

IV. HOSPITAL-BASED HEALTH CARE STAFF

11. Scientific and professional

- 11.1 Hospital physiotherapist
- 11.2 Hospital occupational therapist
- 11.3 Hospital speech and language therapist
- 11.4 Dietitian
- 11.5 Radiographer
- 11.6 Hospital pharmacist
- 11.7 Clinical support worker higher level nursing (hospital)

11.1 Hospital physiotherapist

Using reference costs (http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_098945), the mean average cost for a non-consultant led (non-admitted) follow-up attendance in 2008 was £34 with the minimum range for 25 per cent of services being £24 and the maximum £39. Costs have been updated using the HCHS pay and prices inflator.

Costs and unit estimation	2008/2009 value	Notes
A. Wages/salary	£23,400 per year	Based on the median full-time equivalent basic salary for Agenda for Change Band 5 of the January-March 2009 NHS Staff Earnings estimates. Median full-time equivalent total earnings which include basic salary plus hours related pay, overtime, occupation payments, location payments and other payments including redundancy pay or payment of notice periods were £26,600. ¹ See page 178 for information on mean salaries. More specialist grades range from AfC band 6 to 8C for a Physiotherapist Specialist to Consultant.
B. Salary oncosts	£5,576 per year	Employers' national insurance plus 14 per cent of salary for employers' contribution to superannuation.
C. Qualifications	£4,501 per year	The equivalent annual cost of pre-registration education after the total investment cost has been annuitised over the expected working life. ² See schema 6.4 for more details on cost of qualifications.
D. Overheads	£3,097 per year	Comprises £3,097 for indirect overheads. ³ No allowance has been made for direct overheads because it is not possible to separate these from the cost of treatment.
E. Capital overheads	£4,792 per year	Based on the new-build and land requirements of NHS facilities, but adjusted to reflect shared use of both treatment and non-treatment space. ⁴ ⁵ No allowance has been made for the cost of equipment. Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent.
F. Travel	£2.70 per visit	Based on expenditure provided by a community trust.
Working time	41.3 weeks per annum 37.5 hours per week	Includes 29 days annual leave and 8 days statutory leave. ⁶ Assumes 5 study/training days and 12 days sickness leave. ^{7,8} Unit costs based on 1547 hours per annum.
<i>Ratio of direct to indirect time on:</i>		
patient contacts	1:0.54	Assuming 10 per cent of time in patient's own home, 50 per cent in clinics, 5 per cent in other settings, 30 per cent on non-clinical activity and 5 per cent on travel. Information derived from consultation with NHS Trusts.
clinic contacts	1:0.46	
home visits	1:0.96	
Length of contacts	32.9 minutes 23.3 minutes 13.1 minutes	Surgery consultation. Clinic consultations. Telephone consultations. All based on information taken from the 2006/07 General Practice Workload Survey. ⁹
London multiplier	1.19 x (A to B) 1.46 x E	Allows for the higher costs associated with London compared to the national average cost. ^{4,5,10}
Non-London multiplier	0.97 x (A to B) 0.97 x E	Allows for the lower costs associated with working outside London compared to the national average cost. ^{4,5,10}
Unit costs available 2008/2009 (costs including qualifications given in brackets)		
£24 (£27) per hour; £37 (£41) per hour of client contact; £35 (£39) per hour in clinic; £47 (£52) per hour in home visiting (includes A to E). Travel £2.70 per visit.		

- 1 The Information Centre (2009) *NHS Staff Earnings Estimates June 2009*, The Information Centre, Leeds.
- 2 Netten, A., Knight, J., Dennett, J., Cooley, R. & Slight, A. (1998) *Development of a Ready Reckoner for Staff Costs in the NHS, Vols 1 & 2*, Personal Social Services Research Unit, University of Kent, Canterbury.
- 3 Netten, A., Knight, J., Dennett, J., Cooley, R. & Slight, A. (1998) *Development of a Ready Reckoner for Staff Costs in the NHS, Vol 2 Methodology*, Personal Social Services Research Unit, University of Kent, Canterbury.
- 4 Building Cost Information Service (2009) *Surveys of Tender Prices*, March, BCIS, Royal Institute of Chartered Surveyors, London.
- 5 Based on personal communication with the Department for Communities and Local Government (2009) <http://www.communities.gov.uk/documents/housing/xls/141389.xls>.
- 6 NHS Employers (2005) *Agenda for Change, NHS Terms and Conditions of Service Handbook*, NHS Employers, London.
- 7 The Information Centre (2006) *Results of the NHS Sickness Absence Survey 2005*, NHS Employers, London.
- 8 Williams, J. (1991) *Calculating Staffing Levels in Physiotherapy Services*, Pampas, Rotherham.
- 9 The Information Centre (2007) *2006/07 UK General Practice Workload Survey, Primary Care Statistics*, The Information Centre, Leeds.
- 10 Based on personal communication with the Department of Health (2009).

11.2 Hospital occupational therapist

Using reference costs (http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_098945), the mean average cost for a non-consultant led (non-admitted) follow-up attendance in 2008 was £50 with the minimum range for 25 per cent of services being £35 and the maximum £59. Costs have been uprated using the HCHS pay and prices inflator.

Costs and unit estimation	2008/2009 value	Notes
A. Wages/salary	£23,400 per year	Based on the median full-time equivalent basic salary for Agenda for Change Band 5 of the January-March 2009 NHS Staff Earnings estimates. Median full-time equivalent total earnings which include basic salary plus hours related pay, overtime, occupation payments, location payments and other payments including redundancy pay or payment of notice periods were £26,600. ¹ More specialist grades range from AfC band 6 to 8B for a Occupational Therapist Specialist to Consultant (see page 178 for salary information). ²
B. Salary oncosts	£5,576 per year	Employers' national insurance plus 14 per cent of salary for employers' contribution to superannuation.
C. Qualifications	£4,331 per year	The equivalent annual cost of pre-registration education after the total investment cost has been annuitised over the expected working life. ³ See schema 6.4 for more details on cost of qualifications.
D. Overheads	£3,097 per year	Comprises £3,097 for indirect overheads. ⁴ No allowance has been made for direct overheads because it is not possible to separate these from the cost of treatment.
E. Capital overheads	£4,792 per year	Based on the new-build and land requirements of NHS facilities, but adjusted to reflect shared use of both treatment and non-treatment space. ^{5,6} No allowance has been made for the cost of equipment. Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent.
Working time	41.3 weeks per annum 37.5 hours per week	Includes 29 days annual leave and 8 days statutory leave. ⁷ Assumes 5 study/training days and 12 days sickness leave. ⁸ Unit costs based on 1547 hours per annum.
Ratio of direct to indirect time on: patient contacts	1:0.67	Assuming 60 per cent of time in clinics and 40 per cent on non-clinical activity. Information derived from consultation with NHS Trusts.
London multiplier	1.19 x (A to B) 1.35 x E	Allows for the higher costs associated with London compared to the national average cost. ^{5,6,9}
Non-London multiplier	0.97 x (A to B) 0.97 x E	Allows for the lower costs associated with working outside London compared to the national average cost. ^{5,6,9}
Unit costs available 2008/2009 (costs including qualifications given in brackets)		
£24 (£27) per hour; £40 (£44) per hour of client contact (includes A to E).		

1 The Information Centre (2009) *NHS Staff Earnings Estimates June 2009*, The Information Centre, Leeds.

2 NHS Employers (2006) *Pay Circular (AfC) 1/2006. Pay and conditions for NHS staff covered by the Agenda for Change Agreement*, NHS Employers, London.

3 Netten, A., Knight, J., Dennett, J., Cooley, R. & Slight, A. (1998) *Development of a Ready Reckoner for Staff Costs in the NHS, Vols 1 & 2*, Personal Social Services Research Unit, University of Kent, Canterbury.

4 Netten, A., Knight, J., Dennett, J., Cooley, R. & Slight, A. (1998) *Development of a Ready Reckoner for Staff Costs in the NHS, Vol 2 Methodology*, Personal Social Services Research Unit, University of Kent, Canterbury.

5 Building Cost Information Service (2009) *Surveys of Tender Prices*, March, BCIS, Royal Institute of Chartered Surveyors, London.

6 Based on personal communication with the Department for Communities and Local Government (2009) <http://www.communities.gov.uk/documents/housing/xls/141389.xls>.

7 NHS Employers (2005) *Agenda for Change, NHS Terms and Conditions of Service Handbook*, NHS Employers, London.

8 The Information Centre (2006) *Results of the NHS Sickness Absence Survey 2005*, NHS Employers, London.

9 Based on personal communication with the Department of Health (2009).

11.3 Hospital speech and language therapist

Using reference costs (http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_098945), the mean average cost for a non-consultant led (non-admitted) follow-up attendance in 2008 was £62 with the minimum range for 25 per cent of services being £33 and the maximum £82. Costs have been updated using the HCHS pay and prices inflator.

Costs and unit estimation	2008/2009 value	Notes
A. Wages/salary	£23,400 per year	Based on the median full-time equivalent basic salary for Agenda for Change Band 5 of the January-March 2009 NHS Staff Earnings estimates. Median full-time equivalent total earnings which include basic salary plus hours related pay, overtime, occupation payments, location payments and other payments including redundancy pay or payment of notice periods were £26,600. ¹ More specialist grades range from AfC band 6 to 8C for a Specialist Speech and Language Therapist to Consultant (see page 178 for salary information). ²
B. Salary oncosts	£5,576 per year	Employers' national insurance plus 14 per cent of salary for employers' contribution to superannuation.
C. Qualifications	£4,552 per year	The equivalent annual cost of pre-registration education after the total investment cost has been annuitised over the expected working life. ³ See schema 6.4 for more details on cost of qualifications.
D. Overheads	£3,097 per year	Comprises £3,097 for indirect overheads. ⁴ No allowance has been made for direct overheads because it is not possible to separate these from the cost of treatment.
E. Capital overheads	£4,667 per year	Based on the new-build and land requirements of NHS facilities, but adjusted to reflect shared use of both treatment and non-treatment space. ^{5,6} No allowance has been made for the cost of equipment. Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent.
Working time	41.3 weeks per annum 37.5 hours per week	Includes 29 days annual leave and 8 days statutory leave. ⁷ Assumes 5 study/training days and 12 days sickness leave. ⁸ Unit costs based on 1547 hours per annum.
Ratio of direct to indirect time on: patient contacts	1:0.67	Assuming 60 per cent of time in clinics and 40 per cent on non-clinical activity. Information derived from consultation with NHS Trusts.
London multiplier	1.19 x (A to B) 1.35 x E	Allows for the higher costs associated with London compared to the national average cost. ^{5,6,9}
Non-London multiplier	0.97 x (A to B) 0.97 x E	Allows for the lower costs associated with working outside London compared to the national average cost. ^{5,6,9}
Unit costs available 2008/2009 (costs including qualifications given in brackets)		
£24 (£27) per hour; £40 (£44) per hour of client contact (includes A to E).		

1 The Information Centre (2009) *NHS Staff Earnings Estimates June 2009*, The Information Centre, Leeds.

2 NHS Employers (2006) *Pay Circular (AfC) 1/2006. Pay and conditions for NHS staff covered by the Agenda for Change Agreement*, NHS Employers, London.

3 Netten, A., Knight, J., Dennett, J., Cooley, R & Slight, A. (1998) *Development of a Ready Reckoner for Staff Costs in the NHS, Vols 1 & 2*, Personal Social Services Research Unit, University of Kent, Canterbury.

4 Netten, A., Knight, J., Dennett, J., Cooley, R. & Slight, A. (1998) *Development of a Ready Reckoner for Staff Costs in the NHS, Vol 2 Methodology*, Personal Social Services Research Unit, University of Kent, Canterbury.

5 Building Cost Information Service (2009) *Surveys of Tender Prices*, March, BCIS, Royal Institute of Chartered Surveyors, London.

6 Based on personal communication with the Department for Communities and Local Government (2009) <http://www.communities.gov.uk/documents/housing/xls/141389.xls>.

7 NHS Employers (2005) *Agenda for Change, NHS Terms and Conditions of Service Handbook*, NHS Employers, London.

8 The Information Centre (2006) *Results of the NHS Sickness Absence Survey 2005*, NHS Employers, London.

9 Based on personal communication with the Department of Health (2009).

11.4 Dietitian

Costs and unit estimation	2008/2009 value	Notes
A. Wages/salary	£23,400 per year	Based on the median full-time equivalent basic salary for Agenda for Change Band 5 of the January-March 2009 NHS Staff Earnings estimates. Median full-time equivalent total earnings which include basic salary plus hours related pay, overtime, occupation payments, location payments and other payments including redundancy pay or payment of notice periods were £26,600. ¹ More specialist grades range from AfC band 6 to for a Dietician Specialist and a Dietician Advanced.
B. Salary oncosts	£5,576 per year	Employers' national insurance plus 14 per cent of salary for employers' contribution to superannuation.
C. Qualifications	£4,643 per year	The equivalent annual cost of pre-registration education after the total investment cost has been annuitised over the expected working life. ² See schema 6.4 for more details on cost of qualifications.
D. Overheads	£3,097 per year	Comprises £3,097 for indirect overheads. ³ No allowance has been made for direct overheads because it is not possible to separate these from the cost of treatment.
E. Capital overheads	£3,985 per year	Based on the new-build and land requirements of NHS facilities, but adjusted to reflect share use of both treatment and non-treatment space. ^{4, 5} Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent.
F. Travel	£2.70 per visit	Taken from Netten ⁶ and inflated using the retail price index.
Working time	41.3 weeks per annum 37.5 hours per week	Includes 29 days annual leave and 8 days statutory leave. ⁷ Assumes 5 study/training days and 12 days sickness leave. ⁸ Unit costs based on 1547 hours per annum.
Ratio of direct to indirect time on: face-to-face contacts clinical settings home visits	1:0.33 1:0.27 1:1.27	Assuming 5 per cent of time in patient's own home, 35 per cent in clinics, 30 per cent in hospital wards, 5 per cent in other settings, 20 per cent on non-clinical activity and 5 per cent on travel. Information derived from consultation with NHS Trusts.
London multiplier	1.19 x (A to B) 1.38 x E	Allows for the higher costs associated with London compared to the national average cost. ^{4,5,9}
Non-London multiplier	0.97 x (A to B) 0.97 x E	Allows for the lower costs associated with working outside London compared to the national average cost. ^{4,5,9}
Unit costs available 2008/2009 (costs including qualifications given in brackets)		
£23 (£26) per hour; £31 (£35) per hour client contact; £30 (£33) per hour in clinic; £53 (£60) per hour of home visiting (includes A to E). Travel £2.70 per visit.		

1 The Information Centre (2009) *NHS Staff Earnings Estimates June 2009*, The Information Centre, Leeds.

2 Netten, A., Knight, J., Dennett, J., Cooley, R. & Slight, A. (1998) *Development of a Ready Reckoner for Staff Costs in the NHS, Vols 1 & 2*, Personal Social Services Research Unit, University of Kent, Canterbury.

3 Netten, A., Knight, J., Dennett, J., Cooley, R. & Slight, A. (1998) *Development of a Ready Reckoner for Staff Costs in the NHS, Vol 2 Methodology*, Personal Social Services Research Unit, University of Kent, Canterbury.

4 Building Cost Information Service (2009) *Surveys of Tender Prices*, March, BCIS, Royal Institute of Chartered Surveyors, London.

5 Based on personal communication with the Department for Communities and Local Government (2009) <http://www.communities.gov.uk/documents/housing/xls/141389.xls>.

6 Netten, A. (1992) *Some cost implications of Caring for People: interim report*, PSSRU Discussion Paper 809/4, Personal Social Services Research Unit, University of Kent, Canterbury.

7 NHS Employers (2005) *Agenda for Change, NHS Terms and Conditions of Service Handbook*, NHS Employers, London.

8 The Information Centre (2006) *Results of the NHS Sickness Absence Survey 2005*, NHS Employers, London.

9 Based on personal communication with the Department of Health (2009).

11.5 Radiographer

Using reference costs (http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_098945), the mean average cost for a radiotherapy inpatient was £243 and for a regular day or night case was £146. An outpatient contact was £114. Costs have been updated using the HCHS pay and prices inflator.

Costs and unit estimation	2008/2009 value	Notes
A. Wages/salary	£23,400 per year	Based on the median full-time equivalent basic salary for Agenda for Change Band 5 of the January-March 2009 NHS Staff Earnings estimates. Median full-time equivalent total earnings which include basic salary plus hours related pay, overtime, occupation payments, location payments and other payments including redundancy pay or payment of notice periods were £26,600. ¹ More specialist grades range from AfC band 6 to 8C for a Radiographer Specialist to Consultant.
B. Salary oncosts	£5,576 per year	Employers' national insurance plus 14 per cent of salary for employers' contribution to superannuation.
C. Qualifications	£5,431 per year	The equivalent annual cost of pre-registration education after the total investment cost has been annuitised over the expected working life. ² See schema 6.4 for more details on cost of qualifications.
D. Overheads	£3,097 per year	Comprises £3,097 for indirect overheads. ³ No allowance has been made for direct overheads because it is not possible to separate these from the cost of treatment.
E. Capital overheads	£7,750 per year	Based on the new-build and land requirements of NHS facilities, but adjusted to reflect shared use of both treatment and non-treatment space. ^{4,5} Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent.
Working time	41.3 weeks per annum 37.5 hours per week	Includes 29 days annual leave and 8 days statutory leave. ⁶ Assumes 5 study/training days and 12 days sickness leave. ⁷ Unit costs based on 1547 hours per annum.
Ratio of direct to indirect time on: patient contacts	1:0.67	Assuming 60 per cent of time spent on face-to-face contact, 20 per cent on other clinical activity, and 20 per cent on non-clinical activity. Information derived from consultation with NHS Trusts.
London multiplier	1.19 × (A to B) 1.38 × E	Allows for the higher costs associated with London compared to the national average cost. ^{4,5,8}
Non-London multiplier	0.97 × (A to B) 0.97 × E	Allows for the lower costs associated with working outside London compared to the national average cost. ^{4,5,8}
Unit costs available 2008/2009 (costs including qualifications given in brackets)		
£26 (£29) per hour; £43 (£49) per hour of client contact; £14 (£16) per 20 minute clinic visit (includes A to E).		

1 The Information Centre (2009) *NHS Staff Earnings Estimates June 2009*, The Information Centre, Leeds.

2 Netten, A., Knight, J., Dennett, J., Cooley, R. & Slight, A. (1998) *Development of a Ready Reckoner for Staff Costs in the NHS, Vols 1 & 2*, Personal Social Services Research Unit, University of Kent, Canterbury.

3 Netten, A., Knight, J., Dennett, J., Cooley, R. & Slight, A. (1998) *Development of a Ready Reckoner for Staff Costs in the NHS, Vol 2 Methodology*, Personal Social Services Research Unit, University of Kent, Canterbury.

4 Building Cost Information Service (2009) *Surveys of Tender Prices*, March, BCIS, Royal Institute of Chartered Surveyors, London.

5 Based on personal communication with the Department for Communities and Local Government (2009) <http://www.communities.gov.uk/documents/housing/xls/141389.xls>.

6 NHS Employers (2005) *Agenda for Change, NHS Terms and Conditions of Service Handbook*, NHS Employers, London.

7 The Information Centre (2006) *Results of the NHS Sickness Absence Survey 2005*, NHS Employers, London.

8 Based on personal communication with the Department of Health (2009).

11.6 Hospital pharmacist

Costs and unit estimation	2008/2009 value	Notes
A. Wages/salary	£29,100 per year	Based on the median full-time equivalent basic salary for Agenda for Change Band 6 of the January-March 2009 NHS Staff Earnings estimates. Median full-time equivalent total earnings which include basic salary plus hours related pay, overtime, occupation payments, location payments and other payments including redundancy pay or payment of notice periods were £32,700. ¹ More specialist grades range from AfC band 7 to 8D for a Pharmacist Specialist to Consultant.
B. Salary oncosts	£7,103 per year	Employers' national insurance plus 14 per cent of salary for employers' contribution to superannuation.
C. Qualifications Postgraduate training:	£6,199 per year £544 per year	The equivalent annual cost of pre-registration and postgraduate education. The investment costs of a four-year masters degree plus one-year pre-registration training plus a two-year postgraduate course have been annuitised over the expected working life. ^{2,3} The investment costs for pre-registration are borne partly by the HEFCE and partly by practitioners provided by the NHS. The Multi-Professional Education and Training (MPET) Levy covers the cost for the Pre-registration training year. Costs for postgraduate training are mainly borne by the NHS but are sometimes self-funded. Hospital pharmacists may have up to 20 days per year study time over this two-year period. Some, however, participate in distant learning programmes. There are also further training programmes available for senior pharmacists; however, no information is currently available on the proportion of pharmacists who undergo this training. Therefore, this has not been taken into account in this costing exercise.
D. Overheads	£3,097 per year	Comprises £3,097 for indirect overheads. ⁴ No allowance has been made for direct overheads because it is not possible to separate these from the cost of treatment.
E. Capital overheads	£4,475 per year	Based on the new-build and land requirements of a pharmacy, plus additional space for shared facilities. ^{5,6} Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent.
F. Travel	£1.40 per visit	Taken from Netten ⁵ and inflated using the retail price index.
Working time	41.7 weeks per annum 37.5 hours per week	Includes 29 days annual leave and 8 days statutory leave. ⁷ Assumes 4 study/training days (30 hours) and 12 days sickness leave. Unit costs based on 1565 hours per annum. ⁸
Ratio of direct to indirect time on: direct clinical patient time patient-related activities	1:1 1.0.43	Ratios are estimated on the basis that 50 per cent of time is spent on direct clinical patient activities, 20 per cent of time on dispensary activities and 30 per cent on non-clinical activity.
London multiplier	1.19 x (A to B) 1.36 x E	Allows for the higher costs associated with London compared to the national average cost. ^{5,6,9}
Non-London multiplier	0.97 x(A to B) 0.97 x E	Allows for the lower costs associated with working outside London compared to the national average cost. ^{5,6,9}
Unit costs available 2008/2009 (costs including qualifications given in brackets)		
£28 (£32) per hour; £56 (£65) per cost of direct clinical patient time (includes travel); £40 (£46) per cost of patient-related activities.		

1 The Information Centre (2009) *NHS Staff Earnings Estimates June 2009*, The Information Centre, Leeds.

2 Netten, A., Knight, J., Dennett, J., Cooley, R. & Slight, A. (1998) *Development of a Ready Reckoner for Staff Costs in the NHS, Vols 1 & 2*, Personal Social Services Research Unit, University of Kent, Canterbury.

3 Research carried out by the Royal Pharmaceutical Society of Great Britain.

4 Netten, A., Knight, J., Dennett, J., Cooley, R. & Slight, A. (1998) *Development of a Ready Reckoner for Staff Costs in the NHS, Vol 2 Methodology*, Personal Social Services Research Unit, University of Kent, Canterbury.

5 Building Cost Information Service (2009) *Surveys of Tender Prices*, March, BCIS, Royal Institute of Chartered Surveyors, London.

6 Based on personal communication with the Department for Communities and Local Government (2009) <http://www.communities.gov.uk/documents/housing/xls/141389.xls>.

7 NHS Employers (2005) *Agenda for Change, NHS Terms and Conditions of Service Handbook*, NHS Employers, London.

8 The Information Centre (2006) *Results of the NHS Sickness Absence Survey 2005*, NHS Employers, London.

9 Based on personal communication with the Department of Health (2009).

11.7 Clinical support worker higher level nursing (hospital)

Costs and unit estimation	2008/2009 value	Notes
A. Wages/salary	£16,500 per year	Based on the median full-time equivalent basic salary for Agenda for Change Band 3 of the January-March 2009 NHS Staff Earnings estimates for Unqualified Nurses. Median full-time equivalent total earnings which include basic salary plus hours related pay, overtime, occupation payments, location payments and other payments including redundancy pay or payment of notice periods were £17,700. ¹
B. Salary oncosts	£3,726 per year	Employers' national insurance plus 14 per cent of salary for employers' contribution to superannuation.
C. Qualifications	£0	Training costs are assumed to be zero, although many take NVQ courses.
D. Overheads	£3,097 per year	Comprises £3,097 for indirect overheads. ² No allowance has been made for direct overheads because it is not possible to separate these from the cost of treatment.
E. Capital overheads	£3,115 per year	Based on the new-build and land requirements of NHS facilities, but adjusted to reflect shared use of both treatment and non-treatment space. ^{3,4} Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent.
Working time	42.3 weeks per annum 37.5 hours per week	Includes 29 days annual leave, 8 days statutory leave and 12 days sickness leave. ^{5,6} No study/training days have been assumed. Unit costs based on 1585 hours per annum.
Ratio of direct to indirect time on: face-to-face contacts	1:0.25	Assuming 80 per cent of time on hospital wards and 20 per cent on non-clinical activity. Information derived from consultation with NHS Trusts.
London multiplier	1.19 x (A to B) 1.29 x E	Allows for the higher costs associated with London compared to the national average cost. ^{3,4,7}
Non-London multiplier	0.97 x (A to B) 0.97 x E	Allows for the lower costs associated with working outside London compared to the national average cost. ^{3,4,7}
Unit costs available 2008/2009		
£17 per hour; £21 per hour of client contact (includes A to E).		

1 The Information Centre (2009) *NHS Staff Earnings Estimates June 2009*, The Information Centre, Leeds.

2 Netten, A., Knight, J., Dennett, J., Cooley, R. & Slight, A. (1998) *Development of a Ready Reckoner for Staff Costs in the NHS, Vol 2 Methodology*, Personal Social Services Research Unit, University of Kent, Canterbury.

3 Building Cost Information Service (2009) *Surveys of Tender Prices*, March, BCIS, Royal Institute of Chartered Surveyors, London.

4 Based on personal communication with the Department for Communities and Local Government (2009) <http://www.communities.gov.uk/documents/housing/xls/141389.xls>.

5 NHS Employers (2005) *Agenda for Change, NHS Terms and Conditions of Service Handbook*, NHS Employers, London.

6 The Information Centre (2006) *Results of the NHS Sickness Absence Survey 2005*, NHS Employers, London.

7 Based on personal communication with the Department of Health (2009).