

HR NEWSLETTER

How to choose the right HR support for your practice

Choosing the right HR support is one of the most important decisions you can make for your practice.

Get it right and you'll have happier people, fewer problems, stronger performance and more time to focus on growth. Get it wrong and you could face costly mistakes, legal risks and culture issues that affect your organisation.

So what are your options?

1. Ask a current team member to handle people matters

Seems cost-effective initially, but they'll need training and time away from their main role. Without proper expertise, small issues can quickly grow into expensive problems.

2. Hire a dedicated people person

Great for larger practices, but the salary and associated costs are hard to justify when most small and medium practices don't need a full-time resource.

3. Use a large support company with a call centre

Affordable, but you'll rarely speak to the same person twice. They won't understand your practice, your values or how you prefer to work with your team.

4. Partner with an independent people consultant

This gives you dedicated expertise without the fixed costs. You build a relationship with someone who gets to know your practice personally and becomes a trusted partner.

Independent consultants offer flexible pricing options, including hourly rates, day rates or monthly retainers, based on your practice size and needs.

When compared to the time, stress and potential costs of handling people problems without expert help, this approach often delivers the strongest return on investment.

We've created a straightforward guide explaining everything you need to know about choosing the right strategic HR support for your practice.

Get in touch today for your free copy.

Is your practice prepared for new fraud prevention rules?



Big practices will face new fraud prevention laws from September, but there's valuable learning here for companies of all sizes.

For small organisations, fraud incidents can be particularly challenging. Your hard-earned reputation and financial stability deserve protection, especially when you're already managing multiple priorities with limited resources.

Your HR function is your first line of defence:

- Watch for people-related warning signs, like unusual stress or unrealistic targets
- Regularly review who has access to sensitive information
- Ensure that proper checks and balances exist in financial processes
- Create a speak-up culture, where concerns can be raised safely

Implementing reasonable, proportionate controls now protects both your company and your customers.

Don't wait for regulations to catch up with smaller practices. We can help to identify your fraud risk areas - ask us how.

🎵 We're all going on a summer holiday 🎵

The only problem is that we're all trying to go at the same time. And as the one making all the decisions here, that might put you in a bit of a tight spot.

Obviously, you want to keep everyone happy. You want to approve all their holiday requests. But you can't... unless you want your practice to go under.

Here's what to do...

1. Create a holiday policy that outlines the rules and procedures for requesting time off.

All your staff should have seen it, understand the process and know how to ask for time off. Don't make it so complicated that they're scared to ask for time off and make it clear that you will be flexible where possible.

2. Review holiday requests as soon as possible and treat them fairly.

If two or more people request the same time off, you can try to negotiate and find a compromise that works for everyone, or you can use the age old first-come, first-served system.

Whichever approach you take, make sure your employees know that's how it works.

It can be a juggling act trying to keep everyone happy, but if you make sure everyone understands the process it can make things a little easier.

We can help you to build that balance in your team. Book a call to discuss your options.



Would you spot a fake degree?

A recent study found 1 in 5 people admit to fibbing about their university qualifications when applying for jobs. Surprised?

That's a lot of CVs with education claims that don't stand up to scrutiny.

We urge practices to double-check those impressive qualifications before making hiring decisions. A quick verification call could save you from an expensive mistake down the road.

Are AI-written CVs sabotaging your hiring process?

With AI tools becoming more accessible, candidates are now creating polished, "perfect" CVs that look impressive but often don't reflect their actual abilities.

The result?

You're wasting valuable hours interviewing people who simply can't deliver what their application promised.

This isn't just frustrating, it's costing your practice:

- Time spent on interviews that lead nowhere
- Revenue lost while positions remain unfilled
- Your attention diverted from running and growing your practice
- Team morale affected when new hires don't perform

Research shows that a bad hire can cost up to three times the employee's salary when you account for all the associated expenses.

We're increasingly convinced that traditional CVs are becoming unreliable as filtering tools. They tell you what a candidate wants you to know, not necessarily what you need to know.

Here are some practical alternatives that reveal far more:

1. Quick skills demonstrations

Give candidates a relevant 15-minute task. You'll learn more about their capabilities than from any CV.

2. Real practice problems

Present an actual challenge from your practice and see who provides thoughtful solutions.

3. Team-based interviews

Your existing team members often spot compatibility issues that might not be apparent to you.

4. Paid half-day trials

Yes, there's a cost involved, but it's significantly less than the expense of a bad hire.

These approaches help you to identify people with genuine skills and cultural alignment, saving you time, money and stress in the long run.

If you're struggling with your recruitment process or want to discuss alternative hiring strategies that could work for your practice, get in touch with us today.

Questions & Answers

Do my staff still accrue holiday when on long term sick leave?

Yes, I'm afraid so. And up to four weeks can be carried over if the employee is too unwell to use it within the current leave year. Any further leave is decided by what is in your sickness policy or contract of employment

How long should I keep employee records after they leave?

Most employee records should be kept for 6 years after employment ends. However, some information has different requirements – accident records need 3 years, while retirement benefits information may need 12 years.

Do I need to pay for staff training outside normal working hours?

Yes, if the training is mandatory. Any compulsory training counts as working time and should be paid at least at National Minimum Wage rates, even if it's outside regular hours.

Let's talk on the phone

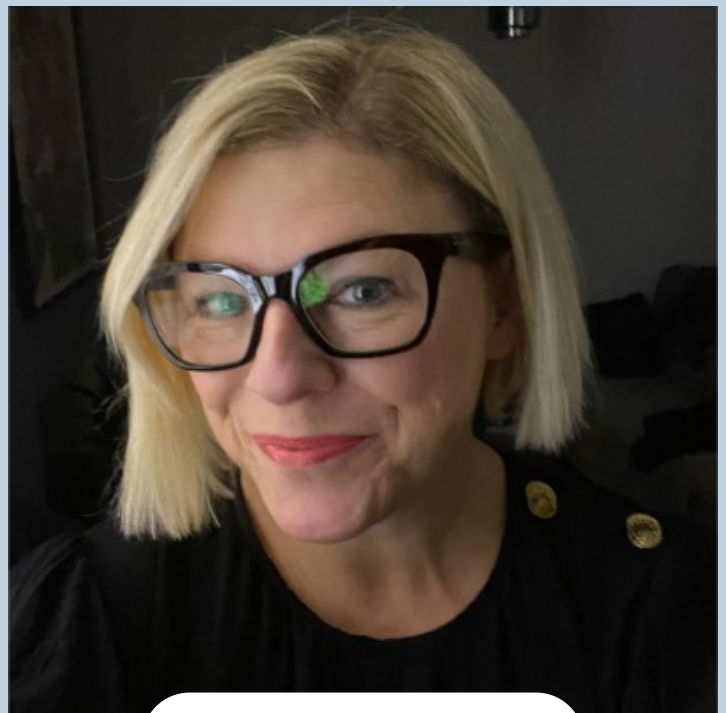
Here are three questions for you:

- Do you currently have an HR consultant?
- On a scale of 1 to 10, how happy are you with them?
- If the answer isn't "I'm so delighted I could print 1,000 flyers to spread the word about them", let's jump on a video call

You know just how important it is to get proactive, responsive HR support. That's what we do. And we're taking on new clients.



Set up a 15 minute exploratory call at www.generalpracticetrainingltd.co.uk



YOUR HR EXPERT

