

## **II. COMMUNITY-BASED HEALTH CARE STAFF**



## **9. Scientific and professional**

- 9.1 Community physiotherapist
- 9.2 NHS community occupational therapist
- 9.3 Community speech and language therapist
- 9.4 Community chiropodist/podiatrist
- 9.5 Clinical psychologist
- 9.6 Community pharmacist



## 9.1 Community physiotherapist

Using data from the NHS Reference Costs,<sup>1</sup> the mean average cost for a one-to-one contact in physiotherapy services for 2010/2011 was £47, with the minimum range for 25 per cent of services being £34 and the maximum £55. Costs have been updated using the HCHS Pay & Prices inflator.

Costs and unit estimation	2010/2011 value	Notes
A. Wages/salary	£22,700 per year	Based on the median full-time equivalent basic salary for Agenda for Change Band 5 (for qualified Allied Health Professionals) of the January-March 2011 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 £24,100. <sup>2</sup> See section V for information on mean salaries.
B. Salary oncosts	£5,352 per year	Employers' national insurance is included plus 14 per cent of salary for employers' contribution to superannuation.
C. Qualifications	£4,927 per year	Qualification costs have been calculated using the method described in Netten et al. (1998). <sup>3</sup> Current cost information has been provided by the Department of Health and the Higher Education Funding Council for England (HEFCE). <sup>4</sup> See the preface for more information on qualifications and also schema 7.4 for details.
D. Overheads		Taken from NHS (England) Summarised Accounts. <sup>5</sup> See preface for more information.
Management, administration and estates staff	£5,358 per year	Management and other non-care staff costs were 19.1 per cent of direct care salary costs and included administration and estates staff.
Non-staff	£11,670 per year	Non-staff costs were 41.6 per cent of direct care salary costs. They include costs to the provider for office, travel/transport and telephone, education and training, supplies and services (clinical and general), as well as utilities such as water, gas and electricity.
E. Capital overheads	£2,611 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. <sup>6,7</sup> Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent.
F. Travel		No information available on average mileage covered per visit. Current guideline for reimbursement: 54 pence per mile up to 3,500 miles, 18 pence over 3,500 miles. <sup>8</sup>
Working time	41.3 weeks per annum 37.5 hours per week	Includes 29 days annual leave, 8 days statutory leave and 11.6 days sickness leave. <sup>9,10</sup> Assumes 5 study/training days. Unit costs based on 1549 hours per annum.
<b>Ratio of direct to indirect time</b>		No information available on the proportion of time spent with clients. See previous editions of this volume for sources of information.
Duration of contact		No current information available on the length of contact. See previous editions of this volume for sources.
London multiplier	1.20 x (A to B) 1.40 x E	Allows for the higher costs associated with working in London. <sup>6,7,11</sup>
Non-London multiplier	0.97 x (A to B)	Allows for the lower costs associated with working outside London. <sup>6,7,11</sup>
<b>Unit costs available 2010/2011 (costs including qualifications given in brackets)</b>		
£31 (£34) per hour.		

<sup>1</sup> Department of Health (2011) *NHS Reference Costs 2009-2010*,

[www.dh.gov.uk/en/Publicationsandstatistics/PublicationsPolicyAndGuidance/DH\\_123459](http://www.dh.gov.uk/en/Publicationsandstatistics/PublicationsPolicyAndGuidance/DH_123459).

<sup>2</sup> The Information Centre (2011) *NHS Staff Earnings Estimates June 2011*, The Information Centre, Leeds.

<sup>3</sup> 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.

<sup>4</sup> Personal communication with the Department of Health and the Higher Education Funding Council for England (HEFCE) (2011).

<sup>5</sup> The Audit Commission (2010) *NHS (England) (2010) Summarised Accounts 2009-2010*, NHS, London.

<sup>6</sup> Building Cost Information Service (2011) *Surveys of Tender Prices*, Royal Institute of Chartered Surveyors, Kingston-upon-Thames.

<sup>7</sup> Personal communication with the Department for Communities and Local Government, 2011.

<sup>8</sup> NHS Employers (2011) *Mileage Payments Review*, NHS Employers, Leeds.

[www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx](http://www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx)

<sup>9</sup> NHS Employers (2005) *Agenda for Change: NHS Terms and Conditions of Service Handbook*, NHS Employers, London.

<sup>10</sup> The Information Centre (2011) *Sickness Absence Rates in the NHS: October-December 2010*, NHS Employers, London.

<sup>11</sup> Department of Health estimate (2011) based on the Market Forces Factor (MFF).

## 9.2 NHS community occupational therapist

Using data from the NHS Reference Costs,<sup>1</sup> the mean average cost for a one-to-one contact of occupational therapy services for 2010/2011 was £74 with the minimum range for 25 per cent of the services being £50 and the maximum £83. Costs have been updated using the HCHS Pay & Prices inflator.

Costs and unit estimation	2010/2011 value	Notes
A. Wages/salary	£22,700 per year	Based on the median full-time equivalent basic salary for Agenda for Change Band 5 (for qualified Allied Health Professionals) of the January-March 2011 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 £24,100. <sup>2</sup> See section V for information on mean salaries.
B. Salary oncosts	£5,352 per year	Employers' national insurance is included plus 14 per cent of salary for employers' contribution to superannuation.
C. Qualifications	£ 4,911 per year	Qualification costs have been calculated using the method described in Netten et al. (1998). <sup>3</sup> Current cost information has been provided by the Department of Health and the Higher Education Funding Council for England (HEFCE). <sup>4</sup> See the preface for more information on qualifications and also schema 7.4 for details.
D. Overheads		Taken from NHS (England) Summarised Accounts. <sup>5</sup> See preface for more information.
Management, administration and estates staff	£5,338 per year	Management and other non-care staff costs were 19.1 per cent of direct care salary costs and included administration and estates staff.
Non-staff	£11,670 per year	Non-staff costs were 41.6 per cent of direct care salary costs. They include costs to the provider for office, travel/transport and telephone, education and training, supplies and services (clinical and general), as well as utilities such as water, gas and electricity.
E. Capital overheads	£2,611 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. <sup>6,7</sup> Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent.
F. Travel		No information available on average mileage covered per visit. Current guideline for reimbursement: 54 pence per mile up to 3,500 miles, 18 pence over 3,500 miles. <sup>8</sup>
Working time	41.3 weeks per annum 37.5 hours per week	Includes 29 days annual leave and 8 days statutory leave. <sup>9</sup> Assumes 5 study/ training days and 11.6 days sickness leave. <sup>10</sup> Unit costs based on 1549 hours per annum.
<b>Ratio of direct to indirect time</b>		No information available on the proportion of time spent with clients. See previous editions of this volume for sources of information.
Duration of contacts		No information available on duration of contacts. See previous editions of this volume for sources of information.
London multiplier	1.20 x (A to B) 1.40 x E	Allows for the higher costs associated with working in London. <sup>6,7,11</sup>
Non-London multiplier	0.97 x (A to B)	Allows for the lower costs associated with working outside London. <sup>6,7,11</sup>
<b>Unit costs available 2010/2011 (costs including qualifications given in brackets)</b>		
£31 (£34) per hour.		

<sup>1</sup> Department of Health (2011) *NHS Reference Costs 2009-2010*,

[www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_123459](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_123459).

<sup>2</sup> The Information Centre (2011) *NHS Staff Earnings Estimates June 2011*, The Information Centre, Leeds.

<sup>3</sup> 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.

<sup>4</sup> Personal communication with the Department of Health and the Higher Education Funding Council for England (HEFCE) (2011).

<sup>5</sup> The Audit Commission (2010) *NHS (England) (2010) Summarised Accounts 2009-2010*, NHS, London.

<sup>6</sup> Building Cost Information Service (2011) *Surveys of Tender Prices*, Royal Institute of Chartered Surveyors, Kingston-upon-Thames.

<sup>7</sup> Personal communication with the Department for Communities and Local Government, 2011.

<sup>8</sup> NHS Employers (2011) *Mileage Payments Review*,

[www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx](http://www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx)

<sup>9</sup> NHS Employers (2005) *Agenda for Change: NHS Terms and Conditions of Service Handbook*, NHS Employers, London.

<sup>10</sup> The Information Centre (2011) *Sickness Absence Rates in the NHS: October-December 2010*, NHS Employers, London.

<sup>11</sup> Department of Health estimate (2011) based on the Market Forces Factor (MFF).

### 9.3 Community speech and language therapist

Using data from the NHS Reference Costs,<sup>1</sup> the mean average cost for a one-to-one contact of speech and language therapy services for 2010/2011 was £79, with the minimum range for 25 per cent of the services being £56 and the maximum £90. Costs have been updated using the HCHS Pay & Prices inflator.

Costs and unit estimation	2010/2011 value	Notes
A. Wages/salary	£22,700 per year	Based on the median full-time equivalent basic salary for Agenda for Change Band 5 (for qualified Allied Health Professionals) of the January-March 2011 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 £24,100. <sup>2</sup> See section V for information on mean salaries.
B. Salary oncosts	£5,352 per year	Employers' national insurance is included plus 14 per cent of salary for employers' contribution to superannuation.
C. Qualifications	£5,035 per year	Qualification costs have been calculated using the method described in Netten et al. (1998). <sup>3</sup> Current cost information has been provided by the Department of Health and the Higher Education Funding Council for England (HEFCE). <sup>4</sup> See the preface for more information on qualifications and also schema 7.4 for details.
D. Overheads		Taken from NHS (England) Summarised Accounts. <sup>5</sup> See preface for more information.
Management, administration and estates staff	£5,358 per year	Management and other non-care staff costs were 19.1 per cent of direct care salary costs and included administration and estates staff.
Non-staff	£11,670 per year	Non-staff costs were 41.6 per cent of direct care salary costs. They include costs to the provider for office, travel/transport and telephone, education and training, supplies and services (clinical and general), as well as utilities such as water, gas and electricity.
E. Capital overheads	£2,611 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. <sup>6,7</sup> Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent.
F. Travel		No information available on average mileage covered per visit. Current guideline for reimbursement: 54 pence per mile up to 3,500 miles, 18 pence over 3,500 miles. <sup>8</sup>
Working time	41.3 weeks per annum 37.5 hours per week	Includes 29 days annual leave and 8 days statutory leave. <sup>9</sup> Assumes 5 study/training days and 11.6 days sickness leave. <sup>10</sup> Unit costs based on 1549 hours per annum.
<b>Ratio of direct to indirect time</b>		No information available on the proportion of time spent with clients. See previous editions of this volume for sources of information.
Duration of contacts		No information available on the duration of contacts. See previous editions of this volume for sources of information.
London multiplier	1.19 x (A to B) 1.40 x E	Allows for the higher costs associated with working in London. <sup>6,7,11</sup>
Non-London multiplier	0.97 x (A to B)	Allows for the higher costs associated with working in London. <sup>6,7,11</sup>
<b>Unit costs available 2010/2011 (costs including qualifications given in brackets)</b>		
£31 (£34) per hour.		

<sup>1</sup> Department of Health (2011) *NHS Reference Costs 2009-2010*,

[www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_123459](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_123459).

<sup>2</sup> The Information Centre (2011) *NHS Staff Earnings Estimates June 2011*, The Information Centre, Leeds.

<sup>3</sup> 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.

<sup>4</sup> Personal communication with the Department of Health and the Higher Education Funding Council for England (HEFCE) (2011).

<sup>5</sup> The Audit Commission (2010) *NHS (England) (2010) Summarised Accounts 2009-2010*, NHS, London.

<sup>6</sup> Building Cost Information Service (2011) *Surveys of Tender Prices*, Royal Institute of Chartered Surveyors, Kingston-upon-Thames.

<sup>7</sup> Personal communication with the Department for Communities and Local Government, 2011.

<sup>8</sup> NHS Employers (2011) *Mileage Payments Review*,

[www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx](http://www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx)

<sup>9</sup> NHS Employers (2005) *Agenda for Change: NHS Terms and Conditions of Service Handbook*, NHS Employers, London.

<sup>10</sup> The Information Centre (2011) *Sickness Absence Rates in the NHS: October-December 2010*, NHS Employers, London.

<sup>11</sup> Department of Health estimate (2011) based on the Market Forces Factor (MFF).

## 9.4 Community chiropodist/podiatrist

Using data from the NHS Reference Costs,<sup>1</sup> the mean average cost for a contact in chiropody/podiatry services for 2010/2011 was £39 with the minimum range for 25 per cent of services being £31 and the maximum £45. Costs have been inflated using the HCHS Pay & Prices Inflator.

Costs and unit estimation	2010/2011 value	Notes
A. Wages/salary	£22,700 per year	Based on the median full-time equivalent basic salary for Agenda for Change Band 5 (for qualified Allied Health Professionals) of the January-March 2011 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 such as redundancy pay or payment of notice periods were £24,100. <sup>2</sup> A specialist chiropodist/podiatrist is on Band 6. See NHS Workforce Summary for more information. <sup>3</sup> See section V for information on mean salaries.
B. Salary oncosts	£5,352 per year	Employers' national insurance is included plus 14 per cent of salary for employers' contribution to superannuation.
C. Qualifications		Qualification costs are not available.
D. Overheads		Taken from NHS (England) Summarised Accounts. <sup>4</sup> See preface for more information.
Management, administration and estates staff	£5,338 per year	Management and other non-care staff costs were 19.1 per cent of direct care salary costs and included administration and estates staff.
Non-staff	£11,670 per year	Non-staff costs were 41.6 per cent of direct care salary costs. They include costs to the provider for office, travel/transport and telephone, education and training, supplies and services (clinical and general), as well as utilities such as water, gas and electricity.
E. Capital overheads	£2,611 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. <sup>5,6</sup> Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent.
F. Travel		No information available on average mileage covered per visit. Current guideline for reimbursement: 54 pence per mile up to 3,500 miles, 18 pence over 3,500 miles. <sup>7</sup>
Working time	41.3 weeks per annum 37.5 hours per week	Includes 29 days annual leave and 8 days statutory leave. <sup>8</sup> Assumes 5 study/ training days and 11.6 days sickness leave. <sup>9</sup> Unit costs based on 1549 hours per annum.
<b>Ratio of direct to indirect time</b>		No information available on the proportion of time spent with clients. See previous editions of this volume for sources of information.
London multiplier	1.19 x (A to B) 1.40 x E	Allows for the higher costs associated with working in London. <sup>5,6,10</sup>
Non-London multiplier	0.97 x (A to B)	Allows for the lower costs associated with working outside London. <sup>5,6,10</sup>
<b>Unit costs available 2010/2011</b>		
£31 per hour.		

<sup>1</sup> Department of Health (2011) *NHS Reference Costs 2009-2010*, [www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_123459](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_123459).

<sup>2</sup> The Information Centre (2011) *NHS Staff Earnings Estimates June 2011*, The Information Centre, Leeds.

<sup>3</sup> The Information Centre (2008) *Workforce Summary - Chiropody and Podiatry, October 2008* - England only, NHS Workforce Review Team, The Information Centre, Leeds.

<sup>4</sup> The Audit Commission (2010) *NHS (England) (2010) Summarised Accounts 2009-2010*, NHS, London.

<sup>5</sup> Building Cost Information Service (2011) *Surveys of Tender Prices*, Royal Institute of Chartered Surveyors, Kingston-upon-Thames.

<sup>6</sup> Personal communication with the Department for Communities and Local Government, 2011.

<sup>7</sup> NHS Employers (2011) *Mileage Payments Review*,

[www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx](http://www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx)

<sup>8</sup> NHS Employers (2005) *Agenda for Change: NHS Terms and Conditions of Service Handbook*, NHS Employers, London.

<sup>9</sup> The Information Centre (2011) *Sickness Absence Rates in the NHS: October-December 2010*, NHS Employers, London.

<sup>10</sup> Department of Health estimate (2011) based on the Market Forces Factor (MFF).



## 9.5 Clinical psychologist

Costs and unit estimation	2010/2011 value	Notes
A. Wages/salary	£45,300 per year	Based on the median full-time equivalent basic salary for Agenda for Change Band 8a (for qualified Allied Health Professionals) of the January-March 2011 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 such as redundancy pay or payment of notice periods were £46,600. <sup>1</sup> See section V for information on mean salaries.
B. Salary oncosts	£11,409 per year	Employers' national insurance is included plus 14 per cent of salary for employers' contribution to superannuation.
C. Qualifications		Qualification costs are not available.
D. Overheads		Taken from NHS (England) Summarised Accounts. <sup>2</sup> See preface for more information.
Management, administration and estates staff	£10,831 per year	Management and other non-care staff costs were 19.1 per cent of direct care salary costs and included administration and estates staff.
Non-staff	£23,591 per year	Non-staff costs were 41.6 per cent of direct care salary costs. They include costs to the provider for office, travel/transport and telephone, education and training, supplies and services (clinical and general), as well as utilities such as water, gas and electricity.
E. Capital overheads	£2,283 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. <sup>3,4</sup> Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent.
F. Travel		No information available on average mileage covered per visit. Current guideline for reimbursement: 54 pence per mile up to 3,500 miles, 18 pence over 3,500 miles. <sup>5</sup>
Working time	41.3 weeks per annum 37.5 hours per week	Includes 29 days annual leave and 8 days statutory leave. <sup>6</sup> Assumes 5 study/training days and 11.6 days sickness leave. <sup>7</sup> Unit costs based on 1549 hours per annum.
<b>Ratios of:</b>		
face-to-face contact to all activity	1:1.25	Based on the National Child and Adolescent Mental Health Service Mapping data and returns from over 500 principal clinical psychologists, 44.5 per cent of time was spent on direct clinical work. <sup>8</sup>
London multiplier	1.19 x (A to B) 1.41 x E	Allows for the higher costs associated with working in London. <sup>3,4,9</sup>
Non-London multiplier	0.97 x (A to B)	Allows for the lower costs associated with working outside London. <sup>3,4,9</sup>
<b>Unit costs available 2010/2011</b>		
£60 per hour; £135 per hour of client contact (includes A to E).		

<sup>1</sup> The Information Centre (2011) *NHS Staff Earnings Estimates June 2011*, The Information Centre, Leeds.

<sup>2</sup> The Audit Commission (2010) *NHS (England) (2010) Summarised Accounts 2009-2010*, NHS, London.

<sup>3</sup> Building Cost Information Service (2011) *Surveys of Tender Prices*, Royal Institute of Chartered Surveyors, Kingston-upon-Thames.

<sup>4</sup> Personal communication with the Department for Communities and Local Government, 2011.

<sup>5</sup> NHS Employers (2011) *Mileage Payments Review*, [www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx](http://www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx)

<sup>6</sup> NHS Employers (2005) *Agenda for Change: NHS Terms and Conditions of Service Handbook*, NHS Employers, London.

<sup>7</sup> The Information Centre (2011) *Sickness Absence Rates in the NHS: October-December 2010*, NHS Employers, London.

<sup>8</sup> Department of Health (2002) *National Child and Adolescent Mental Health Service Mapping Data*, Department of Health, London.

<sup>9</sup> Department of Health estimate (2011) based on the Market Forces Factor (MFF).

## 9.6 Community pharmacist

Costs and unit estimation	2010/2011 value	Notes
A. Wages/salary	£38,000 per year	Taken from the Cost of Service Inquiry Report (COSI) <sup>1</sup> and confirmed with the Pharmaceutical Services Negotiating Committee (PSNC). <sup>2</sup>
B. Salary oncosts	£9,452 per year	Employers' national insurance is included plus 14 per cent of salary for employers' contribution to superannuation.
C. Qualifications Pre-registration training	£7,671 per year	Qualification costs have been calculated using the method described in Netten et al. (1998). <sup>3</sup> Current cost information has been provided by the Department of Health and the Higher Education Funding Council for England (HEFCE). <sup>4</sup> See the preface for more information on qualifications and also schema 7.4 for details.
D. Overheads Management, administration and estates staff Non-staff	£9,063 per year £19,740 per year	Taken from NHS (England) Summarised Accounts. <sup>5</sup> See preface for more information. Management and other non-care staff costs were 19.1 per cent of direct care salary costs and included administration and estates staff. Non-staff costs were 41.6 per cent of direct care salary costs. They include costs to the provider for office, travel/transport and telephone, education and training, supplies and services (clinical and general), as well as utilities such as water, gas and electricity.
E. Capital overheads	£4,025 per year	Based on the new-build and land requirements of a pharmacy, plus additional space for shared facilities. <sup>6,7</sup> Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent.
F. Travel		No information available on average mileage covered per visit. Current guideline for reimbursement: 54 pence per mile up to 3,500 miles, 18 pence over 3,500 miles. <sup>8</sup>
Working time	41.3 weeks per annum 40 hours per week	Includes 29 days annual leave and 8 days statutory leave. <sup>9</sup> Assumes 5 study/ training days and 11.6 days sickness leave. <sup>10</sup> Unit costs based on 1650 hours per annum.
<b>Ratio of direct to indirect time on:</b> direct clinical activities patient-related activities	1:1.50 1:0.25	Ratios are estimated on the basis that 40 per cent of time is spent on direct clinical activities (includes advice to patients and travel), 40 per cent of time on dispensary service activities and 20 per cent of time on non-clinical activities. <sup>11</sup>
London multiplier	1.19 x (A to B) 1.31 x E	Allows for the higher costs associated with working in London. <sup>6,7,12</sup>
Non-London multiplier	0.97 x (A to B)	Allows for the lower costs associated with working outside London. <sup>6,7,12</sup>
<b>Unit costs available 2010/2011 (costs including qualifications given in brackets)</b>		
£48 (£53) per hour; £120 (£133) per hour of direct clinical activities; £60 (£66) per hour of patient-related activities.		

<sup>1</sup> PricewaterhouseCoopers LLP (2011) *Cost of Service Inquiry for Community Pharmacy*, Department of Health & Pharmaceutical Services Negotiating Committee, London. [www.dh.gov.uk/en/Healthcare/Primarycare/Communitypharmacy/Communitypharmacycontractualframework/DH\\_128128](http://www.dh.gov.uk/en/Healthcare/Primarycare/Communitypharmacy/Communitypharmacycontractualframework/DH_128128)

<sup>2</sup> Personal communication with the Pharmaceutical Services Negotiating Committee (2011).

<sup>3</sup> 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.

<sup>4</sup> Personal communication with the Department of Health and the Higher Education Funding Council for England (HEFCE) (2011).

<sup>5</sup> The Audit Commission (2010) *NHS (England) (2010) Summarised Accounts 2009-2010*, NHS, London.

<sup>6</sup> Building Cost Information Service (2011) *Surveys of Tender Prices*, Royal Institute of Chartered Surveyors, Kingston-upon-Thames.

<sup>7</sup> Personal communication with the Department for Communities and Local Government, 2011.

<sup>8</sup> NHS Employers (2011) *Mileage Payments Review*, [www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx](http://www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx)

<sup>9</sup> NHS Employers (2005) *Agenda for Change: NHS Terms and Conditions of Service Handbook*, NHS Employers, London.

<sup>10</sup> The Information Centre (2011) *Sickness Absence Rates in the NHS: October-December 2010*, NHS Employers, London.

<sup>11</sup> Personal communication with the Greater Manchester Workforce Development Corporation (2003).

<sup>12</sup> Department of Health estimate (2011) based on the Market Forces Factor (MFF).

## **10. Nurses and doctors**

10.1 Community nurse (includes district nursing sister, district nurse)

10.2 Nurse (mental health)

10.3 Health visitor

10.4 Nurse specialist (community)

10.5 Clinical support worker nursing (community)

10.6 Nurse (GP practice)

10.7 Nurse advanced (includes lead specialist, clinical nurse specialist, senior specialist)

10.8a General practitioner—cost elements

10.8b General practitioner—unit costs

10.8c General practitioner—commentary



## 10.1 Community nurse (includes district nursing sister, district nurse)

Using data from the NHS Reference Costs,<sup>1</sup> the mean average cost for a face-to-face contact in district nursing services for 2010/2011 was £40, with the minimum range for 25 per cent of services being £33 and the maximum £44. Costs have been updated using the HCHS Pay & Prices inflator.

Costs and unit estimation	2010/2011 value	Notes
A. Wages/salary	£32,600 per year	Based on the median full-time equivalent basic salary for Agenda for Change Band 6 of the January-March 2011 NHS Staff Earnings estimates for Qualified Nurses. Median full-time equivalent total earnings which include basic salary plus hours-related pay, overtime, occupation payments, location payments, and other payments such as redundancy pay or payment of notice periods were £34,300. <sup>2</sup> See section V for information on mean salaries.
B. Salary oncosts	£8,005 per year	Employers' national insurance is included plus 14 per cent of salary for employers' contribution to superannuation.
C. Qualifications	£9,356 per year	Qualification costs have been calculated using the method described in Netten et al. (1998). <sup>3</sup> Current cost information has been provided by the Department of Health and the Higher Education Funding Council for England (HEFCE). <sup>4</sup> See the preface for more information on qualifications and also schema 7.4 for details.
D. Overheads		Taken from NHS (England) Summarised Accounts. <sup>5</sup> See preface for more information.
Management, administration and estates staff	£7,756 per year	Management and other non-care staff costs were 19.1 per cent of direct care salary costs and included administration and estates staff.
Non-staff	£16,892 per year	Non-staff costs were 41.6 per cent of direct care salary costs. They include costs to the provider for office, travel/transport and telephone, education and training, supplies and services (clinical and general), as well as utilities such as water, gas and electricity.
E. Capital overheads	£2,256 per year	Based on the new-build and land requirements of community health facilities, but adjusted to reflect shared use of both treatment and non-treatment space. <sup>6,7</sup> Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent.
F. Travel		No information available on average mileage covered per visit. Current guideline for reimbursement: 54 pence per mile up to 3,500 miles, 18 pence over 3,500 miles. <sup>8</sup>
Working time	41.3 weeks per annum 37.5 hours per week	Includes 29 days annual leave and 8 days statutory leave. <sup>9</sup> Assumes 5 study/training days and 11.6 days sickness leave. <sup>10</sup> Unit costs based on 1549 hours per annum.
<b>Ratio of direct to indirect time on:</b>		A study reported that a district nurse visits (including travel) accounted for 69 per cent of total time with 83 per cent of time spent on patient-related tasks and 17 per cent on non-patient related tasks. <sup>11</sup> Based on the McKinsey report, <sup>12</sup> the median number of visits per day carried out by district nurses was 5.6 in 2008. No information is available on the duration of a visit.
home visits	1:0.45	
patient-related work	1:0.20	
London multiplier	1.19 x (A to B) 1.40 x E	Allows for the higher costs associated with working in London. <sup>6,7,13</sup>
Non-London multiplier	0.97 x (A to B)	Allows for the lower costs associated with working outside London. <sup>6,7,13</sup>
<b>Unit costs available 2010/2011 (costs including qualifications given in brackets)</b>		
£44 (£50) per hour; £64 (£73) per hour of home visiting (including travel); £53 (£60) per hour of patient-related work		

<sup>1</sup> Department of Health (2011) *NHS Reference Costs 2009-2010*.

[www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_123459](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_123459).

<sup>2</sup> The Information Centre (2011) *NHS Staff Earnings Estimates June 2011*, The Information Centre, Leeds.

<sup>3</sup> 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.

<sup>4</sup> Personal communication with the Department of Health and the Higher Education Funding Council for England (HEFCE) (2011).

<sup>5</sup> The Audit Commission (2010) *NHS (England) (2010) Summarised Accounts 2009-2010*, NHS, London.

<sup>6</sup> Building Cost Information Service (2011) *Surveys of Tender Prices*, Royal Institute of Chartered Surveyors, Kingston-upon-Thames.

<sup>7</sup> Personal communication with the Department for Communities and Local Government, 2011.

<sup>8</sup> NHS Employers (2011) *Mileage Payments Review*,

[www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx](http://www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx)

<sup>9</sup> NHS Employers (2008) *Agenda for Change, Terms and Conditions of Service*, NHS Staff Council. [www.aop.org.uk/uploads/uploaded\\_files/HOC/08-04\\_afc\\_t\\_c\\_handbook\\_v2.pdf](http://www.aop.org.uk/uploads/uploaded_files/HOC/08-04_afc_t_c_handbook_v2.pdf)

<sup>10</sup> The Information Centre (2011) *Sickness Absence Rates in the NHS: October-December 2010*, NHS Employers, London.

<sup>11</sup> County Durham and Tees Valley (2005) *Workload, Capacity and Skill Mix in Sedgefield Locality Teams*, Final Report, Sedgefield Integrated Teams.

[www.dhcarenetworks.org.uk/\\_library/Resources/ICN/Workload,%20Capacity%20and%20Skill%20Mix%20Sedgefield%20integrated%20teams\\_Final%20report.pdf](http://www.dhcarenetworks.org.uk/_library/Resources/ICN/Workload,%20Capacity%20and%20Skill%20Mix%20Sedgefield%20integrated%20teams_Final%20report.pdf)

<sup>12</sup> The Department of Health (2010) *Achieving world class productivity in the NHS, 2009/10-2013/14: the McKinsey report*, Department of Health, London.

[www.dh.gov.uk/en/FreedomOfInformation/Freedomofinformationpublicationschemefeedback/FOIreleases/DH\\_116520](http://www.dh.gov.uk/en/FreedomOfInformation/Freedomofinformationpublicationschemefeedback/FOIreleases/DH_116520).

<sup>13</sup> Department of Health estimate (2011) based on the Market Forces Factor (MFF).

## 10.2 Nurse (mental health)

Costs and unit estimation	2010/2011 value	Notes
A. Wages/salary	£25,500 per year	Based on the median full-time equivalent basic salary for Agenda for Change Band 5 of the January-March 2011 NHS Staff Earnings estimates for Qualified Nurses. Median full-time equivalent total earnings, which include basic salary plus hours-related pay, overtime, occupation payments, location payments, and other payments such as redundancy pay or payment of notice periods, were £29,100. <sup>1</sup> See section V for information on mean salaries.
B. Salary oncosts	£6,102 per year	Employers' national insurance is included plus 14 per cent of salary for employers' contribution to superannuation.
C. Qualifications	£9,356 per year	Qualification costs have been calculated using the method described in Netten et al. (1998). <sup>2</sup> Current cost information has been provided by the Department of Health and the Higher Education Funding Council for England (HEFCE). <sup>3</sup> See the preface for more information on qualifications and also schema 7.4 for details.
D. Overheads		Taken from NHS (England) Summarised Accounts. <sup>4</sup> See preface for more information.
Management, administration and estates staff	£6,036 per year	Management and other non-care staff costs were 19.1 per cent of direct care salary costs and included administration and estates staff.
Non-staff	£13,147 per year	Non-staff costs were 41.6 per cent of direct care salary costs. They include costs to the provider for office, travel/transport and telephone, education and training, supplies and services (clinical and general), as well as utilities such as water, gas and electricity.
E. Capital overheads	£2,256 per year	Based on the new-build and land requirements of community health facilities, but adjusted to reflect shared use of both treatment and non-treatment space. <sup>5,6</sup> Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent.
F. Travel		No information available on average mileage covered per visit. Current guideline for reimbursement: 54 pence per mile up to 3,500 miles, 18 pence over 3,500 miles. <sup>7</sup>
Working time	41.3 weeks per annum 37.5 hours per week	Includes 29 days annual leave and 8 days statutory leave. <sup>8</sup> Assumes 5 study/training days and 11.6 days sickness leave. <sup>9</sup> Unit costs based on 1549 hours per annum.
<b>Ratio of direct to indirect time on: face-to-face contacts patient-related work</b>	1:0.89 1:0.33	Based on the National Child and Adolescent Mental Health Service Mapping data and returns from over 500 grade G nurses, 45 per cent of time was spent on direct clinical work, 13 per cent on consultation and liaison, 8 per cent on training and education, 4 per cent on research and evaluation, 23 per cent on admin and management, 7 per cent on other work. Seventeen per cent was spent on tier 1 work and this was assumed to be spread across all types of activity for the purpose of the analysis. <sup>10</sup>
London multiplier	1.19 x (A to B) 1.40 x E	Allows for the higher costs associated with working in London. <sup>5,6,11</sup>
Non-London multiplier	0.97 x (A to B)	Allows for the lower costs associated with working outside London. <sup>5,6,11</sup>
<b>Unit costs available 2010/2011 (costs including qualifications given in brackets)</b>		
£34 (£40) per hour; £65 (£76) per hour of face-to-face contact; £46 (£54) per hour of patient-related work.		

<sup>1</sup> The Information Centre (2011) *NHS Staff Earnings Estimates June 2011*, The Information Centre, Leeds.

<sup>2</sup> 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.

<sup>3</sup> Personal communication with the Department of Health and the Higher Education Funding Council for England (HEFCE) (2011).

<sup>4</sup> The Audit Commission (2010) *NHS (England) (2010) Summarised Accounts 2009-2010*, NHS, London.

<sup>5</sup> Building Cost Information Service (2011) *Surveys of Tender Prices*, Royal Institute of Chartered Surveyors, Kingston-upon-Thames.

<sup>6</sup> Personal communication with the Department for Communities and Local Government, 2011.

<sup>7</sup> NHS Employers (2011) *Mileage Payments Review*,

[www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx](http://www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx)

<sup>8</sup> NHS Employers (2008) *Agenda for Change, Terms and Conditions of Service*, NHS Staff Council. [www.aop.org.uk/uploads/uploaded\\_files/HOC/08-04\\_afc\\_t\\_c\\_handbook\\_v2.pdf](http://www.aop.org.uk/uploads/uploaded_files/HOC/08-04_afc_t_c_handbook_v2.pdf)

<sup>9</sup> The Information Centre (2011) *Sickness Absence Rates in the NHS: October-December 2010*, NHS Employers, London.

<sup>10</sup> Department of Health (2002) *National Child and Adolescent Mental Health Service Mapping Data*, Department of Health, London.

<sup>11</sup> Department of Health estimate (2011) based on the Market Forces Factor (MFF).

## 10.3 Health visitor

Using data from the NHS Reference Costs,<sup>1</sup> the mean average cost for a face-to-face contact in health visiting services for 2010/2011 was £43, with the minimum range for 25 per cent of services being £31 and the maximum £49. Costs have been updated using the HCHS Pay & Prices inflator.

Costs and unit estimation	2010/2011 value	Notes
A. Wages/salary	£32,600 per year	Based on the median full-time equivalent basic salary for Agenda for Change Band 6 of the January-March 2011 NHS Staff Earnings estimates for Qualified Nurses. Median full-time equivalent total earnings which include basic salary plus hours-related pay, overtime, occupation payments, location payments, and other payments such as redundancy pay or payment of notice periods were £34,300. <sup>2</sup> See section V for information on mean salaries.
B. Salary oncosts	£8,005 per year	Employers' national insurance is included plus 14 per cent of salary for employers' contribution to superannuation.
C. Qualifications	£9,356 per year	Qualification costs have been calculated using the method described in Netten et al. (1998). <sup>3</sup> Current cost information has been provided by the Department of Health and the Higher Education Funding Council for England (HEFCE). <sup>4</sup> See the preface for more information on qualifications and also schema 7.4 for details.
D. Overheads		Taken from NHS (England) Summarised Accounts. <sup>5</sup> See preface for more information.
Management, administration and estates staff	£7,756 per year	Management and other non-care staff costs were 19.1 per cent of direct care salary costs and included administration and estates staff.
Non-staff	£16,892 per year	Non-staff costs were 41.6 per cent of direct care salary costs. They include costs to the provider for office, travel/transport and telephone, education and training, supplies and services (clinical and general), as well as utilities such as water, gas and electricity.
E. Capital overheads	£2,256 per year	Based on the new-build and land requirements of community health facilities, but adjusted to reflect shared use of both treatment and non-treatment space. <sup>6,7</sup> Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent.
F. Travel		No information available on average mileage covered per visit. Current guideline for reimbursement: 54 pence per mile up to 3,500 miles, 18 pence over 3,500 miles. <sup>8</sup>
Working time	41.3 weeks per annum 37.5 hours per week	Includes 29 days annual leave and 8 days statutory leave. <sup>9</sup> Assumes 5 study/ training days and 11.6 days sickness leave. <sup>10</sup> Unit costs based on 1549 hours per annum.
<b>Ratio of direct to indirect time on:</b>		No time use information is currently available for health visitors. However, assuming that a health visitor carries out the same number of home visits as a district nurse, a study reported that a district nurse visits (including travel) accounted for 69 per cent of total time with 83 per cent of time spent on patient related tasks and 17 per cent on non-patient related tasks. <sup>11</sup> Based on the McKinsey report, <sup>12</sup> the median number of visits per day carried out by district nurses was 5.6 in 2008. No information is available on the duration of a visit.
Home visits	1:0.45	
Patient-related work	1:0.20	
London multiplier	1.20 x (A to B) 1.41 x E	Allows for the higher costs associated with working in London. <sup>6,7,13</sup>
Non-London multiplier	0.97 x (A to B)	Allows for the lower costs associated with working outside London. <sup>6,7,13</sup>
<b>Unit costs available 2010/2011 (costs including qualifications given in brackets)</b>		
£44 (£50) per hour; £64 (£73) per hour of home visiting; £53 (£60) per hour of patient-related work.		

<sup>1</sup> Department of Health (2011) *NHS Reference Costs 2009-2010*.

[www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_123459](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_123459).

<sup>2</sup> The Information Centre (2011) *NHS Staff Earnings Estimates June 2011*, The Information Centre, Leeds.

<sup>3</sup> 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.

<sup>4</sup> Personal communication with the Department of Health and the Higher Education Funding Council for England (HEFCE) (2011).

<sup>5</sup> The Audit Commission (2010) *NHS (England) (2010) Summarised Accounts 2009-2010*, NHS, London.

<sup>6</sup> Building Cost Information Service (2011) *Surveys of Tender Prices*, Royal Institute of Chartered Surveyors, Kingston-upon-Thames.

<sup>7</sup> Personal communication with the Department for Communities and Local Government, 2011.

<sup>8</sup> NHS Employers (2011) *Mileage Payments Review*, NHS Employers, Leeds.

[www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx](http://www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx)

<sup>9</sup> NHS Employers (2008) *Agenda for Change, Terms and Conditions of Service*, NHS Staff Council. [www.aop.org.uk/uploads/uploaded\\_files/HOC/08-04\\_afc\\_t\\_c\\_handbook\\_v2.pdf](http://www.aop.org.uk/uploads/uploaded_files/HOC/08-04_afc_t_c_handbook_v2.pdf)

<sup>10</sup> The Information Centre (2011) *Sickness Absence Rates in the NHS: October-December 2010*, NHS Employers, London.

<sup>11</sup> County Durham and Tees Valley (2005) *Workload, Capacity and Skill Mix in Sedgefield Locality Teams*, Final Report, Sedgefield Integrated Teams.

[www.dhcarenetworks.org.uk/\\_library/Resources/ICN/Workload,%20Capacity%20and%20Skill%20Mix%20Sedgefield%20integrated%20teams\\_Final%20report.pdf](http://www.dhcarenetworks.org.uk/_library/Resources/ICN/Workload,%20Capacity%20and%20Skill%20Mix%20Sedgefield%20integrated%20teams_Final%20report.pdf)

<sup>12</sup> The Department of Health (2010) *Achieving world class productivity in the NHS, 2009/10-2013/14: the McKinsey report*, Department of Health, London.

[www.dh.gov.uk/en/FreedomOfInformation/Freedomofinformationpublicationschemefeedback/FOIreleases/DH\\_116520](http://www.dh.gov.uk/en/FreedomOfInformation/Freedomofinformationpublicationschemefeedback/FOIreleases/DH_116520).

<sup>13</sup> Department of Health estimate (2011) based on the Market Forces Factor (MFF).

### 10.4 Nurse specialist (community)

Costs and unit estimation	2010/2011 value	Notes
A. Wages/salary	£32,600 per year	Based on the median full-time equivalent basic salary for Agenda for Change Band 6 of the January-March 2011 NHS Staff Earnings estimates for Qualified Nurses. Median full-time equivalent total earnings which include basic salary plus hours-related pay, overtime, occupation payments, location payments, and other payments such as redundancy pay or payment of notice periods were £34,300. <sup>1</sup> See section V for information on mean salaries.
B. Salary oncosts	£8,005 per year	Employers' national insurance is included plus 14 per cent of salary for employers' contribution to superannuation.
C. Qualifications	£9,356 per year	Qualification costs have been calculated using the method described in Netten et al. (1998). <sup>2</sup> Current cost information has been provided by the Department of Health and the Higher Education Funding Council for England (HEFCE). <sup>3</sup> See the preface for more information on qualifications and also schema 7.4 for details.
D. Overheads		Taken from NHS (England) Summarised Accounts. <sup>4</sup> See preface for more information.
Management, administration and estates staff	£7,756 per year	Management and other non-care staff costs were 19.1 per cent of direct care salary costs and included administration and estates staff.
Non-staff	£16,892 per year	Non-staff costs were 41.6 per cent of direct care salary costs. They include costs to the provider for office, travel/transport and telephone, education and training, supplies and services (clinical and general), as well as utilities such as water, gas and electricity.
E. Capital overheads	£2,256 per year	Based on the new-build and land requirements of community health facilities, but adjusted to reflect shared use of both treatment and non-treatment space. <sup>5,6</sup> Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent.
F. Travel		No information available on average mileage covered per visit. Current guideline for reimbursement: 54 pence per mile up to 3,500 miles, 18 pence over 3,500 miles. <sup>7</sup>
Working time	41.3 weeks per annum 37.5 hours per week	Includes 29 days annual leave and 8 days statutory leave. <sup>8</sup> Assumes 5 study/training days and 11.6 days sickness leave. <sup>9</sup> Unit costs based on 1549 hours per annum.
<b>Ratio of direct to indirect time</b>		No current information available. See previous editions of this volume for sources of information.
Duration of contact		No current information available.
London multiplier	1.19 x (A to B) 1.40 x E	Allows for the higher costs associated with working in London. <sup>5,6,10</sup>
Non-London multiplier	0.97 x (A to B)	Allows for the lower costs associated with working outside London. <sup>5,6,10</sup>
<b>Unit costs available 2010/2011 (costs including qualifications given in brackets)</b>		
£44 (£50) per hour.		

<sup>1</sup> The Information Centre (2011) *NHS Staff Earnings June 2011*, The Information Centre, Leeds.

<sup>2</sup> 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.

<sup>3</sup> Personal communication with the Department of Health and the Higher Education Funding Council for England (HEFCE) (2011).

<sup>4</sup> The Audit Commission (2010) *NHS (England) (2010) Summarised Accounts 2009-2010*, NHS, London.

<sup>5</sup> Building Cost Information Service (2011) *Surveys of Tender Prices*, Royal Institute of Chartered Surveyors, Kingston-upon-Thames.

<sup>6</sup> Personal communication with the Department for Communities and Local Government, 2011.

<sup>7</sup> NHS Employers (2011) *Mileage Payments Review*, [www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx](http://www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx)

<sup>8</sup> NHS Employers (2008) *Agenda for Change, Terms and Conditions of Service*, NHS Staff Council. [www.aop.org.uk/uploads/uploaded\\_files/HOC/08-04\\_afc\\_t\\_c\\_handbook\\_v2.pdf](http://www.aop.org.uk/uploads/uploaded_files/HOC/08-04_afc_t_c_handbook_v2.pdf)

<sup>9</sup> The Information Centre (2011) *Sickness Absence Rates in the NHS: October-December 2010*, NHS Employers, London.

<sup>10</sup> Department of Health estimate (2011) based on the Market Forces Factor (MFF).



## 10.5 Clinical support worker nursing (community)

Costs and unit estimation	2010/2011 value	Notes
A. Wages/salary	£15,600 per year	Based on the median full-time equivalent basic salary for Agenda for Change Band 2 of the January-March 2011 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 such as redundancy pay or payment of notice periods were £18,500. <sup>1</sup> See section V for information on mean salaries.
B. Salary oncosts	£3,449 per year	Employers' national insurance is included plus 14 per cent of salary for employers' contribution to superannuation.
D. Overheads		Taken from NHS (England) Summarised Accounts. <sup>2</sup> See preface for more information.
Management, administration and estates staff	£3,638 per year	Management and other non-care staff costs were 19.1 per cent of direct care salary costs and included administration and estates staff.
Non-staff	£7,925 per year	Non-staff costs were 41.6 per cent of direct care salary costs. They include costs to the provider for office, travel/transport and telephone, education and training, supplies and services (clinical and general), as well as utilities such as water, gas and electricity.
E. Capital overheads	£915 per year	Based on the new-build and land requirements of community health facilities, but adjusted to reflect shared use of both treatment and non-treatment space. <sup>3,4</sup> It is assumed that an auxiliary nurse uses one-sixth of the treatment space used by a district nurse. Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent.
F. Travel		No information available on average mileage covered per visit. Current guideline for reimbursement: 54 pence per mile up to 3,500 miles, 18 pence over 3,500 miles. <sup>5</sup>
Working time	42.3 weeks per annum 37.5 hours per week	Includes 29 days annual leave and 8 days statutory leave. <sup>6</sup> Assumes 11.6 days sickness leave. <sup>7</sup> Unit costs based on 1586 hours per annum.
<b>Ratio of direct to indirect time on:</b>		No time use information is currently available for clinical support workers. Assuming that a clinical support worker carries out the same number of home visits as a district nurse, a study reported that a district nurse visits (including travel) accounted for 69 per cent of total time with 83 per cent of time spent on patient related tasks and 17 per cent on non-patient related tasks. <sup>8</sup> Based on the McKinsey report, <sup>9</sup> the median number of visits per day carried out by district nurses was 5.6 in 2008. No information is available on the duration of a visit.
Home visits	1:0.45	
Patient-related work	1:0.20	
London multiplier	1.19 x (A to B), 1.41 x E	Allows for the higher costs associated with working in London. <sup>3,4,10</sup>
Non-London multiplier	0.97 x (A to B)	Allows for the lower costs associated with working outside London. <sup>3,4,10</sup>
<b>Unit costs available 2010/2011</b>		
£20 per hour; £29 per hour of home visiting; £24 per hour of patient-related work.		

<sup>1</sup> The Information Centre (2011) *NHS Staff Earnings Estimates June 2011*, The Information Centre, Leeds.

<sup>2</sup> The Audit Commission (2010) *NHS (England) (2010) Summarised Accounts 2009-2010*, NHS, London.

<sup>3</sup> Building Cost Information Service (2011) *Surveys of Tender Prices*, Royal Institute of Chartered Surveyors, Kingston-upon-Thames.

<sup>4</sup> Personal communication with the Department for Communities and Local Government, 2011.

<sup>5</sup> NHS Employers (2011) *Mileage Payments Review*,

[www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx](http://www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx)

<sup>6</sup> NHS Employers (2008) *Agenda for Change, Terms and Conditions of Service*, NHS Staff Council. [www.aop.org.uk/uploads/uploaded\\_files/HOC/08-04\\_afc\\_t\\_c\\_handbook\\_v2.pdf](http://www.aop.org.uk/uploads/uploaded_files/HOC/08-04_afc_t_c_handbook_v2.pdf)

<sup>7</sup> The Information Centre (2011) *Sickness Absence Rates in the NHS: October-December 2010*, NHS Employers, London.

<sup>8</sup> County Durham and Tees Valley (2005) *Workload, Capacity and Skill Mix in Sedgefield Locality Teams*, Final Report, Sedgefield Integrated Teams.

[www.dhcarenetworks.org.uk/\\_library/Resources/ICN/Workload,%20Capacity%20and%20Skill%20Mix%20Sedgefield%20integrated%20teams\\_Final%20report.pdf](http://www.dhcarenetworks.org.uk/_library/Resources/ICN/Workload,%20Capacity%20and%20Skill%20Mix%20Sedgefield%20integrated%20teams_Final%20report.pdf)

<sup>9</sup> The Department of Health (2010) *Achieving world class productivity in the NHS, 2009/10-2013/14: the McKinsey report*, Department of Health, London. [www.dh.gov.uk/en/FreedomOfInformation/Freedomofinformationpublicationschemefeedback/FOIreleases/DH\\_116520](http://www.dh.gov.uk/en/FreedomOfInformation/Freedomofinformationpublicationschemefeedback/FOIreleases/DH_116520).

<sup>10</sup> Department of Health estimate (2011) based on the Market Forces Factor (MFF).

## 10.6 Nurse (GP practice)

Costs and unit estimation	2010/2011 value	Notes
A. Wages/salary	£25,500 per year	Based on the median full-time equivalent basic salary for Agenda for Change Band 5 of the January-March 2011 NHS Staff Earnings estimates for Qualified Nurses. Median full-time equivalent total earnings which include basic salary plus hours-related pay, overtime, occupation payments, location payments, and other payments such as redundancy pay or payment of notice periods were £29,100. <sup>1</sup> See section V for information on mean salaries.
B. Salary oncosts	£6,102 per year	Employers' national insurance is included plus 14 per cent of salary for employers' contribution to superannuation.
C. Qualifications	£9,356 per year	Qualification costs have been calculated using the method described in Netten et al. (1998). <sup>2</sup> Current cost information has been provided by the Department of Health and the Higher Education Funding Council for England (HEFCE). <sup>3</sup> See the preface for more information on qualifications and also schema 7.4 for details.
D. Overheads		
Office & General Business	£4,701 per year	Calculated as the ratio of GP expenses on employees to office and general business, premises & other expenses. (See table 17 of GP Earnings & Expenses 2009/2010). <sup>4</sup>
Premises	£6,321 per year	
Other	£5,209 per year	
E. Capital overheads		
Buildings	£3,693 per year	Calculated as the ratio of GP practice nurse salary costs to net remuneration of GP salary and based on new-build and land requirements for a GP practitioner's suite and annuitised over 60 years at a discount rate of 3.5 per cent. <sup>5,6</sup>
F. Travel		No information available on average mileage covered per visit. Current guideline for reimbursement: 54 pence per mile up to 3,500 miles, 18 pence over 3,500 miles. <sup>7</sup>
Working time	41.3 weeks per annum 37.5 hours per week	Includes 29 days annual leave and 8 days statutory leave. <sup>8</sup> Assumes 5 study/training days and 11.6 days sickness leave. <sup>9</sup> Unit costs based on 1549 hours per annum.
<b>Ratio of direct to indirect time on: face-to-face contacts</b>	1:0.30	Based on proportion of time spent on surgery consultations (67.9%), phone consultations (5.2%), clinics (2.5%) and home and care home visits (1.2%). Patient direct to indirect contact ratios allocate all non-contact time to all contact time. Taken from the 2006/07 UK General Practice Workload Survey. <sup>10</sup>
Duration of contact	15.5 minutes	Per surgery consultation. Based on the 2006/07 UK General Practice Survey. <sup>10</sup>
Patient contacts	60 per week	Average number of consultations per week. <sup>10</sup>
London multiplier	1.19 x (A to B) 1.50 x E	Allows for the higher costs associated with London compared to the national average cost. <sup>5,6,11</sup>
Non-London multiplier	0.97 x E	Allows for the lower costs associated with working outside London compared to the national average cost. <sup>5,6,11</sup>
<b>Unit costs available 2010/2011 (costs including qualifications given in brackets)</b>		
£33 (£39) per hour; £43 (£51) per hour of face-to-face contact.		

<sup>1</sup> The Information Centre (2011) *NHS Staff Earnings Estimates June 2011*, The Information Centre, Leeds.

<sup>2</sup> 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.

<sup>3</sup> Personal communication with the Department of Health and the Higher Education Funding Council for England (HEFCE) (2011).

<sup>4</sup> The Information Centre (2011) *GP Earnings and Expenses 2009/2010*, The Information Centre, Leeds.

[www.ic.nhs.uk/webfiles/publications/007\\_Primary\\_Care/General\\_Practice/investmentgp0611/Investment\\_in\\_General\\_Practice\\_2010\\_11\\_v2.0.pdf](http://www.ic.nhs.uk/webfiles/publications/007_Primary_Care/General_Practice/investmentgp0611/Investment_in_General_Practice_2010_11_v2.0.pdf).

<sup>5</sup> Building Cost Information Service (2011) *Surveys of Tender Prices*, Royal Institute of Chartered Surveyors, Kingston-upon-Thames.

<sup>6</sup> Personal communication with the Department for Communities and Local Government, 2011.

<sup>7</sup> NHS Employers (2011) *Mileage Payments Review*,

[www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx](http://www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileagepaymentsreview.aspx)

<sup>8</sup> NHS Employers (2008) *Agenda for Change, Terms and Conditions of Service*, NHS Staff Council. [www.aop.org.uk/uploads/uploaded\\_files/HOC/08-04\\_afc\\_t\\_c\\_handbook\\_v2.pdf](http://www.aop.org.uk/uploads/uploaded_files/HOC/08-04_afc_t_c_handbook_v2.pdf)

<sup>9</sup> The Information Centre (2011) *Sickness Absence Rates in the NHS: October-December 2010*, NHS Employers, London.

<sup>10</sup> The Information Centre (2007) *2006/07 UK General Practice Workload Survey, Primary Care Statistics*, The Information Centre, Leeds.

<sup>11</sup> Department of Health estimate (2011) based on the Market Forces Factor (MFF).

## 10.7 Nurse advanced (includes lead specialist, clinical nurse specialist, senior specialist)<sup>1</sup>

Costs and unit estimation	2010/2011 value	Notes
A. Wages/salary	£38,800 per year	Based on the median full-time equivalent basic salary for Agenda for Change Band 7 of the January-March 2011 NHS Staff Earnings estimates for Qualified Nurses. Median full-time equivalent total earnings which include basic salary plus hours-related pay, overtime, occupation payments, location payments, and other payments such as redundancy pay or payment of notice periods were £40,200. <sup>2</sup> See section V for information on mean salaries.
B. Salary oncosts	£9,667 per year	Employers' national insurance is included plus 14 per cent of salary for employers' contribution to superannuation.
C. Qualifications	£9,356 per year	Qualification costs have been calculated using the method described in Netten et al. (1998). <sup>3</sup> Current cost information has been provided by the Department of Health and the Higher Education Funding Council for England (HEFCE). <sup>4</sup> See the preface for more information on qualifications and also schema 7.4 for details.
D. Overheads		Taken from NHS (England) Summarised Accounts. <sup>5</sup> See preface for more information.
Management, administration and estates staff	£9,257 per year	Management and other non-care staff costs were 19.1 per cent of direct care salary costs and included administration and estates staff.
Non-staff	£20,162 per year	Non-staff costs were 41.6 per cent of direct care salary costs. They include costs to the provider for office, travel/transport and telephone, education and training, supplies and services (clinical and general), as well as utilities such as water, gas and electricity.
E. Capital overheads	£3,468 per year	Based on the new-build and land requirements of community health facilities, but adjusted to reflect shared use of treatment and non-treatment space. <sup>6,7</sup> 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. <sup>8</sup> Assumes 5 study/training days and 11.6 days sickness leave. <sup>9</sup> Unit costs based on 1549 hours per annum.
<b>Length of consultation:</b> surgery home telephone	15 minutes 25 minutes 6 minutes	Information provided by 27 nurse practitioners working in primary care contacted about duration of consultations. Venning et al. (2000) found that nurse practitioners spent a mean of 11.57 minutes face-to-face with patients (SD 5.79 mins) and an additional 1.33 minutes per patient in getting prescriptions signed. <sup>10</sup>
<b>Ratio of direct to indirect time on:</b> face-to-face contacts patient contact (incl. telephone)	1:0.71 1:0.55	Information provided by 27 nurse practitioners on time use. <sup>11</sup> Surgery consultations 58 per cent, home visits 0.4 per cent and telephone consultations 6.4 per cent. Getting prescriptions signed 1.4 per cent. Travel time to home visits was negligible (0.1 %). Another study found that 60 per cent of a nurse practitioner/clinical nurse specialist's time was spent on clinical activities. <sup>12</sup> Another study on the role of nurse specialists in epilepsy found that clinical activities accounted for 40 per cent of the time. <sup>13</sup>
London multiplier	1.19 x (A to B) 1.50 x E	Allows for the higher costs associated with London compared to the national average cost. <sup>6,7,14</sup>
Non-London multiplier	0.97 x (A to B)	Allows for the lower costs associated with working outside London compared to the national average cost. <sup>6,7,14</sup>
<b>Unit costs available 2010/2011 (costs including qualifications given in brackets)</b>		
£53 (£59) per hour; £91 (£101) per hour in surgery; £82 (£91) per hour of client contact cost; £23 (£25) per surgery consultation.		

<sup>1</sup> A term for nurse practitioners specifically has not been developed due to the great variation in the use of the term NP. Personal correspondence with the RCN NP Adviser has suggested that the best match is the Advance Nurse profile (Band 7).

<sup>2</sup> The Information Centre (2011) *NHS Staff Earnings Estimates June 2011*, The Information Centre, Leeds.

<sup>3</sup> 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.

<sup>4</sup> Personal communication with the Department of Health and the Higher Education Funding Council for England (HEFCE) (2011).

<sup>5</sup> The Audit Commission (2010) *NHS (England) (2010) Summarised Accounts 2009-2010*, NHS, London.

<sup>6</sup> Building Cost Information Service (2011) *Surveys of Tender Prices*, Royal Institute of Chartered Surveyors, Kingston-upon-Thames.

<sup>7</sup> Personal communication with the Department for Communities and Local Government, 2011.

<sup>8</sup> NHS Employers (2008) *Agenda for Change, Terms and Conditions of Service*, NHS Staff Council. [www.aop.org.uk/uploads/uploaded\\_files/HOC/08-04\\_afc\\_t\\_c\\_handbook\\_v2.pdf](http://www.aop.org.uk/uploads/uploaded_files/HOC/08-04_afc_t_c_handbook_v2.pdf)

<sup>9</sup> The Information Centre (2011) *Sickness Absence Rates in the NHS: October-December 2010*, NHS Employers, London.

<sup>10</sup> Venning, P., Durie, A., Roland, M., Roberts, C. & Leese, B. (2000) Randomised controlled trial comparing cost effectiveness of general practitioners and nurse practitioners in primary care, *British Medical Journal*, 320, 1048-1053.

<sup>11</sup> Curtis, L.A. and Netten, A.P. (2007) *The costs of training a nurse practitioner in primary care: the importance of allowing for the cost of education and training when making decisions about changing the professional*. Journal of Nursing Management, 15 (4). pp. 449-457. ISSN 09660429.

<sup>12</sup> Ball, J. (2005) *Maxi Nurses. Advanced and Specialist Nursing Roles, Results from a Survey of RCN Members in Advanced and Specialist Nursing Roles*, Royal College of Nursing, London.

<sup>13</sup> Higgins, S., Lanfear, J. & Goodwin, M. (2006) Qualifying the role of nurse specialists in epilepsy: data from diaries and interviews, *British Journal of Neuroscience Nursing*, 2, 5, 239-245.

<sup>14</sup> Department of Health estimate (2011) based on the Market Forces Factor (MFF).

## 10.8a General practitioner — cost elements

Costs and unit estimation	2010/2011 value	Notes (for further clarification see Commentary)
A. Net remuneration	£109,400 per year	Average net profit after expenses in 2009/10 for England. <sup>1</sup> See commentary 10.8c. It has not been possible to agree an inflator to provide estimated net remuneration for 2010/11.
B. Practice expenses:		
- out of hours	£9,610 per year	Amount allocated for out of hours care. <sup>2</sup>
- direct care staff	£32,285 per year	On average in 2010 each FTE equivalent practitioner (excluding GP registrars & GP retainers) employed 0.55 FTE practice staff (direct patient care only). <sup>3</sup>
- travel	£4,598 per year	Estimated using the car allowance for GP registrars and is unchanged since last year. <sup>4</sup> This is based on AA information about the full cost of owning and running a car and allows for 10,000 miles. Average cost per visit is £5. Travel costs are included in the annual and weekly cost but excluded from costs per minute and just added to cost of a home visit.
- other	£14,806 per year	Other practice expenses are estimated on the basis of final expenditure figures from the DH for 2010/11. <sup>2</sup> Practice expenses exclude all expenditure on drugs. See commentary 10.8c.
C. Qualifications	£40,521 per year	Qualification costs have been calculated using the method described in Netten et al. (1998). <sup>5</sup> Current cost information has been provided by the Department of Health and the Higher Education Funding Council for England (HEFCE). See the preface for more information on qualifications and also schema 7.4 for details.
D. Ongoing training	£2,382 per year	This cost comprises an amount for the generic curriculum, the post-graduate centres' infrastructure, and study leave. Included also are the costs of the course organisers, administrative support, trainers' workshops, vocational training and internal courses for GP tutors. Excluded are the costs of running the library and post-graduate centres. <sup>6</sup>
E. Capital costs:		
- premises	£12,784 per year	Based on new-build and land requirements for a GP practitioner suite. Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent. <sup>7,8</sup> Taken from final expenditure figures from the DH <sup>2</sup> and adjusted to allow for equipment allocated to direct care staff. Expenditure on computer equipment is used as a proxy for annuitised capital. See commentary 10.8c.
- equipment	£922 per year	
F. Overheads	£6,214 per year	Based on final expenditure figures from the DH for 2010/11. <sup>2</sup> Overheads include Primary Care Organisation (PCO) administered funds, demand management and recruitment and retention. See commentary 10.8c.
Working time	43.5 weeks per annum 44.4 hours per week	Derived from the 2006/07 UK General Practice Workload Survey. <sup>9</sup> Number of hours for a full-time GP Partner. Allows for time spent per year on annual leave, sick leave and study leave. Unit costs based on 1931 hours per annum.
<b>Ratio of direct to indirect time:</b>		Based on proportion of time spent on surgery consultations (44.5%), phone consultations (6.3%), clinics (6.3%) and home and care home visits including travel time (8.6%). Patient direct to indirect contact ratios allocate all non-contact time to all contact time. Surgery and home visit multipliers allocate travel time to home visits. Taken from the 2006/07 UK General Practice Workload Survey.
surgery/clinic/phone consultations	1:0.57	
home visits	1:1.61	
<b>Consultations:</b>		Based on the 2006/07 UK General Practice Workload Survey, the time spent on a home visit just includes time spent in the patient's home. On average 12 minutes has been assumed for travelling per visit. This travel time has been allowed for in the estimation of the ratio of direct to indirect time spent on home visits. See commentary 10.8c.
surgery	11.7 minutes	
clinic	17.2 minutes	
telephone	7.1 minutes	
home visit	11.4 minutes	
<b>Unit costs for 2010/2011 are given in schema 10.8b</b>		

<sup>1</sup> The Information Centre (2011) *GP Earnings and Expenses 2009/2010*, The Information Centre, Leeds.

[www.ic.nhs.uk/webfiles/publications/007\\_Primary\\_Care/General\\_Practice/investmentgp0611/Investment\\_in\\_General\\_Practice\\_2010\\_11\\_v2.0.pdf](http://www.ic.nhs.uk/webfiles/publications/007_Primary_Care/General_Practice/investmentgp0611/Investment_in_General_Practice_2010_11_v2.0.pdf)

<sup>2</sup> The Information Centre (2011) *Investment in General Practice 2006/07 to 2010/11 England, Wales, Northern Ireland and Scotland*, Summary table for England, The Information Centre, Leeds.

<sup>3</sup> The Information Centre (2011) *General Practice Staff 2010*, The Information Centre, Leeds.

<sup>4</sup> Information provided by Department of Health, 2010.

<sup>5</sup> 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.

<sup>6</sup> Personal communication with the London Deanery, 2006.

<sup>7</sup> Building Cost Information Service (2011) *Surveys of Tender Prices*, Royal Institute of Chartered Surveyors, Kingston-upon-Thames.

<sup>8</sup> Personal communication with the Department for Communities and Local Government, 2011.

<sup>9</sup> The Information Centre (2007) *2006/07 UK General Practice Workload Survey, Primary Care Statistics*, The Information Centre, Leeds.

**10.8b General practitioner — unit costs**

Unit cost 2010/2011	Including direct care staff costs		Excluding direct care staff costs	
	With qualification costs	Without qualification costs	With qualification costs	Without qualification costs
Annual (including travel)	£233,531	£193,000	£201,236	£160,715
Per hour of GMS activity <sup>1</sup>	£121	£100	£104	£83
Per hour of patient contact <sup>1</sup>	£186	£153	£160	£127
Per surgery/clinic minute <sup>1</sup>	£3.10	£2.50	£2.70	£2.10
Per home visit minute <sup>1</sup>	£5.20	£4.30	£4.40	£3.50
Per surgery consultation lasting 11.7 minutes <sup>1</sup>	£36	£30	£31	£25
Per clinic consultation lasting 17.2 minutes <sup>1</sup>	£53	£44	£46	£36
Per telephone consultation lasting 7.1 minutes <sup>1</sup>	£22	£18	£19	£15
Per home visit lasting 23.4 minutes (includes travel time) <sup>2</sup>	£121	£99	£104	£82
Prescription costs per consultation (net ingredient cost)	£42.70 <sup>3</sup>			
Prescription costs per consultation (actual cost)	£41 <sup>3</sup>			

NB. Last year, some practice nurse activity was included in 'other' practice expenses. This year, this activity has been moved to the costs which include direct care staff.

<sup>1</sup> In order to provide consistent unit costs, these costs exclude travel costs.

<sup>2</sup> Allows for 12 minute travel time. Previous estimates included prescription costs. These have now been excluded to provide consistency with other consultation costs.

<sup>3</sup> Personal communication with the Information Centre, 2011.

### 10.8c General practitioner — commentary

**General note about GP expenditure.** The General Medical Service contract (GMS)<sup>1</sup> introduced in 2003, was designed to improve the way that Primary Care services are funded, and to allow practices greater flexibility to determine the range of services they wish to provide, including opting out of additional services and out-of-hours care.

**Allowing for whole-time equivalence (wte).** The NHS Information Centre has estimated that the number of FTE practitioners (excluding GP registrars and GP retainers) has increased from 32,111 in 2009 to 35,120 in 2010.<sup>2</sup>

**Allowing for expenditure not associated with GP activity.** We have excluded expenditure related to dispensing and medication.

**Direct care staff.**<sup>1</sup> On average in 2010, each FTE equivalent practitioner (excluding GP registrars & GP retainers) employed 0.55 FTE practice staff. All direct care staff have been costed at the same level as a band 5 GP practice nurse (see schema 10.5).

**Other practice expenses.** These are based on payments made for enhancing services such as the Primary Care Modernisation Fund and Childhood Immunisation. It also includes other payments for improved quality such as Chronic Disease Management Allowances and Sustained Quality Allowances.

**Prescription costs.** Average prescription costs per consultation are £42.70 (Net Ingredient Cost: NIC). NIC is the basic cost of the drug, while Actual Cost is the NIC less the assumed average discount plus the container allowance (and plus on-cost for appliance contractors). These are based on information about annual numbers of consultations per GP, estimated by using the number of GPs for 2010 and the annual number of consultations per GP (5,956 in 2007/08),<sup>3,4</sup> number of prescriptions per GP (25,658 in 2010)<sup>5</sup> and the average actual total cost per GP prescription has remained at £8.66 at 2010 prices or £9.37 per NIC.<sup>6</sup> The number of prescriptions per consultation (4.78) has hardly changed since 2008/09 and the increase is almost certainly due to the fact that it has not been possible to update information on consultations since 2007/08.

**Qualifications.** The equivalent annual cost of pre-registration and post-graduate medical education. The investment in training has been annuitised over the expected working life of the doctor.<sup>7</sup> Post-graduate education costs calculated using information provided by the Department of Health and the Higher Education Funding Council for England (HEFCE).<sup>8</sup> This includes the cost of the two-year foundation programme, two years on a General Practice Vocational Training Scheme (GP-VTS) and a further year as a general practice registrar.<sup>9</sup>

**Computer equipment.** Ideally, this should include an annuitised figure reflecting the level of computer equipment in GP surgeries. However, the figure presented in the schema represents the yearly amount allocated to IT expenditure during 2009/10. This has been taken from the final expenditure figures from the Department of Health. PCOs rather than practices now fund the purchase, maintenance, upgrading, running and training costs of computer systems.

**Overheads.** This includes expenditure on centrally-managed administration such as recruitment and retention, demand management and expenditure relating to GP allowances such as locum allowances and retainer scheme payments.

**Activity.** The 2006/07 UK General Practice Workload Survey provides an overview of the entire workload and skill-mix of general practices in the UK in 2006/07. Staff in a representative sample of 329 practices across the UK completed diary sheets for one week in September or December. As the survey was targeted at work in the practice, it excludes work done elsewhere, as well as any work identified as out-of-hours (OOH) not relating to the GMS/PMS/PCTMS practice contract. In order to convert the annual hours worked into weeks, the average number of hours worked on GMS duties was used. On this basis wte GMPs work 43.5 weeks a year for 44.4 hours per week.

<sup>1</sup> NHS Employers (2003) *General Medical Services Contract*, NHS Employers, London.

[www.nhsemployers.org/PayAndContracts/GeneralMedicalServicesContract/Pages/Contract.aspx](http://www.nhsemployers.org/PayAndContracts/GeneralMedicalServicesContract/Pages/Contract.aspx).

<sup>2</sup> The Information Centre (2011) *General Practice Staff 2010*, The Information Centre, Leeds.

<sup>3</sup> Hippisley-Cox, J., Fenty, J. & Heaps, M. (2007) *Trends in Consultation Rates in General Practice 1995 to 2006: Analysis of the QResearch Database*. Final Report to the Information Centre and Department of Health, The Information Centre, Leeds.

<sup>4</sup> No further work on the number of GP consultations since 2007/08.

<sup>5</sup> Personal correspondence with the Information Centre, 2009.

<sup>6</sup> Personal correspondence with Prescribing Support and Primary Care Services, 2010, Health and Social Care Information Centre (HSCIC).

<sup>7</sup> 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.

<sup>8</sup> Personal communication with the Department of Health and the Higher Education Funding Council for England (HEFCE) (2011).

<sup>9</sup> NHS Employers (2006) *Modernising Medical Careers: A New Era in Medical Training*, NHS Employers, London.