

KingfisherPM.Com



28 Febraury 2015

Kingfisher PM

First Edition (1)

Practice Managers Salary and Workload Survey 2015

Average Practices

Robert Campbell a retired NHS and GP Practice Manager and former ANHSO trade union President has carried out a survey of Practice Manager Salaries and Workload. The results suggest a great variation but unjustified in pay across the country and in each Region.

The average salary, list size and working hours in the U.K are £36,000, 8,350 patients and 35 hours per week. This is what I could call the part time effect. 37.5% of managers are contracted to work less than 37.5 hours per weeks.

Summary of Survey Results

"Was a general dogs body now General Manager!"

The Source of Responses:

The Survey was completed by Practice Managers who are members of the Practice Index

The Survey Questions:

The Survey asked questions about list size, the number of doctors including those salaried

GP Practice Managers do not always attract the same Salary and terms and conditions of service that their colleagues working in CCGs and NHS England enjoy"

Forum and LinkedIn. The target population was around 1,180 managers of whom 7.5% responded.

The Responses:

In all 88 serving Practice Managers completed the survey form of whom 68 were female and 20 male. Some 36% of the respondents were from London and the South East.

and GP Registrars. It asked about practice staff numbers including nurse practitioners. It also asked about premises and payroll and accounting systems.

The Survey asked Managers about their length of service and their contracted hours.

Many complained about excessive (unpaid) hours and their employer's attitude to pay increases.

The Findings

• • •

Now is the time of year to talk about next year's PAY!

Some 67% of GP Practice Managers earn more than £35,000 per annum.

Only 42% of Practice of Practice Managers are contracted to work a Standard (NHS) Working week of 37.5 hours.

Curiously 37.5% of GP Practice Managers work Part Time less than 36 hours per week.

Almost 48% of GP Practice Managers have been in post for five years or less.

Practice List size alone does not determine the Salary of a GP Practice Manager.

GP Practice Managers are not consistently paid overtime, bonus or incentive payments.

GP Practice Managers are providing support for CCGs which might be unpaid.

26% of Practices use an Agency to run their payroll.



On List Size

The Survey results show that those managers working in practices of between 15,000 and 20,000 patients earn £45,000 plus per annum.

Those working in practices with list sizes between 13,500 and 15,000 earn £40,000 plus.

Whilst those working in practices with list sizes between 10,200 and 13,500 earn £35,000 plus.

Below 10,200 patients earnings drop to below £35,000 down to below £25,000.

On Hours of Work

Almost 38% of GP Practice Managers work part time. Part time has been taken to be less than 36 hours per week. There are still managers (20%) with a 37 hour per week contract. **Only 6 respondents were non-clinical partners.**

On Part Time Managers

6% of Managers work less than 25 hours per week. 8% work under

25 - 29 hours per week. 15% work 30 - 34 hours per week. 9% work 35 - 36 hours per week. It is not easy to understand how Managers who are contracted work under 30 hours per week can manage the current workload.

On Workload

The Survey recognised what factors would affect a GP Practice Managers workload. These included:

*Salaried Doctors
GP Registrars
Medical Student
Nurse Practitioners
Branch Surgeries
Dispensary
University Students
Temporary Patients
Outside Commitments;-
Clinical Commissioning Groups
Local Medical Committee
GP Deanery
Practice Manager Groups
GP Federations & Alliances*

36% of practices had branch surgeries. 13% of surgeries had a dispensary.

On average practices had at least 2 of the above workload factors.

On Payroll and Accounts

Interestingly some 26% of Practices use an Agency to run their monthly payroll. A debate

has started on the Practice Index Forum about the preferred use of payroll software. 56% use Iris Payroll whilst 15% use Sage Payroll. To undertake an in-house payroll would be an additional workload factor where an Agency is currently used.

Conclusions

A full report will be published on the Practice Index and the KingfisherPM web sites along with a spreadsheet setting out the individual data collected from the survey forms. Practice Managers should consider whether their Salary is in line with others in a similar situation.

They should ask themselves a series of questions.

Are my contracted hours of work correct?

Is my Salary in line with others in the same or similar position?

Do I receive overtime and bonus payments?

How am I going to find the time to prepare for a CQC inspection?

Do my 'employers' know how many hours I work each week and what is their view about it?

Any comments or questions would be welcome – email robert.campbell@orange.net

Keep an eye on the content of www.kingfisherpm.com and the Practice Managers Forum on www.practiceindex.co.uk. Both web sites are free to view.

Robert Campbell

WEB SITE : www.kingfisherpm.com

Email – robert.campbell@orange.net

Many Thanks to James Dillon of Practice Index Ltd for his support – www.practiceindex.co.uk