

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,¹ the mean average cost for a one-to-one contact in physiotherapy services for 2012/2013 was £47, with an interquartile range of £37 to £52. Costs have been uprated using the HCHS pay & prices inflator.

| Costs and unit estimation | 2012/2013 value | Notes |
|--|--|---|
| A. Wages/salary | £23,441 per year | Based on the mean full-time equivalent basic salary for Agenda for Change band 5 (for qualified Allied Health Professionals) of the July 2012-June 2013 NHS staff earnings estimates. ² An additional 8.7 per cent can be added to reflect payments for activity such as over-time, shift work and geographic allowances. ³ The Electronic Staff Records (ESR) system shows that the mean basic salary for all physiotherapists is £33,043. ² See the preface for information on changes to salaries, and section V for further information on pay scales. |
| B. Salary oncosts | £5,483 per year | Employer's national insurance is included plus 14 per cent of salary for employer's contribution to superannuation. |
| C. Qualifications | £5,549 per year | Qualification costs have been calculated using the method described in Netten et al. (1998). ⁴ Current cost information has been provided by the Department of Health and Health Education England (HEE). ⁵ See table 7.4 for more details. |
| D. Overheads Management, administration and estates staff Non-staff | £5,585 per year £12,139 per year | Taken from NHS (England) Summarised accounts. ⁶ Management and other non-care staff costs were 19.31 per cent of direct care salary costs and included administration and estates staff. Non-staff costs were 41.97 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 | £2,180 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. ^{7,8} 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. From July 2013, NHS reimbursement will be based on a single rate for the first 3500 miles travelled (67p) and a reduced rate thereafter, irrespective of what type of car or what fuel is used (24p). ⁹ |
| Working time | 42.7 weeks per year 37.5 hours per week | Unit costs are based on 1,603 hours per year: 225 working days minus sickness absence and training/study days as reported for all NHS staff groups. ¹⁰ |
| Ratio of direct to indirect time | | No information available on the proportion of time spent with clients. See previous editions of this volume for sources of information. Please complete our new time-use survey: https://www.surveymonkey.com/s/SZMF5YL . |
| 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) 1.52 x E | Allows for the higher costs associated with working in London. ^{7,8,11} |
| Non-London multiplier | 0.97 x (A to B) | Allows for the lower costs associated with working outside London. ^{7,8,11} |
| Unit costs available 2012/2013 (costs including qualifications given in brackets) | | |
| £30 (£34) per hour. | | |

¹ Department of Health (2013) *NHS reference costs 2011-2012*, <https://www.gov.uk/government/news/financial-year-2011-to-2012-reference-costs-published/> [accessed 2 October 2013].

² Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013* (not publicly available), Health & Social Care Information Centre, Leeds.

³ Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013*, Health & Social Care Information Centre, Leeds.

⁴ 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.

⁵ Personal communication with the Department of Health and Health Education England (HEE), 2013.

⁶ Audit Commission (2012) *NHS summarised accounts 2011-2012*, NHS, London.

⁷ Building Cost Information Service (2013) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

⁸ Personal communication with the Department for Communities and Local Government, 2011.

⁹ NHS Employers (2013) *New mileage arrangements for Agenda for Change staff*, <http://www.nhsemployers.org/PayAndContracts/LatestNews/Pages/New-pay-circular-for-Agenda-for-Change-Staff.aspx> [accessed 1 October 2013].

¹⁰ Contracted hours are taken from NHS Careers (2012) *Pay and benefits, National Health Service*, London. <http://www.nhscareers.nhs.uk/> [accessed 9 October 2013]. Training days as recommended by professional bodies. Working days and sickness absence rates as reported in Health & Social Care Information Centre (2013) *Sickness absence rates in the NHS: January 2013 – March 2013*.

¹¹ Department of Health estimate (2013) based on the Market Forces Factor (MFF).

9.2 NHS community occupational therapist

Using data from the NHS reference costs,¹ the mean average cost for a one-to-one contact of occupational therapy services for 2012/2013 was £73, with an interquartile range of £50 to £86. Costs have been uprated using the HCHS pay & prices inflator.

| Costs and unit estimation | 2012/2013 value | Notes |
|--|--|--|
| A. Wages/salary | £23,441 per year | Based on the mean full-time equivalent basic salary for Agenda for Change band 5 (for qualified Allied Health Professionals) of the July 2012-June 2013 NHS staff earnings estimates. ² An additional 8.7 per cent can be added to reflect payments for activity such as over-time, shift work and geographic allowances. ³ The Electronic Staff Records (ESR) system shows that the mean basic salary for all occupational therapists is £31,943. ² See the preface for information on changes to salaries, and section V for further information on pay scales. |
| B. Salary oncosts | £5,483 per year | Employer's national insurance is included plus 14 per cent of salary for employer's contribution to superannuation. |
| C. Qualifications | £5,531 per year | Qualification costs have been calculated using the method described in Netten et al. (1998). ⁴ Current cost information has been provided by the Department of Health and Health Education England (HEE). ⁵ See table 7.4 for more details. |
| D. Overheads | | Taken from NHS (England) Summarised accounts. ⁶ |
| Management, administration and estates staff | £5,585 per year | Management and other non-care staff costs were 19.31 per cent of direct care salary costs and included administration and estates staff. |
| Non-staff | £12,139 per year | Non-staff costs were 41.97 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 | £2,180 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. ^{7,8} 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. From July 2013, NHS reimbursement will be based on a single rate for the first 3500 miles travelled (67p) and a reduced rate thereafter, irrespective of the type of car or fuel used (24p). ⁹ |
| Working time | 42.7 weeks per year 37.5 hours per week | Unit costs are based on 1,602 hours per year: 225 working days minus sickness absence and training/study days as reported for all NHS staff groups. ¹⁰ |
| Ratio of direct to indirect time | | No information available on the proportion of time spent with clients. See previous editions of this volume for sources of information. Please complete our new time-use survey: https://www.surveymonkey.com/s/SZMF5YL . |
| 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) 1.52 x E | Allows for the higher costs associated with working in London ^{7,8,11} |
| Non-London multiplier | 0.97 x (A to B) | Allows for the lower costs associated with working outside London. ^{7,8,11} |
| Unit costs available 2012/2013 (costs including qualifications given in brackets) | | |
| £30 (£34) per hour. | | |

¹ Department of Health (2013) *NHS reference costs 2011-2012*, <https://www.gov.uk/government/news/financial-year-2011-to-2012-reference-costs-published/> [accessed 2 October 2013].

² Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013* (not publicly available), Health & Social Care Information Centre, Leeds.

³ Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013*, Health & Social Care Information Centre, Leeds.

⁴ 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.

⁵ Personal communication with the Department of Health and Health Education England (HEE), 2013.

⁶ Audit Commission (2012) *Summarised accounts 2011-2012*, NHS, London.

⁷ Building Cost Information Service (2013) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

⁸ Personal communication with the Department for Communities and Local Government, 2011.

⁹ NHS Employers (2013) *New mileage arrangements for Agenda for Change staff*, <http://www.nhsemployers.org/PayAndContracts/LatestNews/Pages/New-pay-circular-for-Agenda-for-Change-Staff.aspx> [accessed 1 October 2013].

¹⁰ Contracted hours are taken from NHS Careers (2012) *Pay and benefits, National Health Service*, London. <http://www.nhscareers.nhs.uk/> [accessed 9 October 2013]. Training days as recommended by professional bodies. Working days and sickness absence rates as reported in Health & Social Care Information Centre (2013) *Sickness absence rates in the NHS: January 2013 – March 2013*.

¹¹ Department of Health estimate (2013) based on the Market Forces Factor (MFF).

9.3 Community speech and language therapist

Using data from the NHS reference costs,¹ the mean average cost for a one-to-one contact of speech and language therapy services for 2012/2013 was £85, with an interquartile range of £54 to £100. Costs have been uprated using the HCHS pay & prices inflator.

| Costs and unit estimation | 2012/2013 value | Notes |
|--|--|---|
| A. Wages/salary | £23,441 per year | Based on the mean full-time equivalent basic salary for Agenda for Change band 5 (for qualified Allied Health Professionals) of the July 2012-June 2013 NHS staff earnings estimates. ² An additional 8.7 per cent can be added to reflect payments for activity such as over-time, shift work and geographic allowances. ³ The Electronic Staff Records (ESR) system shows that the mean basic salary for all speech and language therapists is £34,045. See the preface for information on changes to salaries, and section V for further information on pay scales. |
| B. Salary oncosts | £5,483 per year | Employer's national insurance is included plus 14 per cent of salary for employer's contribution to superannuation. |
| C. Qualifications | £5,880 per year | Qualification costs have been calculated using the method described in Netten et al. (1998). ⁴ Current cost information has been provided by the Department of Health and Health Education England (HEE). ⁵ See table 7.4 for more details. |
| D. Overheads | | Taken from NHS (England) Summarised accounts. ⁶ |
| Management, administration and estates staff | £5,585 per year | Management and other non-care staff costs were 19.31 per cent of direct care salary costs and included administration and estates staff. |
| Non-staff | £12,139 per year | Non-staff costs were 41.97 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 | £2,180 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. ^{7,8} 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. From July 2013, NHS reimbursement will be based on a single rate for the first 3500 miles travelled (67p) and a reduced rate thereafter, irrespective of the type of car or fuel used (24p). ⁹ |
| Working time | 42.8 weeks per year 37.5 hours per week | Unit costs are based on 1,602 hours per year: 225 working days minus sickness absence and training/study days as reported for all NHS staff groups. ¹⁰ |
| Ratio of direct to indirect time | | No information available on the proportion of time spent with clients. See previous editions of this volume for sources of information. Please complete our new time-use survey: https://www.surveymonkey.com/s/SZMF5YL . |
| 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) 1.52 x E | Allows for the higher costs associated with working in London. ^{7,8,11} |
| Non-London multiplier | 0.97 x (A to B) | Allows for the higher costs associated with working in London. ^{7,8} |
| Unit costs available 2012/2013 (costs including qualifications given in brackets) | | |
| £30 (£34) per hour. | | |

¹ Department of Health (2013) *NHS reference costs 2011-2012*, <https://www.gov.uk/government/news/financial-year-2011-to-2012-reference-costs-published/> [accessed 2 October 2013].

² Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013* (not publicly available), Health & Social Care Information Centre, Leeds.

³ Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013*, Health & Social Care Information Centre, Leeds.

⁴ 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.

⁵ Personal communication with the Department of Health and Health Education England (HEE), 2013.

⁶ Audit Commission (2012) *Summarised accounts 2011-2012*, NHS, London.

⁷ Building Cost Information Service (2013) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

⁸ Personal communication with the Department for Communities and Local Government, 2011.

⁹ NHS Employers (2013) *New mileage arrangements for Agenda for Change staff*, <http://www.nhsemployers.org/PayAndContracts/LatestNews/Pages/New-pay-circular-for-Agenda-for-Change-Staff.aspx> [accessed 1 October 2013].

¹⁰ Contracted hours are taken from NHS Careers (2012) *Pay and benefits, National Health Service*, London. <http://www.nhscareers.nhs.uk/> [accessed 9 October 2013] Training days as recommended by professional bodies. Working days and sickness absence rates as reported in Health & Social Care Information Centre (2013) *Sickness absence rates in the NHS: January 2013 – March 2013*.

¹¹ Department of Health estimate (2013) based on the Market Forces Factor (MFF).

9.4 Community chiropodist/podiatrist

Using data from the NHS reference costs,¹ the mean average cost for a contact in chiropody/podiatry services for 2012/2013 was £41 with an interquartile range of £35 to £46. Costs have been updated using the HCHS pay & prices Inflater.

| Costs and unit estimation | 2012/2013 value | Notes |
|--|--|---|
| A. Wages/salary | £23,441 per year | Based on the mean full-time equivalent basic salary for Agenda for Change band 5 (for qualified Allied Health Professionals) of the July 2012-June 2013 NHS staff earnings estimates. ² An additional 8.7 per cent can be added to the mean full-time equivalent basic salary to reflect payments for activity such as over-time, shift work, geographic allowances and on-call payments. ³ The Electronic Staff Records (ESR) system shows that the mean basic salary for all community chiropodists is £34,077. ² See the preface for information on changes to salaries, and section V for further information on pay scales. |
| B. Salary oncosts | £5,483 per year | Employer's national insurance is included plus 14 per cent of salary for employer's contribution to superannuation. |
| C. Qualifications | | Qualification costs are not available. |
| D. Overheads | | Taken from NHS (England) Summarised accounts. ⁴ |
| Management, administration and estates staff | £5,585 per year | Management and other non-care staff costs were 19.31 per cent of direct care salary costs and included administration and estates staff. |
| Non-staff | £12,139 per year | Non-staff costs were 41.97 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 | £2,180 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} 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. From July 2013, NHS reimbursement will be based on a single rate for the first 3500 miles travelled (67p) and a reduced rate thereafter, irrespective of the type of car or fuel used (24p). ⁷ |
| Working time | 42.7 weeks per year 37.5 hours per week | Unit costs are based on 1,602 hours per year: 225 working days minus sickness absence and training/study days as reported for all NHS staff groups. ⁸ |
| Ratio of direct to indirect time | | No information available on the proportion of time spent with clients. See previous editions of this volume for sources of information. Please complete our new time-use survey: https://www.surveymonkey.com/s/SZMF5YL . |
| London multiplier | 1.19 x (A to B) 1.52 x E | Allows for the higher costs associated with working in London. ^{5,6,9} |
| Non-London multiplier | 0.97 x (A to B) | Allows for the lower costs associated with working outside London. ^{5,6} |
| Unit costs available 2012/2013 | | |
| £30 per hour. | | |

¹ Department of Health (2013) *NHS reference costs 2011-2012*, <https://www.gov.uk/government/news/financial-year-2011-to-2012-reference-costs-published/> [accessed 2 October 2013].

² Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013* (not publicly available), Health & Social Care Information Centre, Leeds.

³ Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013*, Health & Social Care Information Centre, Leeds.

⁴ Audit Commission (2012) *Summarised accounts 2011-2012*, NHS, London.

⁵ Building Cost Information Service (2013) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

⁶ Personal communication with the Department for Communities and Local Government, 2011.

⁷ NHS Employers (2013) *New mileage arrangements for Agenda for Change staff*, <http://www.nhsemployers.org/PayAndContracts/LatestNews/Pages/New-pay-circular-for-Agenda-for-Change-Staff.aspx> [accessed 1 October 2013].

⁸ Contracted hours are taken from NHS Careers (2012) *Pay and benefits*, National Health Service, London. <http://www.nhscareers.nhs.uk/> [accessed 9 October 2013]. Training days as recommended by professional bodies. Working days and sickness absence rates as reported in Health & Social Care Information Centre (2013) *Sickness absence rates in the NHS: January 2013 – March 2013*.

⁹ Department of Health estimate (2013) based on the Market Forces Factor (MFF).

9.5 Clinical psychologist

| Costs and unit estimation | 2012/2013 value | Notes |
|--|--|--|
| A. Wages/salary | £45,593 per year | Based on the mean full-time equivalent basic salary for Agenda for Change band 8a (for qualified Allied Health Professionals) of the July 2012-June 2013 NHS staff earnings estimates. ¹ An additional 8.7 per cent can be added to reflect payments for activity such as over-time, shift work and geographic allowances. ² The Electronic Staff Records (ESR) system shows that the mean basic salary for all clinical psychologists is £46,280. ¹ See the preface for information on changes to salaries, and section V for further information on pay scales. |
| B. Salary oncosts | £11,641 per year | Employer's national insurance is included plus 14 per cent of salary for employer's contribution to superannuation. |
| C. Qualifications | | Qualification costs are not available. |
| D. Overheads | | Taken from NHS (England) Summarised accounts. ³ |
| Management, administration and estates staff | £11,051 per year | Management and other non-care staff costs were 19.31 per cent of direct care salary costs and included administration and estates staff. |
| Non-staff | £24,021 per year | Non-staff costs were 41.97 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 | £2,966 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. |
| F. Travel | | No information available on average mileage covered per visit. From July 2013, NHS reimbursement will be based on a single rate for the first 3500 miles travelled (67p) and a reduced rate thereafter, irrespective of the type of car or fuel used (24p). ⁶ |
| Working time | 42.7 weeks per year 37.5 hours per week | Unit costs are based on 1,602 hours per year: 225 working days minus sickness absence and training/study days as reported for all NHS staff groups. ⁷ |
| Ratios of: 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. ⁸ Please complete our new time-use survey: https://www.surveymonkey.com/s/SZMF5YL . |
| London multiplier | 1.19 x (A to B) 1.35 x E | Allows for the higher costs associated with working in London. ^{4,5,9} |
| Non-London multiplier | 0.97 x (A to B) | Allows for the lower costs associated with working outside London. ^{4,5} |
| Unit costs available 2012/2013 | | |
| £59 per hour; £134 per hour of client contact (includes A to E). | | |

¹ Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013* (not publicly available), Health & Social Care Information Centre, Leeds.

² Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013*, Health & Social Care Information Centre, Leeds.

³ Audit Commission (2012) *Summarised accounts 2011-2012*, NHS, London.

⁴ Building Cost Information Service (2013) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

⁵ Personal communication with the Department for Communities and Local Government, 2011.

⁶ NHS Employers (2013) *New mileage arrangements for Agenda for Change staff*, <http://www.nhsemployers.org/PayAndContracts/LatestNews/Pages/New-pay-circular-for-Agenda-for-Change-Staff.aspx> [accessed 1 October 2013].

⁷ Contracted hours are taken from NHS Careers (2012) *Pay and benefits, National Health Service*, London. <http://www.nhscareers.nhs.uk/> [accessed 9 October 2013]. Training days as recommended by professional bodies. Working days and sickness absence rates as reported in Health & Social Care Information Centre (2013) *Sickness absence rates in the NHS: January 2013 – March 2013*.

⁸ Department of Health (2002) *National child and adolescent mental health service mapping data*, Department of Health, London.

⁹ Department of Health estimate (2013) based on the Market Forces Factor (MFF).

9.6 Community pharmacist

For information on the role of a community pharmacist, see NHS Employers (2010).¹ See Baqir et al. (2011)² for a cost analysis of a community pharmacy 'minor ailment scheme'.

| Costs and unit estimation | 2012/2013 value | Notes |
|---|--|---|
| A. Wages/salary | £38,735 per year | Taken from the Cost of Service Inquiry Report (COSI) ³ and confirmed with the Pharmaceutical Services Negotiating Committee (PSNC), ⁴ the average salary for all community pharmacists for 2011 was £38,000 (£38,735 when uprated using the HCHS pay inflator). Based on the community pharmacist survey for 2012, ⁵ the average basic hourly rate paid to pharmacists during 2011 was £21.44. Pharmacists with 3 years post-qualifying experience were paid less than £18 per hour, whereas with an average of 7 years post-qualifying experience they were paid between £18 and £21.99 per hour. The lowest recorded basic hourly rate was £16.19 and the highest recorded basic hourly rate was £32.79. |
| B. Salary oncosts | £9,735 per year | Employer's national insurance is included plus 14 per cent of salary for employer's contribution to superannuation. |
| C. Qualifications | | Qualification costs have been calculated using the method described in Netten et al. (1998). ⁶ Current cost information has been provided by the Department of Health. See table 7.4 for more details. |
| Pre-registration training | £8,906 per year | |
| D. Overheads | | Taken from NHS (England) Summarised accounts. ⁷ |
| Management, administration and estates staff | £9,359 per year | Management and other non-care staff costs were 19.31 per cent of direct care salary costs and included administration and estates staff. |
| Non-staff | £20,342 per year | Non-staff costs were 41.97 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 | £3,348 per year | Based on the new-build and land requirements of a pharmacy, plus additional space for shared facilities. ^{8,9} 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. From July 2013, NHS reimbursement will be based on a single rate for the first 3500 miles travelled (67p) and a reduced rate thereafter, irrespective of the type of car or fuel used (24p). ¹⁰ |
| Working time | 42.7 weeks per year 37.5 hours per week | Unit costs are based on 1,602 hours per year: 225 working days minus sickness absence and training/study days as reported for all NHS staff groups. ¹¹ |
| Ratio of direct to indirect time on: 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. ¹² |
| London multiplier | 1.19 x (A to B) 1.37 x E | Allows for the higher costs associated with working in London. ^{8,9,13} |
| Non-London multiplier | 0.97 x (A to B) | Allows for the lower costs associated with working outside London. ^{8,9} |
| Unit costs available 2012/2013 (costs including qualifications given in brackets) | | |
| £51 (£56) per hour; £127 (£141) per hour of direct clinical activities; £64 (£70) per hour of patient-related activities. | | |

¹ NHS Employers (2010) *The community pharmacy – a guide for general practitioners and practice staff*,

<http://www.nhsemployers.org/Aboutus/Publications/Pages/Community-pharmacy-guide-GPs-practice-staff.aspx> [accessed 3 October 2013].

² Baqir, W., Learoyd, T., Sim, A. & Todd, A. (2011) Cost analysis of a community pharmacy 'minor ailment scheme' across three primary care trusts in the North East of England, *Journal of Public Health*, 33, 4, 551-555, doi:10.1093/pubmed/fdr012.

³ PricewaterhouseCoopers LLP (2011) Cost of service inquiry for community pharmacy, Department of Health & Pharmaceutical Services Negotiating Committee, London. <http://www.pwc.co.uk/government-public-sector/publications/cost-of-service-inquiry-for-community-pharmacy.jhtml> [accessed 21 October 2013].

⁴ Personal communication with the Pharmaceutical Services Negotiating Committee, 2011.

⁵ Hunter Human Capital (2012) Community pharmacist salary survey: 2012, http://www.hhcuk.com/hhc_salary_survey_2012_pharm.pdf [accessed 21 October 2013].

⁶ 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.

⁷ Audit Commission (2012) *Summarised Accounts 2011-2012*, NHS, London.

⁸ Building Cost Information Service (2013) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

⁹ Personal communication with the Department for Communities and Local Government, 2011.

¹⁰ NHS Employers (2013) *New mileage arrangements for Agenda for Change staff*, <http://www.nhsemployers.org/PayAndContracts/LatestNews/Pages/New-pay-circular-for-Agenda-for-Change-Staff.aspx> [accessed 1 October 2013].

¹¹ Contracted hours are taken from NHS Careers (2012) *Pay and benefits, National Health Service*, London. <http://www.nhscareers.nhs.uk/> [accessed 9 October 2013]. Training days as recommended by professional bodies. Working days and sickness absence rates as reported in Health & Social Care Information Centre (2013) *Sickness absence rates in the NHS: January 2013- March 2013*.

¹² Personal communication with the Greater Manchester Workforce Development Corporation, 2003.

¹³ Department of Health estimate (2013) 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,¹ the mean average cost for a face-to-face contact in district nursing services for 2012/2013 was £39, with an interquartile range of £33 to £46. Costs have been uprated using the HCHS pay & prices inflator.

| Costs and unit estimation | 2012/2013 value | Notes |
|--|--|--|
| A. Wages/salary | £31,752 per year | Based on the mean full-time equivalent basic salary for Agenda for Change band 6 of the July 2012-June 2013 NHS staff earnings estimates for qualified nurses. ² An additional 14.7 per cent can be added to reflect payments for activity such as overtime, shift work and geographic allowances. ³ The Electronic Staff Records (ESR) system shows that the mean basic salary for all community nurses is £31,962. ² See the preface for information on changes to salaries, and section V for further information on pay scales. |
| B. Salary oncosts | £7,794 per year | Employer's national insurance is included plus 14 per cent of salary for employer's contribution to superannuation. |
| C. Qualifications | £10,439 per year | Qualification costs have been calculated using the method described in Netten et al. (1998). ⁴ Current cost information has been provided by the Department of Health and Health Education England (HEE). ⁵ See table 7.4 for more details. |
| D. Overheads | | Taken from NHS (England) Summarised accounts. ⁶ |
| Management, administration and estates staff | £7,636 per year | Management and other non-care staff costs were 19.31 per cent of direct care salary costs and included administration and estates staff. |
| Non-staff | £16,597 per year | Non-staff costs were 41.97 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 | £2,966 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. ^{7,8} 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. From July 2013, NHS reimbursement will be based on a single rate for the first 3500 miles travelled (67p) and a reduced rate thereafter, irrespective of the type of car or fuel used (24p). ⁹ |
| Working time | 42.7 weeks per year 37.5 hours per week | Unit costs are based on 1,603 hours per year: 225 working days minus sickness absence and training/study days as reported for all NHS staff groups. ¹⁰ |
| Ratio of direct to indirect time on: home visits patient-related work | 1:0.45 1:0.20 | 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. ¹¹ Based on the McKinsey report, ¹² 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. Please complete our new time-use survey: https://www.surveymonkey.com/s/VVTDL7W . |
| London multiplier | 1.19 x (A to B) 1.32 x E | Allows for the higher costs associated with working in London. ^{7,8,13} |
| Non-London multiplier | 0.97 x (A to B) | Allows for the lower costs associated with working outside London. ^{7,8} |
| Unit costs available 2012/2013 (costs including qualifications given in brackets) | | |
| £42 (£48) per hour; £60 (£70) per hour of home visiting (including travel); £50 (£58) per hour of patient-related work | | |

¹ Department of Health (2013) *NHS reference costs 2011-2012*,

<https://www.gov.uk/government/news/financial-year-2011-to-2012-reference-costs-published/> [accessed 2 October 2013].

² Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013* (not publicly available), Health & Social Care Information Centre, Leeds.

³ Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013*, Health & Social Care Information Centre, Leeds.

⁴ 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.

⁵ Personal communication with the Department of Health and Health Education England (HEE), 2013.

⁶ Audit Commission (2012) *Summarised accounts 2011-2012*, NHS, London.

⁷ Building Cost Information Service (2013) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

⁸ Personal communication with the Department for Communities and Local Government, 2011.

⁹ NHS Employers (2013) *New mileage arrangements for Agenda for Change staff*, <http://www.nhsemployers.org/PayAndContracts/LatestNews/Pages/New-pay-circular-for-Agenda-for-Change-Staff.aspx> [accessed 1 October 2013].

¹⁰ Contracted hours are taken from NHS Careers (2012) *Pay and benefits, National Health Service*, London. <http://www.nhs Careers.nhs.uk/> [accessed 9 October 2013]. Training days as recommended by professional bodies. Working days and sickness absence rates as reported in Health & Social Care Information Centre (2013) *Sickness absence rates in the NHS: January 2013 – March 2013*.

¹¹ County Durham and Tees Valley (2005) *Workload, capacity and skill mix in Sedgfield locality teams*, Final Report, Sedgfield Integrated Teams. http://www.dhcarenetworks.org.uk/library/Resources/ICN/Workload,%20Capacity%20and%20Skill%20Mix%20Sedgfield%20Integrated%20Teams_Final%20Report.pdf [accessed 9 October 2013].

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

¹³ Department of Health estimate (2013) based on the Market Forces Factor (MFF).

10.2 Nurse (mental health)

| Costs and unit estimation | 2012/2013 value | Notes |
|---|--|--|
| A. Wages/salary | £25,744 per year | Based on the mean full-time equivalent basic salary for Agenda for Change band 5 of the July 2012-June 2013 NHS staff earnings estimates for qualified nurses. ¹ An additional 14.7 per cent can be added to reflect payments for activity such as over-time, shift work and geographic allowances. ² See the preface for information on changes to salaries, and section V for further information on pay scales. |
| B. Salary oncosts | £6,123 per year | Employer's national insurance is included plus 14 per cent of salary for employer's contribution to superannuation. |
| C. Qualifications | £10,439 per year | Qualification costs have been calculated using the method described in Netten et al. (1998). ³ Current cost information has been provided by the Department of Health and Health Education England (HEE). ⁴ See table 7.4 for more details. |
| D. Overheads | | Taken from NHS (England) Summarised accounts. ⁵ |
| Management, administration and estates staff | £6,153 per year | Management and other non-care staff costs were 19.31 per cent of direct care salary costs and included administration and estates staff. |
| Non-staff | £13,374 per year | Non-staff costs were 41.97 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 | £2,966 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. ^{6,7} 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. From July 2013, NHS reimbursement will be based on a single rate for the first 3500 miles travelled (67p) and a reduced rate thereafter, irrespective of the type of car or fuel used (24p). ⁸ |
| Working time | 41.9 weeks per year 37.5 hours per week | Unit costs are based on 1,572 hours per year: 225 working days minus sickness absence and training/study days as reported for all NHS staff groups. ⁹ |
| Ratio of direct to indirect time on patient-related work | | No current information available. See previous editions of this volume for sources of information. Please complete our new time-use survey: https://www.surveymonkey.com/s/VVTDL7W . |
| London multiplier | 1.19 x (A to B) 1.32 x E | Allows for the higher costs associated with working in London. ^{6,7,10} |
| Non-London multiplier | 0.97 x (A to B) | Allows for the lower costs associated with working outside London. ^{6,7} |
| Unit costs available 2012/2013 (costs including qualifications given in brackets) | | |
| £35 (£39) per hour; £65 (£74) per hour of face-to-face contact; £46 (£52) per hour of patient-related work. | | |

¹ Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013* (not publicly available), Health & Social Care Information Centre, Leeds.

² Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013*, Health & Social Care Information Centre, Leeds.

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 Personal communication with the Department of Health and Health Education England (HEE), 2013.

⁵ Audit Commission (2012) *Summarised accounts 2011-2012*, NHS, London.

⁶ Building Cost Information Service (2013) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

⁷ Personal communication with the Department for Communities and Local Government, 2011.

⁸ NHS Employers (2013) *New mileage arrangements for Agenda for Change staff*, <http://www.nhsemployers.org/PayAndContracts/LatestNews/Pages/New-pay-circular-for-Agenda-for-Change-Staff.aspx> [accessed 1 October 2013].

⁹ Contracted hours are taken from NHS Careers (2012) *Pay and benefits, National Health Service*, London. <http://www.nhscareers.nhs.uk/> [accessed 9 October 2013]. Training days as recommended by professional bodies. Working days and sickness absence rates as reported in Health & Social Care Information Centre (2013) *Sickness absence rates in the NHS: January 2013 – March 2013*.

¹⁰ Department of Health estimate (2013) based on the Market Forces Factor (MFF).

10.3 Health visitor

Using data from the NHS reference costs,¹ the mean average cost for a face-to-face contact in health visiting services for 2012/2013 was £47, with an interquartile range of £33 to £53. Costs have been uprated using the HCHS pay & prices inflator.

| Costs and unit estimation | 2012/2013 value | Notes |
|--|--|---|
| A. Wages/salary | £31,752 per year | Based on the mean full-time equivalent basic salary for Agenda for Change band 6 of the July 2012-June 2013 NHS staff earnings estimates for qualified nurses. ² An additional 14.7 per cent can be added to reflect payments for activity such as over-time, shift work and geographic allowances. The Electronic Staff Records (ESR) system shows that the mean basic salary for all health visitors is £34,284. ² See the preface for information on changes to salaries, and section V for further information on pay scales. |
| B. Salary oncosts | £7,794 per year | Employer's national insurance is included plus 14 per cent of salary for employer's contribution to superannuation. |
| C. Qualifications | £10,439 per year | Qualification costs have been calculated using the method described in Netten et al. (1998). ³ Current cost information has been provided by the Department of Health and Health Education England (HEE). ⁴ See table 7.4 for more details. |
| D. Overheads | | Taken from NHS (England) Summarised accounts. ⁵ |
| Management, administration and estates staff | £7,636 per year | Management and other non-care staff costs were 19.31 per cent of direct care salary costs and included administration and estates staff. |
| Non-staff | £16,597 per year | Non-staff costs were 41.97 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 | £2,966 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. ^{6,7} 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. From July 2013, NHS reimbursement will be based on a single rate for the first 3500 miles travelled (67p) and a reduced rate thereafter, irrespective of the type of car or fuel used (24p). ⁸ |
| Working time | 42 weeks per year 37.5 hours per week | Unit costs are based on 1,575 hours per year: 225 working days minus sickness absence and training/study days as reported for all NHS staff groups. ⁹ |
| Ratio of direct to indirect time on: | | 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. ¹⁰ Based on the McKinsey report, ¹¹ 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. Please complete our new time-use survey: https://www.surveymonkey.com/s/VVTDL7W . |
| Home visits | 1:0.45 | |
| Patient-related work | 1:0.20 | |
| London multiplier | 1.20 x (A to B) 1.32 x E | Allows for the higher costs associated with working in London. ^{7,8,12} |
| Non-London multiplier | 0.97 x (A to B) | Allows for the lower costs associated with working outside London. ^{7,8} |
| Unit costs available 2012/2013 (costs including qualifications given in brackets) | | |
| £42 (£49) per hour; £61 (£71) per hour of home visiting; £51 (£59) per hour of patient-related work. | | |

¹ Department of Health (2013) *NHS reference costs 2011-2012*, <https://www.gov.uk/government/news/financial-year-2011-to-2012-reference-costs-published/> [accessed 2 October 2013].

² Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013* (not publicly available), Health & Social Care Information Centre, Leeds.

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 Personal communication with the Department of Health and Health Education England (HEE), 2013.

⁵ Audit Commission (2012) *Summarised accounts 2011-2012*, NHS, London.

⁶ Building Cost Information Service (2013) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

⁷ Personal communication with the Department for Communities and Local Government, 2011.

⁸ NHS Employers (2013) *New mileage arrangements for Agenda for Change staff*, <http://www.nhsemployers.org/PayAndContracts/LatestNews/Pages/New-pay-circular-for-Agenda-for-Change-Staff.aspx> [accessed 1 October 2013].

⁹ Contracted hours are taken from NHS Careers (2012) *Pay and benefits, National Health Service*, London. <http://www.nhscareers.nhs.uk/> [accessed 9 October 2013]. Training days as recommended by professional bodies. Working days and sickness absence rates as reported in Health & Social Care Information Centre (2013) *Sickness absence rates in the NHS: January 2013 – March 2013*, Health & Social Care Information Centre, Leeds.

¹⁰ County Durham and Tees Valley (2005) *Workload, capacity and skill mix in Sedgfield locality teams*, Final Report, Sedgfield Integrated Teams. http://www.dhcarenetworks.org.uk/library/Resources/ICN/Workload,%20Capacity%20and%20Skill%20Mix%20Sedgfield%20Integrated%20Teams_Final%20Report.pdf [accessed 9 October 2013].

¹¹ Department of Health (2010) *Achieving world class productivity in the NHS, 2009/10-2013/14: the McKinsey report*, Department of Health, London.

¹² Department of Health estimate (2013) based on the Market Forces Factor (MFF).

10.4 Nurse specialist (community)

| Costs and unit estimation | 2012/2013 value | Notes |
|--|---|--|
| A. Wages/salary | £31,752 per year | Based on the mean full-time equivalent basic salary for Agenda for Change band 6 of the July 2012-June 2013 NHS staff earnings estimates for qualified nurses. ¹ An additional 14.7 per cent can be added to reflect payments for activity such as over-time, shift work and geographic allowances. ² See the preface for information on changes to salaries, and section V for further information on pay scales. |
| B. Salary oncosts | £7,794 per year | Employer's national insurance is included plus 14 per cent of salary for employer's contribution to superannuation. |
| C. Qualifications | £10,439 per year | Qualification costs have been calculated using the method described in Netten et al. (1998). ³ Current cost information has been provided by the Department of Health and Health Education England (HEE). ⁴ See table 7.4 for more details. |
| D. Overheads | | Taken from NHS (England) Summarised accounts. ⁵ |
| Management, administration and estates staff | £7,636 per year | Management and other non-care staff costs were 19.31 per cent of direct care salary costs and included administration and estates staff. |
| Non-staff | £16,597 per year | Non-staff costs were 41.97 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 | £2,966 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. ^{6,7} 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. From July 2013, NHS reimbursement will be based on a single rate for the first 3500 miles travelled (67p) and a reduced rate thereafter, irrespective of the type of car or fuel used (24p). ⁸ |
| Working time | 41.93 weeks per year 37.5 hours per week | Unit costs are based on 1,572 hours per year: 225 working days minus sickness absence and training/study days as reported for all NHS staff groups. ⁹ |
| Ratio of direct to indirect time | | No current information available. See previous editions of this volume for sources of information. Please complete our new time-use survey: https://www.surveymonkey.com/s/VVTDL7W . |
| Duration of contact | | No current information available. Please complete our new time-use survey: https://www.surveymonkey.com/s/VVTDL7W . |
| London multiplier | 1.19 x (A to B) 1.32 x E | Allows for the higher costs associated with working in London. ^{6,7,10} |
| Non-London multiplier | 0.97 x (A to B) | Allows for the lower costs associated with working outside London. ^{6,7} |
| Unit costs available 2012/2013 (costs including qualifications given in brackets) | | |
| £42 (£49) per hour. | | |

¹ Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013* (not publicly available), Health & Social Care Information Centre, Leeds.

² Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013*, Health & Social Care Information Centre, Leeds.

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 Personal communication with the Department of Health and Health Education England (HEE), 2013.

⁵ Audit Commission (2012) *Summarised accounts 2011-2012*, NHS, London.

⁶ Building Cost Information Service (2013) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

⁷ Personal communication with the Department for Communities and Local Government, 2011.

⁸ NHS Employers (2013) *New mileage arrangements for Agenda for Change staff*, <http://www.nhsemployers.org/PayAndContracts/LatestNews/Pages/New-pay-circular-for-Agenda-for-Change-Staff.aspx> [accessed 1 October 2013].

⁹ Contracted hours are taken from NHS Careers (2012) *Pay and benefits, National Health Service*, London. <http://www.nhscareers.nhs.uk/> [accessed 9 October 2013]. Training days as recommended by professional bodies. Working days and sickness absence rates as reported in Health & Social Care Information Centre (2012) *Sickness absence rates in the NHS: January-March 2012 and annual summary 2009-10 to 2011-12*, Information Centre, Leeds.

¹⁰ Department of Health estimate (2013) based on the Market Forces Factor (MFF).

10.5 Clinical support worker nursing (community)

| Costs and unit estimation | 2012/2013 value | Notes |
|--|--|---|
| A. Wages/salary | £16,193 per year | Based on the mean full-time equivalent basic salary for Agenda for Change band 2 of the July 2012-June 2013 NHS staff earnings estimates for unqualified Nurses. ¹ An additional 14.7 per cent can be added to reflect payments for activity such as over-time, shift work and geographic allowances. ² See the preface for information on changes to salaries, and section V for further information on pay scales. |
| B. Salary oncosts | £3,468 per year | Employer's national insurance is included plus 14 per cent of salary for employer's contribution to superannuation. |
| C. Overheads | | Taken from NHS (England) Summarised accounts. ³ |
| Management, administration and estates staff | £3,796 per year | Management and other non-care staff costs were 19.31 per cent of direct care salary costs and included administration and estates staff. |
| Non-staff | £8,251 per year | Non-staff costs were 41.97 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. |
| D. Capital overheads | £1,028 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. ^{4,5} 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. |
| E. Travel | | No information available on average mileage covered per visit. From July 2013, NHS reimbursement will be based on a single rate for the first 3500 miles travelled (67p) and a reduced rate thereafter, irrespective of the type of car or fuel used (24p). ⁶ |
| Working time | 42.4 weeks per year 37.5 hours per week | Unit costs are based on 1,590 hours per year: 225 working days minus sickness absence and training/study days as reported for all NHS staff groups. ⁷ |
| Ratio of direct to indirect time on: | | 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. ⁸ Based on the McKinsey report, ⁹ 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. Please complete our new time-use survey: https://www.surveymonkey.com/s/VVTDL7W . |
| Home visits | 1:0.45 | |
| Patient-related work | 1:0.20 | |
| London multiplier | 1.19 x (A to B) 1.32 x E | Allows for the higher costs associated with working in London. ^{4,5,10} |
| Non-London multiplier | 0.97 x (A to B) | Allows for the lower costs associated with working outside London. ^{4,5} |
| Unit costs available 2012/2013 | | |
| £21 per hour; £30 per hour of home visiting; £25 per hour of patient-related work. | | |

¹ Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013* (not publicly available), Health & Social Care Information Centre, Leeds.

² Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013*, Health & Social Care Information Centre, Leeds.

³ Audit Commission (2012) *Summarised accounts 2011-2012*, NHS, London.

⁴ Building Cost Information Service (2013) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

⁵ Personal communication with the Department for Communities and Local Government, 2011.

⁶ NHS Employers (2013) *New mileage arrangements for Agenda for Change staff*, <http://www.nhsemployers.org/PayAndContracts/LatestNews/Pages/New-pay-circular-for-Agenda-for-Change-Staff.aspx> [accessed 1 October 2013].

⁷ Contracted hours are taken from NHS Careers (2012) *Pay and benefits, National Health Service*, London. <http://www.nhscareers.nhs.uk/> [accessed 9 October 2013]. Training days as recommended by professional bodies. Working days and sickness absence rates as reported in Information Centre (2012) *Sickness absence rates in the NHS: January-March 2012 and annual summary 2009-10 to 2011-12*, Information Centre, Leeds.

⁸ County Durham and Tees Valley (2005) *Workload, capacity and skill mix in Sedgfield locality teams*, Final Report, Sedgfield Integrated Teams. http://www.dhcarenetworks.org.uk/library/Resources/ICN/Workload,%20Capacity%20and%20Skill%20Mix%20Sedgfield%20Integrated%20Teams_Final%20Report.pdf [accessed 9 October 2013].

⁹ Department of Health (2010) *Achieving world class productivity in the NHS, 2009/10-2013/14: the McKinsey report*, Department of Health, London.

¹⁰ Department of Health estimate (2013) based on the Market Forces Factor (MFF).

10.6 Nurse (GP practice)

| Costs and unit estimation | 2012/2013 value | Notes |
|--|--|--|
| A. Wages/salary | £25,744 per year | Based on the mean full-time equivalent basic salary for Agenda for Change band 5 of the July 2012-June 2013 NHS staff earnings estimates for qualified Nurses. ¹ An additional 14.7 per cent can be added to reflect payments for activity such as over-time, shift work and geographic allowances. ² See the preface for information on changes to salaries, and section V for further information on pay scales. |
| B. Salary oncosts | £6,123 per year | Employer's national insurance is included plus 14 per cent of salary for employer's contribution to superannuation. |
| C. Qualifications | £10,439 per year | Qualification costs have been calculated using the method described in Netten et al. (1998). ³ Current cost information has been provided by the Department of Health and Health Education England (HEE). ⁴ See table 7.4 for more details. |
| D. Overheads | | |
| Management and administration | £6,153 per year | No information available on management and administrative overheads for practice nurses. The same level of support has been assumed for practice nurses as for other NHS staff (19.31 per cent of direct care salary costs). |
| Office, general business and premises (including advertising and promotion) | £11,799 per year | No information available on overheads for a practice nurse. All information on office and general business expenses is drawn from the GP earnings and expenses report. ⁵ Office and general business, premises and other expenses calculated as the ratio of practice nurse salary costs to all GP employees' salary costs. |
| E. Capital overheads | | |
| Buildings | £3,051 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. ^{6,7} |
| F. Travel | | No information available on average mileage covered per visit. From July 2013, NHS reimbursement will be based on a single rate for the first 3500 miles travelled (67p) and a reduced rate thereafter, irrespective of the type of car or fuel used (24p). ⁸ |
| Working time | 42 weeks per year 37.5 hours per week | Unit costs are based on 1,575 hours per year: 225 working days minus sickness absence and training/study days as reported for all NHS staff groups. ⁹ |
| Ratio of direct to indirect time on: face-to-face contacts | 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. ¹⁰ Please complete our new time-use survey: https://www.surveymonkey.com/s/VVTDL7W . |
| Duration of contact | 15.5 minutes | Per surgery consultation. Based on the 2006/07 UK General Practice Survey. ¹⁰ |
| Patient contacts | 60 per week | Average number of consultations per week. ¹⁰ |
| London multiplier | 1.19 x (A to B) | Allows for the higher costs associated with London compared to the national average cost. ¹¹ |
| Unit costs available 2012/2013 (costs including qualifications given in brackets) | | |
| £34 (£40) per hour; £44 (£52) per hour of face-to-face contact. | | |

¹ Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013* (not publicly available), Health & Social Care Information Centre, Leeds.

² Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013*, Health & Social Care Information Centre, Leeds.

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 Personal communication with the Department of Health and Health Education England (HEE), 2013.

⁵ Information Centre (2012) *GP earnings and expenses 2009/2010*, Information Centre, Leeds. <http://data.gov.uk/dataset/gp-earnings-and-expenses/> [accessed 3 October 2013].

⁶ Building Cost Information Service (2011) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

⁷ Personal communication with the Department for Communities and Local Government, 2011.

⁸ NHS Employers (2013) *New mileage arrangements for Agenda for Change staff*, <http://www.nhsemployers.org/PayAndContracts/LatestNews/Pages/New-pay-circular-for-Agenda-for-Change-Staff.aspx> [accessed 1 October 2013].

⁹ Contracted hours are taken from NHS Careers (2012) *Pay and benefits, National Health Service*, London. <http://www.nhscareers.nhs.uk/> [accessed 9 October 2013]. Training days as recommended by professional bodies. Working days and sickness absence rates as reported in Information Centre (2012) *Sickness absence rates in the NHS: January-March 2012 and annual summary 2009-10 to 2011-12*, Information Centre, Leeds.

¹⁰ Information Centre (2007) *2006/07 UK general practice workload survey, Primary Care Statistics*, Information Centre, Leeds.

¹¹ Department of Health estimate (2013) based on the Market Forces Factor (MFF).

10.7 Nurse advanced (includes lead specialist, clinical nurse specialist, senior specialist)¹

| Costs and unit estimation | 2012/2013 value | Notes |
|--|--|--|
| A. Wages/salary | £38,057 per year | Based on the mean full-time equivalent basic salary for Agenda for Change band 7 of the July 2012-June 2013 NHS staff earnings estimates for qualified Nurses. ² An additional 14.7 per cent can be added to reflect payments for activity such as over-time, shift work and geographic allowances. ³ See the preface for information on changes to salaries, and section V for further information on pay scales. |
| B. Salary oncosts | £9,547 per year | Employer's national insurance is included plus 14 per cent of salary for employer's contribution to superannuation. |
| C. Qualifications | £10,439 per year | Qualification costs have been calculated using the method described in Netten et al. (1998). ⁴ Current cost information has been provided by the Department of Health and Health Education England (HEE). ⁵ See the preface for more information on qualifications and also table 7.4 for details. |
| D. Overheads | | Taken from NHS (England) Summarised accounts. ⁶ |
| Management, administration and estates staff | £9,192 per year | Management and other non-care staff costs were 19.31 per cent of direct care salary costs and included administration and estates staff. |
| Non-staff | £19,979 per year | Non-staff costs were 41.97 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 | £4,426 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. ^{7,8} Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent. |
| Working time | 41.9 weeks per year 37.5 hours per week | Unit costs are based on 1,572 hours per year: 225 working days minus sickness absence and training/study days as reported for all NHS staff groups. ⁹ |
| Length of consultation: 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. ¹⁰ |
| Ratio of direct to indirect time on: face-to-face contacts patient contact (incl. telephone) | 1:0.71 1:0.55 | Information provided by 27 nurse practitioners on time use. ¹¹ 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. ¹² Another study on the role of nurse specialists in epilepsy found that clinical activities accounted for 40 per cent of the time. ¹³ Please complete our new time-use survey: https://www.surveymonkey.com/s/VVTDL7W . |
| 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. ^{7,8,14} |
| 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. ^{7,8} |
| Unit costs available 2012/2013 (costs including qualifications given in brackets) | | |
| £52 (£58) per hour; £88 (£100) per hour in surgery; £80 (£90) per hour of client contact cost; £22 (£25) per surgery consultation. | | |

¹ 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).

² Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013* (not publicly available), Health & Social Care Information Centre, Leeds.

³ Health & Social Care Information Centre (2013) *NHS staff earnings estimates 2013*, Health & Social Care Information Centre, Leeds.

⁴ 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.

⁵ Personal communication with the Department of Health and Health Education England (HEE), 2013.

⁶ Audit Commission (2012) *Summarised Accounts 2011-2012*, NHS, London.

⁷ Building Cost Information Service (2013) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

⁸ Personal communication with the Department for Communities and Local Government, 2011.

⁹ Contracted hours are taken from NHS Careers (2012) *Pay and benefits, National Health Service*, London. <http://www.nhs Careers.nhs.uk/> [accessed 9 October 2013]. Training days as recommended by professional bodies. Working days and sickness absence rates as reported in Information Centre (2012) *Sickness absence rates in the NHS: January-March 2012 and annual summary 2009-10 to 2011-12*, Information Centre, Leeds.

¹⁰ 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.

¹¹ Curtis, L. & Netten, A. (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, 449-457.

¹² 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.

¹³ 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.

¹⁴ Department of Health estimate (2013) based on the Market Forces Factor (MFF).

10.8a General practitioner — cost elements

| Costs and unit estimation | 2012/2013 value | Notes (for further clarification see Commentary) |
|--|--|---|
| A. Net remuneration | £106,100 per year | Average income before tax for GPMS contractor GPs for England. ¹ |
| B. Practice expenses: | | |
| Direct care staff | £22,153 per year | Each FTE equivalent practitioner (excluding GP registrars & GP retainers) employed 0.47 FTE practice nurse (includes salary and oncots). ² |
| Administrative and clerical staff | £35,807 per year | Each FTE equivalent practitioner (excluding GP registrars & GP retainers) employed 1.10 FTE administrative and clerical staff ^{1,2} (includes salary and oncots). Based on information taken from the GP earnings and expenses report. ^{1,2} |
| Office & general business | £9,568 per year | All office & general business, premises and other expenses including advertising, promotion and entertainment are based on expenditure taken from the GP earnings and expenses report. ¹ Each GP employs 3.04 members of staff (including practice nurses, other patient care staff plus administrators and clerical staff). ^{1,2} Office & general business, premises and other expenses calculated as the ratio of GP salary costs to all GP employees salary costs. Based on information taken from the GP earnings and expenses report. ^{1,2} |
| Premises | £13,015 per year | |
| Other: includes advertising, promotion and entertainment | £16,700 per year | |
| Car and travel | £1,400 per year | |
| C. Qualifications | £44,286 per year | Qualification costs have been calculated using the method described in Netten et al. (1998). ³ Current cost information has been provided by the Department of Health and Health Education England (HEE). ⁴ See the preface for more information on qualifications and also table 7.4 for details. |
| D. Ongoing training | £2,489 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. ⁵ |
| E. Capital costs: | | |
| – Premises | £12,573 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. ^{6,7} |
| Working time | 43.5 weeks per year 41.4 hours per week | Based on information taken from the 6 th National GP Worklife Survey. ⁸ Respondents to this 2010 survey reported working an average of 41.4 hours per week and a mean number of 7.5 sessions. Twenty one per cent of respondents (218/1,053) reported undertaking out-of-hours work (median number of hours=4). Unit costs based on 1,801 hours per year. |
| Ratio of direct to indirect time: | | Based on information taken from the 2006/07 UK General Practice Workload Survey, ⁹ the proportion of time spent on surgery consultations was 44.5%. Telephone consultations and clinic consultations formed 6.3 per cent of a GP's time and home and care home visits including travel time absorbed 8.6 per cent. Patient direct to indirect contact ratios allocate all non-contact time to all contact time. Multipliers allocate travel time to out-of-surgery visits. Based on information taken from the GP Work life Survey, ⁷ almost 66 per cent of time is devoted to direct patient care. |
| Face-to-face time (excludes travel time). | 1:0.57 | |
| Out of surgery visits (home visits and clinics) (includes travel time) | 1:0.99 | |
| Consultations: | | Based on the 2006/07 UK General Practice Workload Survey, ⁸ the time spent on a home visit includes only time spent in the patient's home. We assume an average of 12 minutes travel time 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 to table 10.8c. |
| surgery | 11.7 minutes | |
| clinic | 17.2 minutes | |
| telephone home visit | 7.1 minutes 11.4 minutes | |
| Unit costs for 2012/2013 are given in table 10.8b | | |

¹ Information Centre (2012) *GP earnings and expenses 2010/2011*, Information Centre, Leeds. <http://data.gov.uk/dataset/gp-earnings-and-expenses/> [accessed 9 October 2013].

² Information Centre (2012) *General practice staff 2011*, Information Centre, Leeds.

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 Personal communication with the Department of Health and Health Education England (HEE), 2013.

⁵ Personal communication with the London Deanery, 2006.

⁶ Building Cost Information Service (2013) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

⁷ Personal communication with the Department for Communities and Local Government and the Valuation Office, 2012.

⁸ Hann, M., Santos, R., Sutton, M., Gravelle, H. & Sibbald, B. (2011) *Sixth national GP worklife survey: Final Report*, NPCRDC, Manchester.

⁹ Information Centre (2007) *2006/07 General Practice Workload Survey, Primary Care Statistics*, Information Centre, Leeds. http://www.dhsspsni.gov.uk/gp_workload_survey_2006_07.pdf [accessed 9 October 2013].

10.8b General practitioner — unit costs

| Unit cost 2012/2013 | 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) | £264,090 | £219,804 | £241,937 | £197,651 |
| Annual (excluding travel) | £262,690 | £218,404 | £240,537 | £196,251 |
| Per hour of GMS activity ¹ | £147 | £122 | £134 | £110 |
| Per hour of patient contact ¹ | £230 | £192 | £211 | £172 |
| Per minute of patient contact ¹ | £3.80 | £3.20 | £3.50 | £2.90 |
| Per hour of patient contact (out of surgery i.e. clinics and home visits) ² | £292 | £243 | £267 | £218 |
| Per out of surgery visit minute ² | £4.90 | £4.00 | £4.50 | £3.60 |
| Per patient contact lasting 11.7 minutes ¹ | £45 | £37 | £41 | £34 |
| Per patient contact lasting 17.2 minutes ¹ | £66 | £55 | £60 | 49 |
| Per telephone consultation lasting 7.1 minutes ¹ | £27 | £23 | £25 | £20 |
| Per out of surgery visit lasting 23.4 minutes ² | £114 | £95 | £104 | £85 |
| Prescription costs per consultation (net ingredient cost) | £44.64 ³ | | | |
| Prescription costs per consultation (actual cost) | £41.35 ³ | | | |

¹ Excludes travel.² Includes travel.³ Personal communication with the Prescribing and Primary Care Group at the IC, 2012; and information on consultations: taken from 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, Information Centre, Leeds.

10.8c General practitioner — commentary

General note about GP expenditure. The General Medical Service contract (GMS),¹ 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 (FTE). The NHS Health & Social Care Information Centre has estimated that the number of FTE practitioners (excluding GP registrars and GP retainers) has increased from 31,391 in 2011 to 31,578 in 2012.² FTE practice staff included 14,695 practice nurses, 8,327 direct patient care staff, 60,326 administrative and clerical and 2,199 other staff.² Assuming that administrative and clerical staff are shared equally between GP practitioners and direct patient care staff (including practice nurses), each FTE practitioner employs 1.10 FTE administrative and clerical staff (60,326/54,600).

Direct care staff. On average in 2011, each FTE equivalent practitioner (excluding GP registrars & GP retainers) employed 0.47 FTE practice nurse staff (14,695/31,578). All direct care staff have been costed at the same level as a band 5 GP practice nurse (see table 10.5).

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.³ Post-graduate education costs calculated using information provided by the Department of Health and the Health Education England.⁴ 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.⁵

Prescription costs. Prescription costs per consultation are £44.64 (net ingredient cost (NIC)) and £41.35 (actual cost). NIC is the basic cost of the drug, while the actual cost is the NIC less the assumed average discount plus the container allowance (and plus on-cost for appliance contractors). The prescription cost per consultation has been calculated by first dividing the number of prescriptions per GP by the number of consultations per GP (30,762/5,751) to give the number of prescriptions per GP consultation (5.35) and multiplying this by the actual cost per GP prescription (£7.73)⁶ and the NIC per GP prescription (£8.99).⁶ The number of consultations for all GPs was 181,600,000 in 2007^{7,8} and the number of prescriptions per GP was 30,762 in 2012.^{9,10} The total actual cost of GP prescriptions was £7,511,603,923 in 2012 and NIC of GP prescriptions was £8,107,157,036.⁶

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.

¹ NHS Employers (2003) *General medical services contract*, NHS Employers, London.

² Information Centre (2012) *General practice staff 2011*, Information Centre, Leeds.

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 Personal communication with the Department of Health and Health Education England (HEE), 2013.

⁵ NHS Employers (2006) *Modernising medical careers: a new era in medical training*, NHS Employers, London.

⁶ Personal communication with the Prescribing and Primary Care Group at the IC, 2013.

⁷ 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, Information Centre, Leeds.

⁸ No further work on the number of GP consultations since 2007/08.

⁹ Personal correspondence with the Information Centre, 2009.

¹⁰ Personal correspondence with Prescribing and Primary Care, 2013; Health & Social Care Information Centre (HSCIC).