



Case Study

Operose Health colleagues give back through new volunteering scheme

Two colleagues from Operose Health have become among the first to use the organisation's new annual volunteering day, working with a major food charity at a community project in London.

The volunteering scheme is a recent addition to Operose Health's staff benefits collection - titled 'Our Care Benefits' - giving colleagues one working day each year to join in with a registered charity or community organisation of their choice.

Afrodite Varvitsioti, Workforce and Reward Manager, and Zahra Lakha, Recruitment Advisor, chose to spend their day with FoodCycle, helping to prepare and serve meals for around 50 people in the capital. FoodCycle brings people together through free, nutritious meals made from food that would otherwise go to waste, tackling hunger and loneliness while creating welcoming spaces for local communities.

As one of England's largest primary care providers, serving more than 700,000 patients across 80 primary care sites, Operose Health is committed to supporting both the communities it serves and colleagues who deliver high-quality care.

The 'Our Care Benefits' catalogue brings together a wide range of colleague benefits and wellbeing initiatives designed to support colleagues both inside and outside of work. Alongside the new volunteering day, it also includes practical support such as season ticket loans, free dental care through the Toothfairy app, Blue Light Card discounts and reimbursement of the Nursing and Midwifery Council registration.

What our colleagues say about volunteering

Afrodite said:

"Volunteering has always been an important part of my life and, for the last two years, I have also been supporting FoodCycle, which is a charity very close to my heart. That's why I chose to use my volunteering day there and invited Zahra to join me.

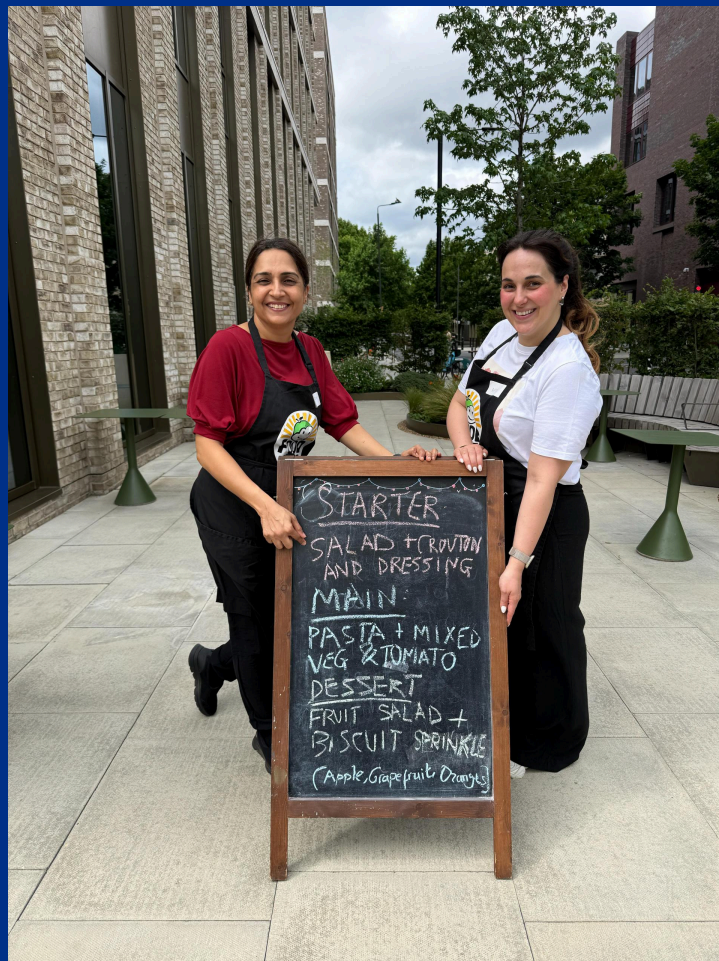
"It made the experience even more special doing it together as a team and sharing something meaningful outside of work. I really value that Operose Health offers this benefit and encourages us to give back to our communities. It was definitely a rewarding day, even with the hot weather, and a small way to make a positive difference. We've already promised to go again together!"

Zahra added:

"I wanted to volunteer to give something back to the community and use my time to help people who may be facing difficult circumstances. I also wanted to step outside my comfort zone, meet new people and do something to have a positive impact on others.

"The experience gave me a greater appreciation of the challenges some people face, and it also improved my teamwork skills, built my confidence and left me with a real sense of satisfaction from helping others."

Social Value in Action *Afrodite and Zahara at FoodCycle*



Why Volunteering is important

Paul Rushton, Director of People and Culture, commented:

"We are proud to facilitate 'Our Care Benefits' which support colleagues both inside and outside of work. Volunteering gives us the opportunity to make a real difference to causes we care about while developing new experiences in the community. It's great to see Afrodite and Zahra putting that into action and making such a positive impact, and we look forward to more colleagues from our 1,800-plus workforce doing similar in years to come."

About Operose Health

Operose Health is a trusted NHS primary care partner, delivering better access, outcomes and patient experience across diverse communities. We deliver care to 700,000 patients across 15 ICB areas, supporting a further 250,000 patients annually in our urgent care services.

With proven delivery at scale, we work alongside NHS England and ICBs to modernise primary care, improve capacity and accelerate service transformation. We turn policy into delivery, generating impact where it matters most, for patients.

Work with us

If you work in primary care and are looking for your next role, please [click here](#) to learn more about what is like working for Operose Health and you can view our [current vacancies here](#).



