

Gender Pay Gap Reporting 2023/2024

Symphony Healthcare Services Limited

1. Introduction

Gender pay gap reporting came into effect from 6th April 2017, with the data being published from April 2018. It is a legal requirement that all organisations with over 250 or more employees publish data about their gender pay gap on an annual basis – Symphony Healthcare Services Ltd did not come under this category at the time. As well as reporting via the government's online reporting portal, Symphony Healthcare Services also publish this data on their website.

Gender Pay Gap Reporting was suspended for 2019/2020 due to the Covid Pandemic.

It is important to note that gender pay reporting is not the same as an equal pay audit. Equal pay deals with the pay differences between men and women who carry out the same jobs, similar jobs or work of equal value. It is unlawful to pay people unequally because they are a man or a woman.

The gender pay gap shows the difference in the average pay between all men and women in a workforce. If a workforce has a particularly high gender pay gap, this can indicate there may be a number of issues to deal with, and the individual calculations may help to identify what those issues are.

The gender pay gap shows the difference between the average (mean or median) earnings of men and women. This is expressed as a percentage of men's earnings (e.g. women earn 15% less than men).

Used to its full potential, gender pay gap reporting is a valuable tool for assessing levels of equality in the workplace, female and male participation, and how effectively talent is being maximised.

2. Terms and Conditions of service

Due to the integration of GP practices into Symphony Healthcare Services under TUPE (Transfer of Undertakings and Protection of Employment Regulations), there are a number of different terms and conditions of service and rates of pay, as employees who have transferred to Symphony Healthcare Services under TUPE retain their previous conditions of service.

During 2018/2019 Symphony Healthcare Services implemented a new set of terms and conditions for staff in Practices. (This included a standard set of pay rates which were set as an average of the pay rates of those staff who had transferred under TUPE and locally benchmarked rates). Employees were given the opportunity to transfer to these and the majority of staff are now on these terms.

GPs are paid under national terms and conditions of service whilst some of the Central Team are paid under Agenda for Change (AFC).

Currently there are currently 6 different terms and conditions of service applicable to Symphony Healthcare Services staff, although in some cases there may only be one person on the terms.

3. Gender Pay Gap Data

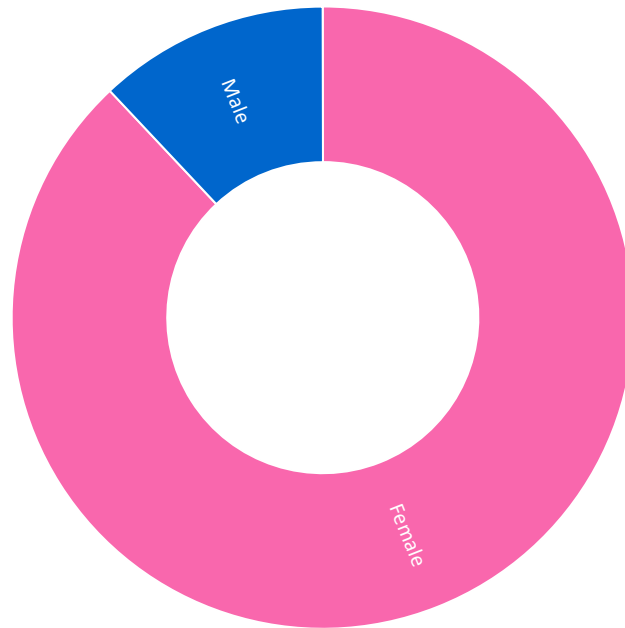
The Gender pay Gap report requires employers to provide the following data:

- Average gender pay gap as a mean average
- Average gender pay gap as a median average
- Average bonus gender pay gap as a mean average
- Average bonus gender pay gap as a median average
- Proportion of males receiving a bonus payment and proportion of females receiving a bonus payment
- Proportion of males and females when divided into four groups ordered from lowest to highest pay

4. Gender profile

Gender summary of workforce

On the 31 March 2024, Symphony Healthcare Services Ltd employed 615 staff. The chart below demonstrates the gender profile of the workforce, which shows that the organisation employed more women (88%, and 542 headcount) than men (12% and 73 headcount).





Symphony Healthcare Services Staff Summary

Headcount 2023/2024	Female	Male	Total
All Staff	542	73	615
Administration	308	9	317
ECP	4	8	12
Facilities	2		2
HCA	40	2	42
Healthcoach	26	2	28
Managerial	15	5	20
Medical	42	40	82
Nursing	90	4	94
Pharmacy	15	3	18

FTE 2023/2024	Female	Male	Total
All Staff	384.00	54.69	438.69
Administration	217.80	8.40	226.20
ECP	2.27	6.23	8.49
Facilities	1.67	0.00	1.67
HCA	25.50	1.64	27.14
Healthcoach	21.63	1.80	23.43
Managerial	14.44	5.00	19.44
Medical	23.83	25.21	49.04
Nursing	65.49	3.49	68.99
Pharmacy	11.37	2.92	14.29

Symphony Healthcare Services Ltd – 2023/2024 pay data

The data below sets out the difference in mean and median pay for all staff regardless of pay band (i.e. this includes Agenda for Change terms and conditions of service and national terms applicable to GPs):

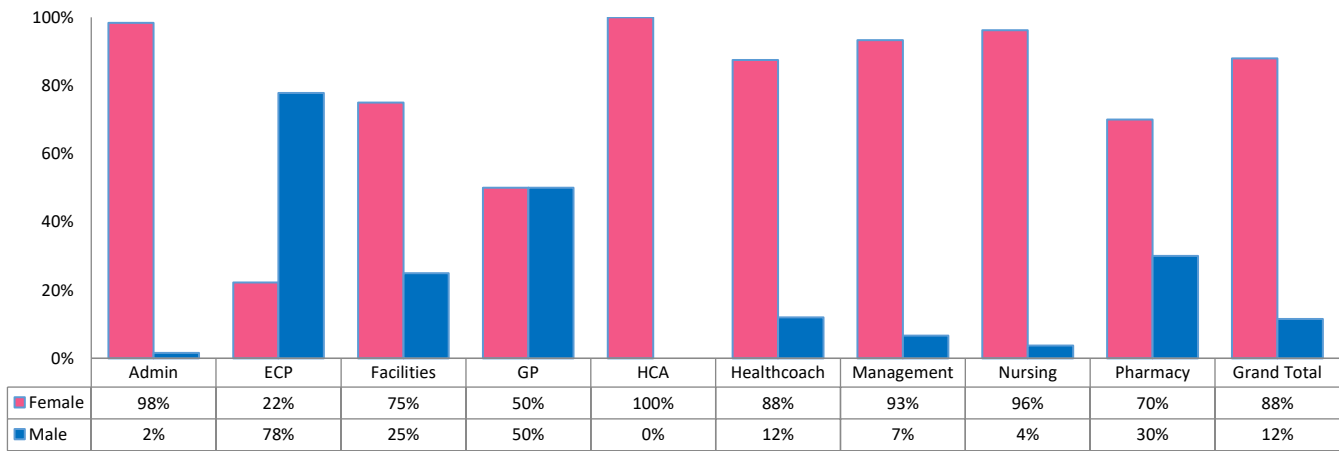
		
Headcount Employees	542 88%	73 12%
WTE	384	54.69

Mean Hourly Rate	£18.16	£42.09
Mean Gender Pay Gap Difference is 56.85%		
Median Hourly Rate Full Time employees only	£18.45	£39.39
Median Gender Pay Gap Difference is 53.16%		

Bonus payemnts are not payable under Symphony Healthcare Terms and Conditions of Service.

Mean Hourly Rate 2023/2024	Female	Male	Diff%
All Staff	£18.16	£42.09	56.85
Administration	£12.50	£13.99	10.63
ECP	£21.05	£29.31	28.20
Facilities	£11.25	N/A	N/A
HCA	£11.75	£11.58	-1.46
Healthcoach	£12.46	£14.53	14.21
Managerial	£27.89	£28.95	3.68
Medical	£54.82	£56.70	3.32
Nursing	£23.18	£18.35	18.25
Pharmacy	£22.74	£25.64	11.29

Gender Breakdown by Staff Group



Median Hourly Rate 2023/2024	Female (Full Time employees only)	Male (Full Time employees only)	Diff%
All Staff	£18.45	£39.39	53.16
Administration	£11.82	£12.56	5.81
ECP	N/A	£30.40	N/A
Facilities	£11.25	N/A	0%
HCA	£11.58	£11.58	0%
Health Coach	£11.54	£16.00	27.88
Managerial	£28.13	£21.08	-33.43
Medical	£64.05	£63.69	-0.57
Nursing	£22.93	£25.80	11.12
Pharmacy	£28.72	£23.53	-22.06

What does it mean?

As outlined above, the legal requirement is for organisations to report gender pay by mean and median. The mean is calculated by adding up all of the salaries of the employees and dividing by the number of employees. The mean figure may be misleading where an organisation employs a smaller number of highly paid employees.

The median is the number in the middle of a range when all employees' salaries are ranked from highest to lowest – this makes it more representative and demonstrates where there a lot of variations in pay . The calculations are only required for full time employees.

- A positive percentage shows that women have lower pay or bonuses than men
- A negative percentage shows that men have lower pay or bonuses than women
- A zero percentage shows that there is equal pay or bonuses between men and women


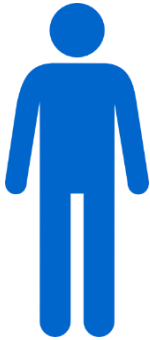
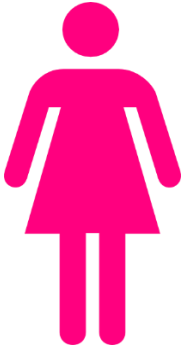

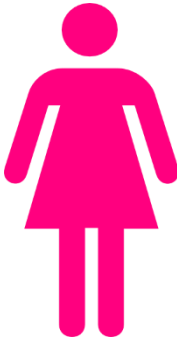



The Managerial Class ranges from Practice Managers to Operational Directors and the Managing Director, so covers a wider range of grades and pay rates. Currently there are two male Practice Managers employed by Symphony Healthcare Services Ltd.

Like the NHS workforce as a whole, Symphony Healthcare Services workforce is predominantly female, with 88.13% of staff female and 11.87% male. Gender splits for the middle pay quartiles are very similar, approximately 76% female and 24% male. While female employees significantly outnumber male employees in all four quartiles, the upper quartile has the highest proportion of male employees – 31% – and is a clear indicator of why male median pay exceeds female median pay

The proportion of males and females in each pay quartile

Only full time employees are reported.

When breaking down the total workforce into equal parts based on pay, the data shows that there are more females in every quarter.

							
100%	0%	75%	25%	77%	23%	69%	31%
Quartile1		Quartile 2		Quartile 3		Quartile 4	

The lowest quartile represents the lowest salaries in Symphony Healthcare Services and the upper quartile represents the highest salaries.

The Symphony Healthcare Services profile is slightly different from the national NHS workforce demographics where 72% are female¹. Reception/administrative roles tend to be filled by females on a part time basis due to work life balance and childcare demands.

The highest paid roles in the workforce are General Practitioners and the Symphony Healthcare Services' data shows evidence of equal pay across the genders in this role.

The Symphony Healthcare Services workforce at the Executive level is gender balanced with 5 males and 5 females.

The nursing workforce is predominantly female which relates to national figures which show 89% being female². However, Symphony Healthcare Services has introduced new roles including paramedic practitioners which has supported the increase in male representation in this group.

Pay Gap Comparison

The median gender pay gap for the whole of the Public Sector economy is 7.0%³.

In Somerset Foundation Trust (of which Symphony is a subsidiary) women's mean (average) hourly pay was 18.2% lower than men's and their median hourly pay was 2.9% lower than men's.

Traditionally the NHS has had a higher female workforce due to the range of caring roles in the workforce, which tend to be in the lower bandings, and a predominantly male workforce in the higher banded Medical & Dental professions. However, in Symphony Healthcare Services Senior Management and Senior GPs are now female.

Reducing the Gender Pay Gap

We are committed to ensuring an equitable workforce and we will continue to work towards achieving the following actions:

- Continue to support employees to progress through our management and leadership programmes.
- Take account of gender in recruitment for leadership opportunities.
- Explore how we can attract more males into the organisation particularly in administration, nursing, pharmacist and HCA roles, to create a more even gender balance.

¹ [Equality data: 2023 to 2024 - Health Research Authority](#)

² [ISL120 22 ER Data report](#)

³ [SN07068.pdf](#)

- Raise awareness of shared parental leave entitlements and flexible working opportunities through our People Services training and communications.
- Undertake an annual review of gender split across all roles as part of the annual Public Sector equality Duty process and take action where appropriate.