using the only company agreed by NHS England to supply medicines management support to the NHS in England.
- Help to design aligned incentives; e.g. LES / GMS.
- A dedicated project management team to help support you through the change process, minimising your time and maximising patient engagement.