

M8 Solutions

technicity with integrity

1. Taking Initiative

We don't wait to be asked. Our team members proactively seek improvements, take ownership of outcomes, and continuously look for smarter ways to support healthcare transformation.

2. Reading People and Situations

With emotional intelligence and empathy, we tune into the unspoken. Whether in client meetings or internal collaboration, we respond with awareness and care, building trust every step of the way.

3. Mastering Time Management

We know our clients rely on timely, high-quality delivery. That's why we prioritise what matters, cut through distractions, and consistently meet deadlines without compromising on value.

4. Communicating with Clarity

From documentation to dialogue, we make complex information simple. Our communication style is clear, respectful, and always tailored to the audience – whether it's a clinician, Chief Information Officer, or team member.

5. Putting the Team First

We share credit, celebrate wins together, and lift each other up. Collaboration fuels our culture, and every success is a collective one – whether we're delivering a new automation or solving a cyber security challenge.

6. Owning Our Actions

We don't pass the buck. Every team member takes accountability for their decisions and outcomes. If something goes wrong, we fix it. If something goes right, we build on it.

7. Staying Calm Under Pressure

Whether we're responding to urgent requests or managing change in a fast-moving environment, we remain composed, solution-focused, and professional – even when stakes are high.

8. Solving Problems with a Positive Attitude

We don't just identify challenges – we bring solutions. With a can-do mindset, we approach problems constructively, leaning into collaboration and innovation to move things forward.

9. Listening to Understand

We don't assume – we ask, we listen, we learn. Whether working with clients or colleagues, we take the time to fully understand needs and context before offering recommendations.

**BUILDING TRUST. STRENGTHENING PARTNERSHIPS.
DRIVING DIGITAL TRANSFORMATION**

At M8 Solutions, we hardwire our culture into everything we do. This powers our partnerships, elevates our delivery, and makes us the trusted, long-term ally that the NHS deserves.