



Are you are looking for help in developing your practice? Do you need ad-hoc or on-going advice on partners, staff or employment law issues?

Patricia Gray is an HR specialist and a Fellow of the Chartered Institute of Personnel and Development, a trained practice consultant, facilitator and performance coach. She was the business partner of a large GP training practice in Hertfordshire for over ten years. Since 2005, Patricia has worked as an HR and management consultant in General Practice providing a professional and confidential service.

Human Resource/Organisational Consultancy.

Review of the whole practice team or specific groups of staff. Visit to the practice, interviews with staff and partners, assessment of skills and workload, written report with recommendations including development of individuals and teams.

“The partners and staff felt comfortable talking to Patricia as she understands the real issues. Her report was very perceptive and provided the partners with valuable recommendations. With her help, we have been able to develop the practice and make significant changes for the better. She has always been available for on-going advice.”

Facilitation.

Lively and dynamic facilitation of partners’ away days, practice away days, practice development days, VTS residential courses, etc.

“There were some anxieties about having an Away Day but it was a great success. Patricia provided a process and guided us to identify how we could improve our team working. It gave us the opportunity to make some important changes in the practice and to feel more in control.”

Training in people management and employment law.

Topics include employment law updates, employment contracts, avoiding discrimination, team working, staff appraisals, communications, motivation, leadership, pay and rewards systems, difficult people, managing performance, managing absenteeism, recruitment/selection, confidentiality, negotiating, presentation skills, facilitation skills, time management, personal development workload, and partnership team working.

“Patricia’s workshops are well-designed and extremely informative. She uses lots of examples from her experience which puts everything into context.”

Performance Coaching for GPs and Managers.

Helping you to assess where you are now and to identify some exciting goals to get you to where you want to be. Supporting and encouraging you to take action and achieve your goals within a short timeframe. Helping you do different things, or just do what you do even better.

“The process helped me to really think about what was important to me and Patricia’s open, encouraging style makes it easy. Be prepared to answer some hard questions and to be honest. If you can do this, then you will find that Patricia will be able to guide you effectively to real improvements in the areas that matter to you.

Other Services:

- Specialist advice and support in individual circumstances involving employment law, disciplinary and grievance issues, allegations of bullying and harassment, sickness absenteeism, poor performance, flexible working requests, pay reviews, dismissals, redundancies, etc.
- Dispute resolution and conflict management.
- Recruitment and selection of practice managers and business managers.