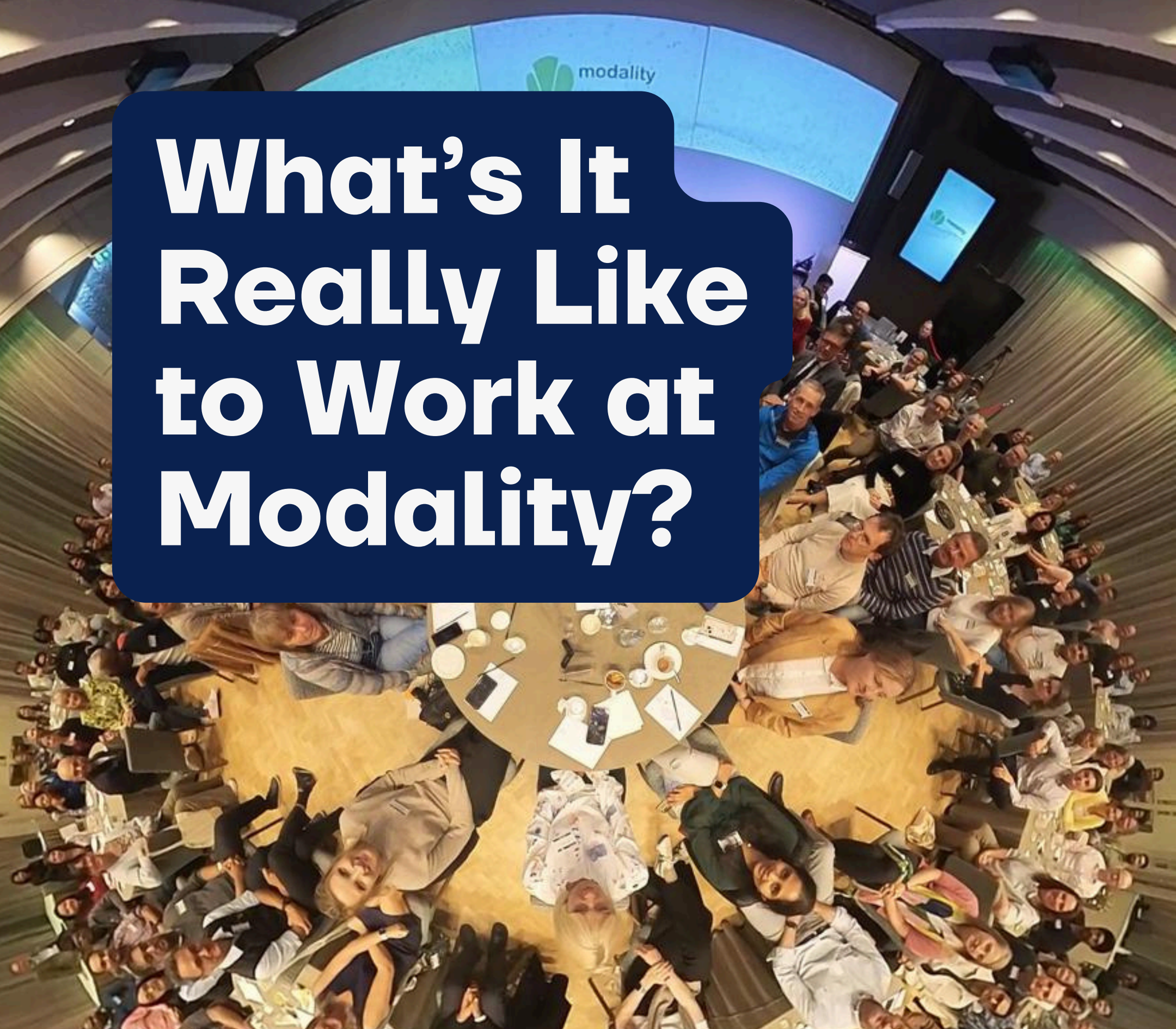




What's It Really Like to Work at Modality?

Curious about joining us?

Want an inside look at life at Modality Partnership or Modality LLP? This is where we pull back the curtain – sharing our values, our culture, and real stories from the people who make Modality what it is.



modality
A Commitment to Care

Welcome to Modality



Welcome to Modality Partnership and Modality LLP insights! Here we describe a little bit about working within Modality Partnership or Modality LLP. We are sharing our values, our culture, and have added reflections from some of the people who form part of the Modality family, working to deliver high quality patient care.

Prof Vincent Sai

Partner & CEO, Modality Group



About Us

We are an award-winning GP super-partnership that operates primary health care and community services serving more than 12 million citizens across the UK. We pride ourselves on our inclusive culture and value diversity which helps us grow and learn better together. Through innovation we are committed to driving change in healthcare to ensure we offer the most effective care and treatments available to our patient population. We are committed to reducing health and social inequalities in the communities we serve. We ensure we have the right people in the right roles trained to undertake their jobs to the best of their ability.



Our Leadership



Each of our divisions and service areas is led by an experienced Executive Partner, supported by a dedicated Board and a team of managers and Partners.



Vincent Sai
Partner & CEO



Dr Mina Gupta
Group Clinical Chair



Dr Brendan Kennedy
AWC



Dr Stephanie Dawe
Birmingham



Dr Elango Vijaykumar
East Surrey



Dr Elizabeth Dobson
Hull



Dr Kate Tebbs
Lewisham



Dr Naresh Rati
LLP



Dr Ellie Flatman
Mid-Sussex



Dr Ravi Sandhu
Walsall



Dr Vipin Bhardwaj
Wokingham

Sharing Our Vision



Respected system leader in innovating and shaping future healthcare research, training and delivery of high-quality patient care at local, regional and national levels.

Employer of choice where staff are supported to be the best they can in an atmosphere based on work-life balance, teamwork, trust, learning and innovation.

Leader in Delivering Resilient Community Based Services to Improve Population Health Across the System

Safe and exceptional service quality, choice and experience for patients.

Founded on primary care playing an exceptional role in care coordination, continuity and prevention to optimise health outcomes for all patients regardless of background.

Working in close partnership with health and social care, commissioners, providers and the voluntary sector.

Our Operating Model

NATIONAL BOARD

Set to manage delivery of business strategy and direction

SERVICE & DIVISIONAL BOARD

Set and deliver local P&L and business plan.

NATIONAL CENTRAL BUSINESS SUPPORT

Deliver functions for the business that can be managed centrally and at scale

Our Locations



At Modality, we deliver care across a wide geographical footprint, serving patients from the North to the South of the UK. Each of our regions is called a division - for example, our Midlands area is known as our Birmingham division.

Alongside our primary care services, we also provide a range of community services from more than 20 locations across the Midlands and the North. These include Birmingham, Dudley, Edgbaston, Worcester, Walsall, St Helens, and Hull.

The illustration below highlights our divisions and locations supported by our dedicated teams.



Living Our CARE Values



Modality aspires to deliver outstanding patient care through our values of: Commitment, Accountability, Respect, and Excellence (CARE) which guide how we deliver healthcare and how we support each other.

These values are more than just words; they give us a sense of purpose in our work and shape our daily actions. By staying true to these values, we strengthen the quality of care we provide, provide a supportive work environment and keep patients at the centre of everything we do.

We expect everyone to stand by our values, and we will recognise and celebrate those who go above and beyond in demonstrating them. Our values framework supports our staff to understand and live our values through essential and exemplary behaviours.



Commitment

We are dedicated to providing high-quality care to our patients and working effectively as a team. We will do our best and support our teams to improve patient outcomes.

Accountability

We take responsibility for our actions and the impact these have on our patients and colleagues. We will be able to give a reasoning for our actions.

Respect

We treat patients and colleagues with fairness, professionalism, and courtesy. We will value others' perspectives, maintain confidentiality, and help to create a positive working environment.

Excellence

We strive for excellent care through continuous improvement, efficiency, and collaboration.

Our Culture



Our values form the foundation of the culture we strive for. We are committed to ensuring that every individual, regardless of their role or position within Modality Partnership or Modality LLP, feels part of the wider Modality family.

At Modality, we champion diversity as a catalyst for creativity, innovation, and individual growth. We're committed to building an inclusive culture where everyone feels respected, heard, and empowered to thrive. By embracing different values, experiences, and perspectives, we create a workplace where people can be their best selves.

We actively listen to feedback from our teams and the communities we serve, using it to drive continuous improvement. We conduct an annual staff survey that gives everyone a voice and enables a **"You said, we did"** approach to meaningful change. Together, we aim to create an environment where every voice matters and every difference is valued.

Wellbeing and Support

We understand that people may face personal circumstances that affect their wellbeing. At Modality, we want every colleague to know about the support available to them. Our **Modality Feel Good Flyer** highlights the resources that help sustain staff wellbeing, and this support is always available through the wellbeing pages of our staff intranet.

Through **Optima Health**, employees have access to confidential assistance covering health and wellbeing, finances, caring responsibilities, legal matters, and home life. Support includes a direct phone line to qualified therapists and a wide range of mental health resources.

We also have a team of trained **Freedom to Speak Guardians**, who play a vital role in maintaining a healthy, open culture - especially when something doesn't feel right. They provide a safe, confidential space to raise concerns and guide colleagues every step of the way.

Our trained **Wellbeing Champions** offer short-term, confidential support and can signpost employees to further resources. Champions are available both locally within divisions and, where preferred, from other areas of the organisation. They also play a key role in delivering national wellbeing initiatives across Modality.

Community and Connection



At Modality, wellbeing also means connection and community. We host Wellbeing Wednesdays, with a range of fun and engaging activities such as light-hearted quizzes and creative workshops. Throughout the year, we run friendly competitions – including Easter wreath-making, bake-offs, and team quizzes – perfect for anyone with a creative streak or love of a challenge. Whether you're testing your knowledge or enjoying a bit of crafting, there's something for everyone to get involved in.



Entry Routes and Career Pathways



To support your career journey and strengthen our workforce, we have developed 'Modality's Five Pathways to Health', a dynamic programme offering multiple entry routes into our organisation. Whether you're new to the workplace, a recent graduate, exploring a career in health, or bringing experience from the NHS or another sector, there's a pathway tailored for you. Alongside these routes, we also offer trainee opportunities for GPs, nurses, and pharmacists. These initiatives help us invest in people and build a sustainable, skilled workforce dedicated to delivering long-term, high-quality care to our patients. In addition to apprenticeships, we have run several intern and graduate intake schemes, supporting interns and graduates with project work and ongoing employment across a variety of roles such as Governance, HR, and Business Intelligence.

Training and Development Opportunities

We are deeply committed to supporting your career aspirations through ongoing investment in your professional development. We actively encourage all staff, both clinical and non-clinical, to engage in apprenticeship programmes and a wide range of training opportunities, from reception skills to Master's-level qualifications. Training and developing our workforce to operate at the top of their license is a priority focus. From foundational to capstone skill acquisition, individuals are supported in line with their personal and professional goals and aspirations.

Supportive Development Frameworks

At Modality, we believe in setting you up for success from day one. Our comprehensive competency frameworks provide clear, role-specific guidance to help you grow, develop, and thrive in your career. Whether you're just starting out or stepping into leadership, our frameworks outline the skills, behaviours, and values that drive excellence, empowering you to reach your full potential while making a meaningful impact in the communities we serve.



Reward and Recognition



Recognising and rewarding excellence is key to employee motivation and engagement. Our Rewards and Recognition program celebrates both individual and team achievements across all levels of the organisation. Our recognition schemes include:

Greatix Awards

'GREATIX' is intrinsically aligned to our Modality CARE values. This is an informal way to recognise the outstanding efforts our colleagues make every day. A Greatix is rewarded with a certificate and a Modality pin badge which replicate our CARE values. Here are real examples from actual nominations where team members were awarded a GREATIX badge for their efforts.

Care Awards

The Modality CARE awards are given to individuals or teams following a nomination by their colleagues. The nominations are reviewed by a team of partners who select the winners for a twice-yearly award. The nominated individuals or teams are shown to have worked above and beyond; these examples are from actual nominations where team members were awarded a CARE Award.

Long Service Awards

Our long service awards recognise employees who have reached 10, 20, 30 or 40 years of continuous service. This includes service within Modality Partnership as well as eligible service transferred into Modality under TUPE, where previous service with a transferring practice is carried forward.



Employee Benefits



Enhanced Annual Leave

Our staff have enhanced annual leave benefits. Here are examples of the pro rata entitlements:

0 - 5 Years Service	5 - 10 Years Service	10 Years Plus Service	Bank Holidays
27 Days Leave Per Annum	29 Days Leave Per Annum	33 Days Leave Per Annum	Plus 8 Days Bank Holiday

Enhanced Maternity and Adoption Benefits

We support new parents with enhanced maternity and adoption benefits, over and above the statutory required minimum. This is extended to parents adopting children in line with our adoption policy.

Family Friendly Policies

Our family-friendly policies offer flexible working and support for carers and dependents, along with guidance on leave for family bereavement and domestic emergencies. On return from such leave, a return-to-work interview will be undertaken so we can assess any further support requirements you may need.

Flexible and Hybrid Working

We're proud to promote flexible and hybrid working arrangements tailored to each role and team. Whether it's adjusting hours or working from different locations, we believe in finding the right balance to support both your lifestyle and professional growth. Flexibility is part of how we work, helping you thrive inside and outside the workplace.

Embracing Digital Transformation



Automation and Technology

At Modality, digital transformation plays a central role in how we continue to improve patient care and support our teams. By adopting innovative technologies and smarter digital solutions, we enhance access to services, streamline workflows, and deliver care that is more personalised, efficient and responsive.

Our commitment to digital progress empowers both patients and colleagues, helping us create safer, more connected and future-focused healthcare experiences.



Smarter Working and HR Systems

We also champion smarter working through modern HR systems that simplify and streamline everyday tasks. Whether you are updating your personal details, booking annual leave or accessing important documents, our digital tools are designed to make these processes easier, faster and more flexible.

By reducing administrative pressures and improving accessibility, our systems help you focus on what truly matters - delivering outstanding care and support to our patients and each other.



Modality in the Community

Our Community Services (LLP)

Our community services provide specialist award winning, NHS and private medical services. Working in partnership with NHS trusts and Integrated Care Boards we ensure people receive timely care to deliver the best possible long-term outcomes through the delivery of over 200,000 consultations a year. Our teams of staff work tirelessly to maintain our average waiting time of six weeks from referral.



Armed Forces Employee Recognition Scheme

We are proud to be ERS Gold Award holders in recognition of our commitment and our positive policies towards the Armed Forces Community. We support the employment of military personnel, their partners and dependants.



EMPLOYER RECOGNITION SCHEME

GOLD AWARD 2025

Proudly supporting those who serve.

Our People



Hear insider perspectives from the people behind Modality. With over 1,600 colleagues across eleven UK regions, here's a snapshot of our team and their experiences working with us.

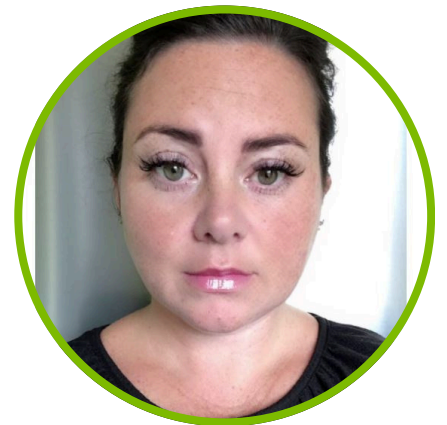


“I look forward to welcoming you to the Modality family. We work hard together to ensure the services we deliver to patients are safe and reliable. To do this well, I will ensure that your training and wellbeing are properly addressed and that you enjoy your time with us!”

Dr Mina Gupta, Modality Partner & Group Clinical Chair

“It can be challenging at times dealing with difficult situations but there are rewarding times. For example, receiving positive feedback from patients or their relatives. I was awarded with a certificate & Trophy for Employee of the Month for 'Outstanding Patient Care'; it was really lovely to receive the recognition.”

Jayne - Patient Services Assistant, St Helens



“I have always felt supported in my role; I am lucky as I work with an amazing team. It is a busy role in HR, no two days are ever the same, we never stop learning; safe to say, I enjoy my job every day.”

Sanjeev - HR Admin Support Officer

“I was a receptionist for 4 years, and today I am a Patient Services Manager. I applied for this position, not expecting that I would get the role, but I knew I wanted to progress and thought it is worth a shot.”

Isobel - Patient Services Manager, AWC Division



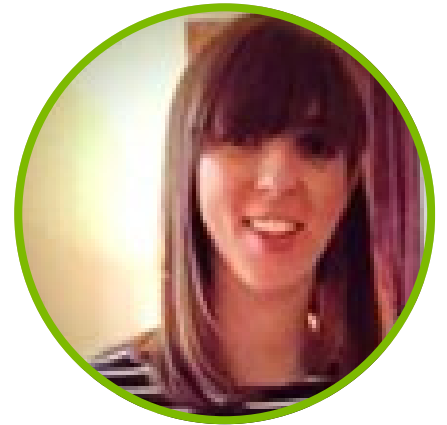


“ I remember before I started, I thought ‘a nice little job at the surgery would be easy’. Little did I know how much was involved and that you needed to be an expert in everything to be able to guide patients through our processes; fast forward a few years, I then became the Area Practice Manager. Modality offers lots of opportunities to develop in a caring environment.”

Kate - Area Manager, Wokingham Division

“ I am a pharmacist partner, I lead a well-established pharmacy team in my division and am part of the Modality central pharmacy team, building a national pharmacy team network across Modality. The career progression within Modality is fantastic, with the recognition of hard work and innovation where it is needed.”

Rachel - Pharmacist (Partner), Mid Sussex Division



“ I started with Modality over four years ago with no real experience of general practice. General practice can be a difficult place to work but helping patients to understand their long-term conditions to enable them to take ownership of their health which leads to better outcomes, this is definitely one area of my role I love.”

Kirsty - Lead Nurse, Hull Division

“ I’ve been with Modality LLP for 18 months as a trainee and 2 years as a manager. I enjoy the fast-paced environment, focus on service development, and the opportunity to help shape integrated care pathways that make a real difference to patients. While the work can be challenging, especially with complex systemic issues, it’s rewarding to be part of a solutions-driven team. I appreciate the mentorship and flexibility that support my professional growth.”

Amirah - Head of Operations, LLP



“ I’ve worked at LLP for 23 years and truly value the meaningful impact we have on patient care supporting them from referral to discharge and helping them access treatment faster than traditional secondary care. It’s rewarding to see the difference timely intervention makes. LLP has also been incredibly flexible and supportive, especially in helping me balance work with my responsibilities as a carer for my parents.”

Pav - Senior Operations Manager, LLP

National Recognition



Our teams are nationally recognised for innovation, leadership, digital transformation and outstanding patient care.

Innovation and Digital Transformation

- **HSJ Awards 2019 – Primary Care Innovation of the Year:** *Smartphone-enabled home albumin screening with Healthy.io*
- **BMJ Awards 2020 – Diagnostics Team of the Year:** Innovation in diagnostic testing and early detection of kidney disease
- **General Practice Awards 2025 – Digital Innovation in Practice:** Partnership with Heidi Health introducing ambient AI
- **UK Business Awards 2025 – Telemedicine Excellence Award:** Digital long-term condition management with GOQii

Workforce, Leadership and Culture

- **HSJ Awards 2022 – Workforce Initiative of the Year:** Large-scale multidisciplinary workforce model
- **General Practice Awards 2025 – Future Leader in General Practice:** Dr Zoyah Hussain, Modality AWC
- **Our Health Heroes Awards 2025: Clinical Support Worker of the Year** – Sarah Haynes, Modality Wokingham

Clinical Excellence and Patient Care

- **General Practice Awards 2020 – Pharmacist of the Year:** Excellence in medicines optimisation and patient safety
- **Meridian Awards 2021 – Medicines Optimisation & Management Innovation**
- **General Practice Awards 2022 – Vaccination Service of the Year**
- **General Practice Awards 2025 – General Practice Team of the Year:** Modality East Surrey

Partnership and Integrated Care

- **HSJ Awards 2019 – Primary Care Innovation of the Year:** Cross-sector digital collaboration



Don't Just Take Our Word For It!



If you are interested in becoming part of our wonderful team, you can look at the many recruitment opportunities available with us;



Contact and Further Information

This is just a small insight into what working with us at Modality looks like; you can learn more about us on the Modality Partnership website:

