

# GP practice eliminates payroll burden and refocuses time on other critical tasks



IRIS. Look forward

## Slaithwaite Health Centre

NHS

### Customer Profile

Slaithwaite Health Centre opened in 1981 and currently has 17 employees on its monthly payroll, all of which have varying working hours.

After undergoing a recent refurbishment to ensure the team can offer a comprehensive range of services to local residents, the surgery has reported a rapid increase in its practice population, almost doubling the number of registered patients.

### Overview

Slaithwaite's Business and Finance Manager Julie Raper details the benefits she has enjoyed from working with an outsourced payroll service and explains how it compares to managing processes manually, as she had to do in her previous roles.

### Solutions used

- > [IRIS Fully Managed Payroll](#)
- > [IRIS OpenPayslips](#)



## Challenges

When Julie was solely managing the payroll in her previous role, it required significantly more human intervention.

She says: *"It definitely took a lot longer doing payroll in-house, I had to double-check everything manually. I would check the payroll initially, then the practice manager would also take a look, and in most cases, I would follow-up and check one last time."*

***"It was a long-winded process, distracting me from other tasks that I could be doing."***

Payroll has also become far more complex lately due to a complication arising from staff having to move temporarily to another site, while remaining on the Slaithwaite Health Centre payroll. To manage this in-house and process correctly would take a significant amount of resources.



## Solutions

The surgery decided to take up the services of IRIS Fully Managed Payroll.

*"It's been an incredibly smooth transition, adjusting to this new way of working," Julie explains.*

Since starting, one of the most significant factors for Julie has been the quick and streamlined processes.

*She says: "It's very straightforward, you just need to collate any variable data such as overtime and expenses, then IRIS handles the rest. The turn-around from IRIS is incredibly quick - all I need to do is authorise what they've done, and then we get our final report."*

Another improvement has been the move from printing and posting payslips, as the centre did before the COVID-19 pandemic. To adapt to the next normal, Julie has opted for IRIS OpenPayslips, providing her workforce with electronic payroll communications.

***"The cost and time associated with printing and posting payslips adds up and doesn't make sense to do anymore," Julie explains.***



## Results

*"IRIS Fully Managed Payroll certainly saves me a lot of time because I no longer have to keep up with changes to payroll processes and legislation. This means I can focus on other areas of my job," Julie explains.*

She adds:

***"It's fantastic to have that extra support from people who are dealing with payroll every day - as opposed to myself - who touches payroll only once a month."***

Julie also picked out the time-saving benefits IRIS Fully Managed Payroll provides and how that enables her to refocus her time on other business-critical tasks.

*"Part of my role is looking at how we can generate additional services within the practice which, thanks to outsourcing, I have more time to do."*

Julie says: *"Because of the IRIS Fully Managed Payroll service, I can spend more time looking at how we can save money in various areas of the practice."*

## Conclusion

Ultimately, IRIS Fully Managed Payroll has given Julie more time to focus on the other aspects of her role while guaranteeing a compliant and correct payroll.

***"Now that I'm using the outsourcing service, it's clear to see how much time it saves."***