



HR Consultancy Services for Health Practices

Narrow Quay HR provides a flexible and practical range of HR solutions to assist with the challenges you might face in your healthcare practice. Whether you want to remove the burden of dealing with day to day HR issues, or you simply want a trusted expert on standby when you need them, we will work collaboratively with you to understand the needs of your practice and help you to find the right HR solutions.

Our HR consultants are a mix of individuals who have backgrounds as qualified employment lawyers and highly experienced HR practitioners, giving you both solid legal grounding and HR expertise.

Our HR Retainer Package

We offer the equivalent of a virtual in-house HR team, offering specialist and cost-effective HR support to your healthcare practice. Our monthly and annual retainer package provides you with unlimited access to our HR Consultants whenever you need them. Our expert team can provide you with immediate advice and guidance over the phone, draft letters and emails on your behalf, or simply act as your sounding board. We will work proactively with you to support you with your strategic goals, and work alongside you to help you achieve them. Get in touch with one of our experts to discuss how our retainer could work for your practice.

HR Internal Audit

We recognise that it can be difficult to find the breathing space to take a step back and look at the broader picture. We can conduct a fixed fee HR audit for you, which means you know where you stand on cost. We will look at your contractual documents as well as your policies and processes, and provide you with a clear and easy to read report on what needs doing- we can even do it for you!

Employment Documents and Updating Service

We can provide you with a tailored set of employment documents including contracts and an employment manual, which includes all of the necessary policies and procedures for a one-off fixed cost, in addition to our free annual updating service to ensure continued compliance.

Workplace Investigations

Investigations into complex grievances or disciplinary matters can be time consuming and at times take key staff away from their core activities. You may not have the on-site HR resource available to carry out an investigation if one is required, or you may benefit from some external HR resource where the matter is sensitive. We are experienced in handling workplace investigations, and familiar with healthcare settings, so we can manage the matter sensitively and efficiently.

We can:

- carry out investigations for you, attend on-site to interview witnesses and gather evidence
- draft the investigation report
- attend disciplinary and grievance hearings as the investigating officer if required



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Meet Our Team



On-Site Support for Your Project Work

At times, you will have projects which require on-site HR support or input. These may be disciplinary, capability or grievance processes which need active management, or may be larger processes such as restructuring or harmonisation of terms, resulting in the need for consultation meetings with staff.

These projects can be difficult to manage in-house. We can handle them for you, attending your healthcare practice to run the necessary meetings as required, and providing support throughout the process.

HR Training

We offer a range of training on HR topics such as unconscious bias; appraisal skills; interviewing and recruitment skills and essential HR for line managers. The training sessions can be tailored according to your needs, and the sessions are interactive and practical, using real life scenarios to enable delegates to actively participate in the training.

Flexible HR Support

Whether you have a tricky issue you need to chat through, or need a template employment contract, we are happy to help. For day to day HR queries or one-off issues, our retainer package or pay as you go options could be the solution.

- Retainer Package - Sign up on an annual basis, and we can offer you one month free!
- Pay as You Go- If you don't think you are likely to need regular support, then you can buy the same service, but on a fixed cost basis and pay as you go. We are always on hand to help if and when you need us.

For more information, or general enquiries, please contact Sarah Martin on 0117 314 5363, or Kirsty Hunt on 07384 813077. You can also visit us at narrowquayhr.co.uk.

"We have used Narrow Quay's retained HR service for the last year, and it has been transformational for us. Our senior managers now feel supported when navigating some often complex HR issues, and know that there is a professional yet empathetic voice at the end of the email or phone."

- Fiona Francombe, Director of Bristol Old Vic Theatre School

"Massive belated thank you to Simon Martin for delivering a tailored session for our managers at Phoenix on employment law and HR challenges. A really engaging session providing fundamentals and stories of where things can go wrong if you don't keep employees at the heart of your organisation."

- Anne Monnington, Head of People at Phoenix Learning & Care Group

