

How does outsourcing help Penny Lane Surgery manage payroll?



Penny Lane Surgery is a GP practice based in South Liverpool, the practice is NHS managed and moved to its current premises in the famous Penny Lane in 1992.

Jacqui Westcott has been Practice Manager at the surgery for five and a half years.

The surgery currently has 12 employees on its payroll.

Business Challenge

Jacqui's main challenge was managing the day-to-day aspects of the surgery, on top of the payroll responsibilities.

Solutions Used

IRIS Managed Payroll Service

IRIS GP Accounts

This client case study comes from Penny Lane Surgery, an NHS-managed GP practice based in Liverpool. We spoke with Jacqui Westcott, the Practice Manager at Penny Lane Surgery, to get an idea about how outsourcing the practice's payroll to IRIS has helped her.

Before outsourcing to the IRIS Managed Payroll Service, the practice used IRIS GP Payroll for 10 years to manage the day-to-day aspects of payroll.

Payroll outsourcing

After using IRIS GP Payroll to run the practice's payroll commitments for over a decade, Jacqui Westcott, Practice Manager at Penny Lane Surgery, made the decision to outsource her payroll to IRIS to save time and effort.

Jacqui spoke about how the main challenge she was facing before outsourcing was the ever-increasing time needed to run the surgery's payroll. "Outsourcing was almost exclusively a time-orientated decision. Running the payroll for the practice with auto enrolment, and overtime all included was taking me around half a day each payroll run. Since outsourcing, the time I need to put into the payroll has gone down to almost zero."



Key Points

Time-saving payroll

By outsourcing your payroll to IRIS, you're removing the time and hassle required to run payroll. Passing everything over to us enables you to focus on the really important things.



Help & Support

Penny Lane Surgery were complimentary of the IRIS Support Team, based right here in the UK.



Auto enrolment

Penny Lane Surgery is yet to reach their staging date, but know that the IRIS Managed Payroll Service is comprehensive enough to manage auto enrolment for the practice.



Recommendations

Penny Lane Surgery had only positive things to say about the service and her experiences so far.

How is outsourcing working for Penny Lane Surgery?

To find out how outsourcing is working for Penny Lane Surgery, we began by asking Jacqui how the switching process was, "it was very easy to switch over to the Managed Payroll Service, and everything was really quick. Leading up to the switch I had to give some bits of information and IRIS handled the rest."

Great to know – so how are you finding it up to now? "Again, the main difference I've noticed since outsourcing is that it really has freed up a lot of my time to concentrate on other things. I send information such as monthly overtime, it takes less than an hour each month to get the information over to IRIS, and then I know that the payroll is taken care of. The biggest benefit I can think of is saving half a day each month to concentrate on other things. Between outsourcing and the IRIS GP Accounts software that we also use, I'm very happy with how IRIS helps the practice."

As we'd been using IRIS before with the IRIS GP Payroll software, I knew I could trust IRIS to manage the surgeries payroll commitments when the decision was made to outsource."

Outsourcing, the complete solution

By outsourcing payroll to IRIS, you're getting a complete payroll solution.

Another aspect of the service Jacqui was impressed with and found helpful was the payroll year-end service. "All of the end-of-year processes are taken care of so I don't have to worry about that. It means I don't have to take time out of my schedule to worry about year-end, knowing that IRIS are managing everything for me."

Auto enrolment

The IRIS Managed Payroll Service also helps business stay compliant with auto enrolment. Jacqui discussed auto enrolment and explained that "all of my employees are enrolled into the NHS Pension Scheme, but as we approach the practice's staging date on September 1st 2017 I'll speak with my Account Manager and discuss my options. I know that with IRIS, compliance certainly won't be an issue."

Help & Support options

We invest a great deal into our customer support teams. We understand that by choosing to outsource your payroll to IRIS,

you're putting a great deal of trust in us.

A wide range of telephone and email support options are available. When asked how she has found the support at IRIS, Jacqui explained that "I've found it to be very good. I'm always very pleased with what they do, I've never had any problems and never had any queries that couldn't be resolved with a quick phone call."

Recommendations

Finally, we asked Jacqui if she would recommend IRIS and the IRIS Managed Payroll Service; "I would recommend the IRIS Managed Payroll Service, I've only got good things to say about outsourcing with IRIS."

"The help and support options are great, outsourcing has saved me a great deal of time and overall I'm very happy with the service that's provided."

IRIS Managed Payroll Service

If, like Jacqui, you could benefit from freeing up some time to focus on other things, why not consider outsourcing with the IRIS Managed Payroll Service.

You can use the handy Payroll Outsourcing Calculator to see just how much money your practice could save by outsourcing, or alternatively, call our dedicated team on **0844 815 5656**.

Call **0844 815 5656** or visit www.iris.co.uk for more information.

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