

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



## **9. Scientific and professional staff**

The table overleaf provides the unit costs for community-based allied health professionals, and replaces the individual schema usually found in this section. See Preface for more information on changes to the presentation of our estimates. Each Agenda for Change (AFC) band can be matched to professionals using the AFC generic profiles. <http://www.nhsemployers.org/your-workforce/pay-and-reward/pay/job-evaluation/national-job-profiles>. Examples of roles in each band are shown in chapter 18. Reference should also be made to the explanatory notes when interpreting the unit costs.

## 9. Scientific and professional staff

### A Wages/salary

Based on the mean full-time equivalent basic salary for Agenda for Change bands 4-8b of the July 2014-June 2015 NHS staff earnings estimates for allied health professionals.<sup>1</sup> 12.7 per cent can be added to reflect payments for activity such as overtime, shift work and geographic allowances. See section V for further information on pay scales. The Electronic Staff Records (ESR) system shows that the mean basic salary for all physiotherapists is £32,944; hospital occupational therapists £31,928; speech and language therapists £33,544; dieticians £32,821; & radiographers (Diagnostic & Therapeutic) £32,818.

### B Salary oncosts

Employer's national insurance is included plus 14 per cent of salary for employer's contribution to superannuation.

### C Qualification costs

See section V for detailed information on qualifications for each category of scientific and professional staff. These 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 Health Education England (HEE).<sup>3</sup> To calculate the cost per hour including qualifications for each profession, the expected annual cost shown in chapter 19 should be taken for the appropriate profession and then divided by the number of working hours. This can then be added to the cost per working hour.

### D Overheads

Taken from the 2013/14 financial accounts for 10 community trusts. See Preface for more information.

Management and other non-care staff costs are 24.5 per cent of direct care salary costs and include administration and estates staff. Non-staff costs are 38.2 per cent of direct care salary costs. They include costs to the provider for office, travel/transport, publishing, training courses and conferences, supplies and services (clinical and general), and utilities such as water, gas and electricity.

### E Capital overheads

Based on the new-build and land requirements of NHS hospital facilities, but adjusted to reflect shared use of office space for administration, and recreational and changing facilities.<sup>4,5</sup> Please note that when calculating the costs for a community pharmacist, the capital cost provided should be replaced by £4,089.

### F Travel

No information available on average mileage covered per visit. From July 2014, NHS reimbursement has been based on a single rate for the first 3,500 miles travelled of 56p per mile, and a reduced rate thereafter of 20p per mile, irrespective of the type of car or fuel used.<sup>6</sup>

### G Working time

Unit costs are based on 1,590 hours per year: 225 working days minus sickness absence and training/study days as reported for NHS staff groups.<sup>7</sup>

### H Ratio of direct to patient-related time.

See Preface for forthcoming information and previous editions for time spent on patient-related activities. See also section V for information on a PSSRU survey carried out in 2014/15 providing estimates of time use for community staff.

### I London multiplier and non-London multiplier

Allows for the different costs associated with working in London/outside London.<sup>4,5,8</sup>

<sup>1</sup> Health & Social Care Information Centre (2014) NHS staff earnings estimates 2015 (not publicly available), Health & Social Care 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 Health Education England (HEE), 2015.

<sup>4</sup> Building Cost Information Service (2015) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London

<sup>5</sup> Land costs researched for PSSRU by the Valuation Office Agency in 2013.

<sup>6</sup> NHS Employers (2015) *Mileage allowances – Section 17*, <http://nhsemployers.org/your-workforce/pay-and-reward/nhs-terms-and-conditions/nhs-terms-and-conditions-of-service-handbook/mileage-allowances> [accessed 5 November 2015].

<sup>7</sup> Health & Social Care Information Centre, *NHS sickness absence rates: Jan to Mar 2015 and annual summary 2010/11 to 2014/15*, <https://www.gov.uk/government/statistics/nhs-sickness-absence-rates-jan-to-mar-2015-and-annual-summary-2010/11-to-2014/15> [accessed 5 November 2015].

<sup>8</sup> Monitor (2013) *A guide to the Market Forces Factor*, <https://www.gov.uk/government/publications/guide-to-the-market-forces-factor-201415> [accessed 1 December 2015].

## 9. Scientific and professional staff

This table provides the annual and unit costs for community-based scientific and professional staff. See Preface for commentary, and notes facing for assistance in interpreting each cost item. See chapter 18 for examples of roles in each band.

Refer to notes on facing page for references	Band 4	Band 5	Band 6	Band 7	Band 8a	Band 8b
A Wages/salary	£21,248	£23,284	£31,070	£38,525	£46,038	£55,276
B Salary oncosts	£4,809	£5,375	£7,540	£9,612	£11,701	£14,269
C Qualification	See note	See note	See note	See note	See note	See note
<b>D Overheads</b>						
Management, admin and estates staff	£6,384	£10,948	£9,459	£11,794	£14,146	£17,038
Non-staff	£9,954	£14,014	£14,749	£18,388	£22,056	£26,566
E Capital overheads	£4,370	£4,370	£4,370	£4,370	£4,370	£4,370
F Travel	See note	See note	See note	See note	See note	See note
<b>G Working time</b>	42.4 weeks (1,590 hours) per year, 37.5 hours per week	42.4 weeks (1,590 hours) per year, 37.5 hours per week	42.4 weeks (1,590 hours) per year, 37.5 hours per week	42.4 weeks (1,590 hours) per year, 37.5 hours per week	42.4 weeks (1,590 hours) per year, 37.5 hours per week	42.4 weeks (1,590 hours) per year, 37.5 hours per week
H Ratio of direct to indirect time						
I London multiplier	1.55 x E	1.55 x E	1.55 x E	1.55 x E	1.55 x E	1.55 x E
Non-London multiplier	0.97 x E	0.97 x E	0.97 x E	0.97 x E	0.97 x E	0.97 x E
<b>Unit costs available 2014/2015</b>						
Cost per working hour	<b>£29</b>	<b>£36</b>	<b>£44</b>	<b>£52</b>	<b>£62</b>	<b>£74</b>



## **10. Nurses, doctors and dentists**

- 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
- 10.9 Telephone triage
- 10.10 Dentist – performer-only
- 10.11 Dentist – providing-performer
- 10.12 NHS dental charges





## 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 2014/2015 was estimated to be £38, with an interquartile range of £32 to £40. Costs have been updated using the HCHS pay & prices inflator.

Costs and unit estimation	2014/2015 value	Notes
A. Wages/salary	£31,914 per year	Based on the mean full-time equivalent basic salary for Agenda for Change band 6 of the July 2014-June 2015 NHS staff earnings estimates for nurses. <sup>2</sup> An additional 12.7 per cent can be added to reflect payments for overtime, shift work and geographic allowances. <sup>2</sup> The Electronic Staff Records (ESR) system shows that the mean basic salary for all community nurses is £31,902. <sup>3</sup> See section V for further information on pay scales.
B. Salary oncosts	£7,774 per year	Employer's national insurance is included, plus 14 per cent of salary for employer's contribution to superannuation.
C. Qualifications	£10,619 per year	Qualification costs have been calculated using the method described in Netten et al. (1998). <sup>4</sup> Current cost information has been provided by the Department of Health and Health Education England (HEE). <sup>5</sup> See table 19 for more details.
D. Overheads		Taken from the 2013/14 financial accounts for 10 community trusts. See Preface for more information.
Management, administration and estates staff	£9,724 per year	Management and other non-care staff costs are 24.5 per cent of direct care salary costs and include administration and estates staff.
Non-staff	£15161 per year	Non-staff costs are 38.2 per cent of direct care salary costs. They include costs to the provider for office, travel/transport, publishing, training courses and conferences, supplies and services (clinical and general), and utilities such as water, gas and electricity.
E. Capital overheads	£3,718 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. From July 2014, NHS reimbursement has been based on a single rate for the first 3,500 miles travelled of 56p per mile, and a reduced rate thereafter of 20p per mile, irrespective of the type of car or fuel used. <sup>8</sup>
Working time	41.7 weeks per year 37.5 hours per week	Unit costs are based on 1,565 hours per year: 225 working days minus sickness absence and training/study days, as reported for NHS staff groups. <sup>9</sup>
Ratio of direct to indirect time on: Patient-related work	1:0.33	Based on a study by Ball & Philippou (2013), <sup>10</sup> community nurses spent 43 per cent of their time on direct care and a further 18 per cent of their time on care planning, assessment and coordination. Nineteen per cent of time was spent on admin, 5 per cent on management, 14 per cent travelling with a further 1 per cent on other duties. See Ball & Philippou (2013) <sup>10</sup> for more detail and for information on other bands of nurses. Also see the McKinsey report, <sup>11</sup> for comparative purposes. The median number of visits per day carried out by district nurses was 5.6 in 2008. <sup>11</sup>
London multiplier	1.55 x E	Allows for the higher costs associated with working in London. <sup>6,7,12</sup>
Non-London multiplier	0.97 x E	Allows for the lower costs associated with working outside London. <sup>6,7</sup>
<b>Unit costs available 2014/2015 (costs including qualifications given in brackets)</b>		
£44 (£50) per hour; £58 (£67) per hour of patient-related work.		

<sup>1</sup> Department of Health (2015) *NHS reference costs 2014-2015*, <https://www.gov.uk/government/publications/nhs-reference-costs-2013-to-2014> [accessed 4 October 2015].

<sup>2</sup> Health & Social Care Information Centre (2015) NHS staff earnings estimates to June 2015 (not publicly available), Health & Social Care Information Centre, Leeds.

<sup>3</sup> Health & Social Care Information Centre (2015) Information prepared for PSSRU from the Electronic Staff Records (ESR).

<sup>4</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>5</sup> Personal communication with the Department of Health and Health Education England (HEE), 2015.

<sup>6</sup> Building Cost Information Service (2015) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

<sup>7</sup> Land costs researched for PSSRU by the Valuation Office Agency in 2013.

<sup>8</sup> NHS Employers (2015) *Mileage allowances – Section 17*, <http://nhsemployers.org/your-workforce/pay-and-reward/nhs-terms-and-conditions/nhs-terms-and-conditions-of-service-handbook/mileage-allowances> [accessed 5 November 2015].

<sup>9</sup> Health & Social Care Information Centre, *NHS sickness absence rates: Jan to Mar 2015 and annual summary 2010/11 to 2014/15*, <https://www.gov.uk/government/statistics/nhs-sickness-absence-rates-jan-to-mar-2015-and-annual-summary-2010/11-to-2014/15> [accessed 5 November 2015].

<sup>10</sup> Ball, J. & Philippou, J. with Pike, G. & Sethi, J., (2014) *Survey of district and community nurses in 2013*, Report to the Royal College of Nursing, King's College London.

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

<sup>12</sup> Monitor (2013) *A guide to the Market Forces Factor*, <https://www.gov.uk/government/publications/guide-to-the-market-forces-factor-201415> [accessed 1 December 2015].

**10.2 Nurse (mental health)**

Costs and unit estimation	2014/2015 value	Notes
A. Wages/salary	£25,764 per year	Based on the mean full-time equivalent basic salary for Agenda for Change band 5 of the July 2014-June 2015 NHS staff earnings estimates for nurses. <sup>1</sup> An additional 12.7 per cent can be added to reflect payments for overtime, shift work and geographic allowances. <sup>1</sup> See section V for further information on pay scales.
B. Salary oncosts	£6,064 per year	Employer's national insurance is included, plus 14 per cent of salary for employer's contribution to superannuation.
C. Qualifications	£10,619 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 Health Education England (HEE). <sup>3</sup> See table 19 for more details.
D. Overheads		
Management, admin and estates staff	£7,797 per year	Management and other non-care staff costs are 24.5 per cent of direct care salary costs and include administration and estates staff.
Non-staff	£12,158 per year	Management and other non-care staff costs are 24.5 per cent of direct care salary costs and include administration and estates staff. Non-staff costs are 38.2 per cent of direct care salary costs. They include costs to the provider for office, travel/transport, publishing, training courses and conferences, supplies and services (clinical and general), and utilities such as water, gas and electricity.
E. Capital overheads	£3,718 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>4,5</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. From July 2014, NHS reimbursement has been based on a single rate for the first 3,500 miles travelled of 56p per mile, and a reduced rate thereafter of 20p per mile, irrespective of the type of car or fuel used. <sup>6</sup>
Working time	41.7 weeks per year 37.5 hours per week	Unit costs are based on 1,565 hours per year: 225 working days minus sickness absence and training/study days as reported for NHS staff groups. <sup>7</sup>
Ratio of direct to indirect time on patient-related work		No current information available. See previous editions of this volume for sources of information.
London multiplier	1.55 x E	Allows for the higher costs associated with working in London. <sup>4,5,8</sup>
Non-London multiplier	0.97 x E	Allows for the lower costs associated with working outside London. <sup>4,5</sup>
Unit costs available 2014/2015 (costs including qualifications given in brackets)		
£35 (£40) per hour; £67 (£75) per hour of face-to-face contact; £47 (£53) per hour of patient-related work.		

<sup>1</sup> Health & Social Care Information Centre (2015) NHS staff earnings estimates to June 2015 (not publicly available), Health & Social Care 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 Health Education England (HEE), 2014.

<sup>4</sup> Building Cost Information Service (2015) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

<sup>5</sup> Land costs researched for PSSRU by the Valuation Office Agency in 2013.

<sup>6</sup> NHS Employers (2015) *Mileage allowances – Section 17*, <http://nhsemployers.org/your-workforce/pay-and-reward/nhs-terms-and-conditions/nhs-terms-and-conditions-of-service-handbook/mileage-allowances> [accessed 5 November 2015].

<sup>7</sup> Health & Social Care Information Centre, *NHS sickness absence rates: Jan to Mar 2015 and annual summary 2010/11 to 2014/15*, <https://www.gov.uk/government/statistics/nhs-sickness-absence-rates-ian-to-mar-2015-and-annual-summary-2010/11-to-2014/15> [accessed 5 November 2015].

<sup>8</sup> Monitor (2013) *A guide to the Market Forces Factor*, <https://www.gov.uk/government/publications/guide-to-the-market-forces-factor-201415> [accessed 1 December 2015].

## 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 2014/2015 was estimated to be £54, with an interquartile range of £47 to £62. Costs have been updated using the HCHS pay & prices inflator.

Costs and unit estimation	2014/2015 value	Notes
A. Wages/salary	£31,914 per year	Based on the mean full-time equivalent basic salary for Agenda for Change band 6 of the July 2014-June 2015 NHS staff earnings estimates for nurses. <sup>2</sup> An additional 2.8 per cent can be added to reflect payments for overtime, shift work and geographic allowances. <sup>2</sup> The Electronic Staff Records (ESR) system shows that the mean basic salary for all health visitors is £33,620. <sup>3</sup> See section V for further information on pay scales.
B. Salary oncosts	£7,774 per year	Employer's national insurance is included, plus 14 per cent of salary for employer's contribution to superannuation.
C. Qualifications	£10,619 per year	Qualification costs have been calculated using the method described in Netten et al. (1998). <sup>4</sup> Current cost information has been provided by the Department of Health and Health Education England (HEE). <sup>5</sup> See table 19 for more details.
D. Overheads		Taken from the 2013/14 financial accounts for 10 community trusts. See Preface for more information.
Management, administration and estates staff	£9,723 per year	Management and other non-care staff costs are 24.5 per cent of direct care salary costs and include administration and estates staff.
Non-staff	£15,161 per year	Non-staff costs are 38.2 per cent of direct care salary costs. They include costs to the provider for office, travel/transport, publishing, training courses and conferences, supplies and services (clinical and general), and utilities such as water, gas and electricity.
E. Capital overheads	£3,717 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. From July 2014, NHS reimbursement has been based on a single rate for the first 3,500 miles travelled of 56p per mile, and a reduced rate thereafter of 20p per mile, irrespective of the type of car or fuel used. <sup>8</sup>
Working time	41.7 weeks per year 37.5 hours per week	Unit costs are based on 1,565 hours per year: 225 working days minus sickness absence and training/study days as reported for NHS staff groups. <sup>9</sup>
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 by Ball & Philippou (2013) <sup>10</sup> reported that band 6 district nurses spent 34 per cent of their time on direct care and a further 21 per cent of their time on care planning, assessment and coordination. Nineteen per cent of time was spent on admin, 14 per cent on management, 11 per cent travelling, with a further 1 per cent on other duties. Based on the McKinsey report, <sup>11</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.
Patient-related work	1:0.52	
London multiplier	1.55 x E	Allows for the higher costs associated with working in London. <sup>6,7,12</sup>
Non-London multiplier	0.97 x E	Allows for the lower costs associated with working outside London. <sup>6,7</sup>
<b>Unit costs available 2014/2015 (costs including qualifications given in brackets)</b>		
£44 (£50) per hour; £66 (£76) per hour of patient-related work.		

<sup>1</sup> Department of Health (2015) *NHS reference costs 2014-2015*, <https://www.gov.uk/government/publications/nhs-reference-costs-2013-to-2014> [accessed 4 October 2015].

<sup>2</sup> Health & Social Care Information Centre (2015) NHS staff earnings estimates to June 2015 (not publicly available), Health & Social Care Information Centre, Leeds.

<sup>3</sup> Health & Social Care Information Centre (2015) Information prepared for PSSRU from the Electronic Staff Records (ESR).

<sup>4</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>5</sup> Personal communication with the Department of Health and Health Education England (HEE), 2014.

<sup>6</sup> Building Cost Information Service (2015) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

<sup>7</sup> Land costs researched for PSSRU by the Valuation Office Agency in 2013.

<sup>8</sup> NHS Employers (2015) *Mileage allowances – Section 17*, <http://nhsemployers.org/your-workforce/pay-and-reward/nhs-terms-and-conditions/nhs-terms-and-conditions-of-service-handbook/mileage-allowances> [accessed 5 November 2015].

<sup>9</sup> Health & Social Care Information Centre, *NHS sickness absence rates: Jan to Mar 2015 and annual summary 2010/11 to 2014/15*, <https://www.gov.uk/government/statistics/nhs-sickness-absence-rates-jan-to-mar-2015-and-annual-summary-2010/11-to-2014/15> [accessed 5 November 2015].

<sup>10</sup> Ball, J. & Philippou, J. with Pike, G. & Sethi, J., (2014) *Survey of district and community nurses in 2013*, Report to the Royal College of Nursing, King's College London.

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

<sup>12</sup> Monitor (2013) *A guide to the Market Forces Factor*, <https://www.gov.uk/government/publications/guide-to-the-market-forces-factor-201415> [accessed 1 December 2015].

## 10.4 Nurse specialist (community)

Costs and unit estimation	2014/2015 value	Notes
A. Wages/salary	£31,914 per year	Based on the mean full-time equivalent basic salary for Agenda for Change band 6 of the July 2014-June 2015 NHS staff earnings estimates for nurses. <sup>1</sup> An additional 12.7 per cent can be added to reflect payments for overtime, shift work and geographic allowances. <sup>1</sup> See section V for further information on pay scales.
B. Salary oncosts	£7,774 per year	Employer's national insurance is included, plus 14 per cent of salary for employer's contribution to superannuation.
C. Qualifications	£10,619 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 Health Education England (HEE). <sup>3</sup> See table 19 for more details.
D. Overheads		<p>Taken from the 2013/14 financial accounts for 10 community trusts. See Preface for more information.</p> <p>Management and other non-care staff costs are 24.5 per cent of direct care salary costs and include administration and estates staff.</p> <p>Non-staff costs are 38.2 per cent of direct care salary costs. They include costs to the provider for office, travel/transport, publishing, training courses and conferences, supplies and services (clinical and general), and utilities such as water, gas and electricity.</p>
E. Capital overheads	£3,717 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>4,5</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. From July 2014, NHS reimbursement has been based on a single rate for the first 3,500 miles travelled of 56p per mile, and a reduced rate thereafter of 20p per mile, irrespective of the type of car or fuel used. <sup>6</sup>
Working time	41.7 weeks per year 37.5 hours per week	Unit costs are based on 1,565 hours per year: 225 working days minus sickness absence and training/study days as reported for NHS staff groups. <sup>7</sup>
Ratio of direct to indirect time on: Patient-related care	1:0.49	Based on a study by Ball & Philippou (2014) <sup>8</sup> of district and community nurses, specialist nurses spent 32 per cent of their time on direct care and a further 22 per cent of their time on care planning, assessment and coordination. Twenty per cent of time was spent on admin, 11 per cent on management, 13 per cent travelling, with a further 1 per cent on other duties. See Ball & Philippou (2014) <sup>8</sup> for more detail and for information on other bands of nurses.
Patient-related work	1.55 x E	Allows for the higher costs associated with working in London. <sup>4,5,9</sup>
Non-London multiplier	0.97 x E	Allows for the lower costs associated with working outside London. <sup>4,5</sup>
<b>Unit costs available 2014/2015 (costs including qualifications given in brackets)</b>		
£44 (£50) per hour; £65 (£75) per hour of patient-related work		

<sup>1</sup> Health & Social Care Information Centre (2015) NHS staff earnings estimates to June 2015 (not publicly available), Health & Social Care 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 Health Education England (HEE), 2014.

<sup>4</sup> Building Cost Information Service (2015) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

<sup>5</sup> Land costs researched for PSSRU by the Valuation Office Agency in 2013.

<sup>6</sup> NHS Employers (2015) *Mileage allowances – Section 17*, <http://nhsemployers.org/your-workforce/pay-and-reward/nhs-terms-and-conditions/nhs-terms-and-conditions-of-service-handbook/mileage-allowances> [accessed 5 November 2015].

<sup>7</sup> Health & Social Care Information Centre, *NHS sickness absence rates: Jan to Mar 2015 and annual summary 2010/11 to 2014/15*, <https://www.gov.uk/government/statistics/nhs-sickness-absence-rates-jan-to-mar-2015-and-annual-summary-2010/11-to-2014/15> [accessed 5 November 2015].

<sup>8</sup> Ball, J. & Philippou, J. with Pike, G. & Sethi, J., (2014) Survey of district and community nurses in 2013, Report to the Royal College of Nursing, King's College London.

<sup>9</sup> Monitor (2013) *A guide to the Market Forces Factor*, <https://www.gov.uk/government/publications/guide-to-the-market-forces-factor-201415> [accessed 1 December 2015].

## 10.5 Clinical support worker nursing (community)

Costs and unit estimation	2014/2015 value	Notes
A. Wages/salary	£16,356 per year	Based on the mean full-time equivalent basic salary for Agenda for Change band 2 of the July 2014-June 2015 NHS staff earnings estimates for nurses. <sup>1</sup> An additional 12.7 per cent can be added to reflect payments for overtime, shift work and geographic allowances. <sup>1</sup> See section V for further information on pay scales.
B. Salary oncosts	£3,449 per year	Employer's national insurance is included, plus 14 per cent of salary for employer's contribution to superannuation.
C. Overheads		Taken from the 2013/14 financial accounts for 10 community trusts. See Preface for more information.
Management, administration and estates staff	£4,852 per year	Management and other non-care staff costs are 24.5 per cent of direct care salary costs, and include administration and estates staff.
Non-staff	£7,566 per year	Non-staff costs are 38.2 per cent of direct care salary costs. They include costs to the provider for office, travel/transport, publishing, training courses and conferences, supplies and services (clinical and general), and utilities such as water, gas and electricity.
D. Capital overheads	£1,246 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>2,3</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.
E. Travel		No information available on average mileage covered per visit. From July 2014, NHS reimbursement has been based on a single rate for the first 3,500 miles travelled of 56p per mile, and a reduced rate thereafter of 20p per mile, irrespective of the type of car or fuel used. <sup>4</sup>
Working time	42.7 weeks per year 37.5 hours per week	Unit costs are based on 1,600 hours per year: 225 working days minus sickness absence and training/study days as reported for NHS staff groups. <sup>5</sup>
Ratio of direct to indirect time on:		No time use information is currently available for clinical support workers.
London multiplier	1.55 x D	Allows for the higher costs associated with working in London. <sup>2,3,6</sup>
Non-London multiplier	0.97 x D	Allows for the lower costs associated with working outside London. <sup>2,3</sup>
<b>Unit costs available 2014/2015</b>		
£20 per hour.		

<sup>1</sup> Health & Social Care Information Centre (2015) NHS staff earnings estimates to June 2015 (not publicly available), Health & Social Care Information Centre, Leeds.

<sup>2</sup> Building Cost Information Service (2015) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

<sup>3</sup> Land costs researched for PSSRU by the Valuation Office Agency in 2013.

<sup>4</sup> NHS Employers (2015) *Mileage allowances – Section 17*, <http://nhsemployers.org/your-workforce/pay-and-reward/nhs-terms-and-conditions/nhs-terms-and-conditions-of-service-handbook/mileage-allowances> [accessed 5 November 2015].

<sup>5</sup> Health & Social Care Information Centre, *NHS sickness absence rates: Jan to Mar 2015 and annual summary 2010/11 to 2014/15*, <https://www.gov.uk/government/statistics/nhs-sickness-absence-rates-jan-to-mar-2015-and-annual-summary-2010/11-to-2014/15> [accessed 5 November 2015].

<sup>6</sup> Monitor (2013) *A guide to the Market Forces Factor*, <https://www.gov.uk/government/publications/guide-to-the-market-forces-factor-201415> [accessed 1 December 2015].

**10.6 Nurse (GP practice)**

Costs and unit estimation	2014/2015 value	Notes
A. Wages/salary	£25,764 per year	Based on the mean full-time equivalent basic salary for Agenda for Change band 5 of the July 2014-June 2015 NHS staff earnings estimates for nurses. <sup>1</sup> An additional 12.7 per cent can be added to reflect payments for overtime, shift work and geographic allowances. <sup>1</sup> See section V for further information on pay scales.
B. Salary oncosts	£6,064 per year	Employer's national insurance is included, plus 14 per cent of salary for employer's contribution to superannuation.
C. Qualifications	£10,619 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 Health Education England (HEE). <sup>3</sup> See table 19 for more details.
D. Overheads		
Management and administration	£7,798 per year	Taken from the 2013/14 financial accounts for 10 community trusts. See Preface for more information. 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 (24.5 per cent of direct care salary costs).
Office, general business and premises (including advertising and promotion)	£12,882 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. <sup>4</sup> 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	£4,007 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	£3,250 per year	No information available on average mileage covered per visit. From July 2014, NHS reimbursement has been based on a single rate for the first 3,500 miles travelled of 56p per mile, and a reduced rate thereafter of 20p per mile, irrespective of the type of car or fuel used. <sup>7</sup>
Working time	41.7 weeks per year 37.5 hours per week	Unit costs are based on 1,565 hours per year: 225 working days minus sickness absence and training/study days as reported for all NHS staff groups. <sup>8</sup>
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. <sup>9</sup>
Duration of contact	15.5 minutes	Per surgery consultation. Based on the 2006/07 UK general practice survey. <sup>9</sup>
Patient contacts	60 per week	Average number of consultations per week. <sup>9</sup>
London multiplier		Allows for the higher costs associated with London compared to the national average cost. <sup>10</sup>
<b>Unit costs available 2014/2015 (costs including qualifications given in brackets)</b>		
£36 (£43) per hour; £47 (£56) per hour of face-to-face contact.		

<sup>1</sup> Health & Social Care Information Centre (2015) NHS staff earnings estimates to June 2015 (not publicly available), Health & Social Care 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 Health Education England (HEE), 2014.

<sup>4</sup> Health & Social Care Information Centre (2015) *GP earnings and expenses 2013/14*, Information Centre, Leeds. <http://data.gov.uk/dataset/gp-earnings-and-expenses/> [accessed 22 September 2015].

<sup>5</sup> Building Cost Information Service (2015) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

<sup>6</sup> Land costs researched for PSSRU by the Valuation Office Agency in 2013.

<sup>7</sup> NHS Employers (2015) *Mileage allowances – Section 17*, <http://nhsemployers.org/your-workforce/pay-and-reward/nhs-terms-and-conditions/nhs-terms-and-conditions-of-service-handbook/mileage-allowances> [accessed 5 November 2015].

<sup>8</sup> Health & Social Care Information Centre, *NHS sickness absence rates: Jan to Mar 2015 and annual summary 2010/11 to 2014/15*, <https://www.gov.uk/government/statistics/nhs-sickness-absence-rates-jan-to-mar-2015-and-annual-summary-2010/11-to-2014/15> [accessed 5 November 2015].

<sup>9</sup> Information Centre (2007) *2006/07 UK general practice workload survey*, Primary Care Statistics, Information Centre, Leeds.

<sup>10</sup> Monitor (2013) *A guide to the Market Forces Factor*, <https://www.gov.uk/government/publications/guide-to-the-market-forces-factor-201415> [accessed 1 December 2015].

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

Costs and unit estimation	2014/2015 value	Notes
A. Wages/salary	£38,332 per year	Based on the mean full-time equivalent basic salary for Agenda for Change band 7 of the July 2014-June 2015 NHS staff earnings estimates for nurses. <sup>2</sup> An additional 12.7 per cent can be added to reflect payments for overtime, shift work and geographic allowances. <sup>2</sup> See section V for further information on pay scales.
B. Salary oncosts	£9,558 per year	Employer's national insurance is included plus 14 per cent of salary for employer's contribution to superannuation.
C. Qualifications	£10,619 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 Health Education England (HEE). <sup>4</sup>
D. Overheads		Taken from the 2013/14 financial accounts for 10 community trusts. See Preface for more information.
Management, administration and estates staff	£11,733 per year	Management and other non-care staff costs are 24.5 per cent of direct care salary costs, and include administration and estates staff.
Non-staff	£18,294 per year	Non-staff costs are 38.2 per cent of direct care salary costs. They include costs to the provider for office, travel/transport, publishing, training courses and conferences, supplies and services (clinical and general), and utilities such as water, gas and electricity.
E. Capital overheads	£3,717 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>5,6</sup> Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent.
Working time	42 weeks per year 37.5 hours per week	Unit costs are based on 1,565 hours per year: 225 working days minus sickness absence and training/study days as reported for NHS staff groups. <sup>7</sup>
Length of consultation:		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>8</sup>
surgery	15 minutes	
home	25 minutes	
telephone	6 minutes	
Ratio of direct to indirect time on:		Information provided by 27 nurse practitioners on time use. <sup>9</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>10</sup> Another study on the role of nurse specialists in epilepsy found that clinical activities accounted for 40 per cent of the time. <sup>11</sup>
face-to-face contacts	1:0.71	
patient contact (incl. telephone)	1:0.55	
London multiplier	1.55 x E	Allows for the higher costs associated with London compared to the national average cost. <sup>5,6,12</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</sup>
<b>Unit costs available 2014/2015 (costs including qualifications given in brackets)</b>		
£52 (£59) per hour; £89 (£101) per hour in surgery; £81 (£91) per hour of client contact cost; £22 (£25) per surgery consultation.		

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

<sup>2</sup> Health & Social Care Information Centre (2015) NHS staff earnings estimates to June 2015 (not publicly available), Health & Social Care 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 Health Education England (HEE), 2014.

<sup>5</sup> Building Cost Information Service (2015) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

<sup>6</sup> Land costs researched for PSSRU by the Valuation Office Agency in 2013.

<sup>7</sup> Health & Social Care Information Centre, *NHS sickness absence rates: Jan to Mar 2015 and annual summary 2010/11 to 2014/15*, <https://www.gov.uk/government/statistics/nhs-sickness-absence-rates-jan-to-mar-2015-and-annual-summary-2010/11-to-2014/15> [accessed 5 November 2015].

<sup>8</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>9</sup> 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.

<sup>10</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>11</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>12</sup> Monitor (2013) *A guide to the Market Forces Factor*, <https://www.gov.uk/government/publications/guide-to-the-market-forces-factor-201415> [accessed 1 December 2015].

**10.8a General practitioner — cost elements**

Costs and unit estimation	2014/2015 value	Notes (for further clarification see Commentary)
A. Net remuneration	£101,900 per year	Average income before tax for GPMS contractor GPs for England. <sup>1</sup>
B. Practice expenses:		
Direct care staff	£20,133 per year	Ninety one per cent of FTE equivalent practitioners (excluding GP registrars & GP retainers) employed 0.51 FTE nurse (includes practice nurses, advanced level nurses and extended role and specialist nurses (includes salary and oncosts)). <sup>2,3</sup> Each FTE equivalent practitioner (excluding GP registrars & GP retainers) employed 1.29 FTE administrative and clerical staff <sup>1,2</sup> (includes salary and oncosts).  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. <sup>1</sup> Each GP employs 3.05 members of staff (including practice nurses, other patient care staff plus administrators and clerical staff). <sup>1,2</sup> 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. <sup>1,2</sup>
Administrative and clerical staff	£35,225 per year	
Office & general business	£8,968 per year	
Premises	£13,395 per year	
Other: includes advertising, promotion and entertainment	£14,180 per year	
Car and travel	£1,200 per year	
C. Qualifications	£41,188 per year	Qualification costs have been calculated using the method described in Netten et al. (1998). <sup>4</sup> Current cost information has been provided by the Department of Health and Health Education England (HEE). <sup>5</sup>
D. Ongoing training	£2,523 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	£15,850 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>
Working time	43.5 weeks per year 41.7 hours per week	Based on information taken from the 7 <sup>th</sup> National GP Worklife Survey. <sup>9</sup> Respondents to this 2012 survey reported working an average of 41.7 hours per week and a mean number of 7.3 sessions. Twenty one per cent of respondents (240/1,160) reported undertaking out-of-hours work (median number of hours=4). Unit costs based on 1,814 hours per year.
Ratio of direct to indirect time:		Based on information taken from the 2013 UK general practice workload survey, <sup>10</sup> the proportion of time spent on surgery consultations was 44.5 per cent. Direct patient care (surgeries, clinics, telephone consultations & home visits) took 62.3 per cent of a GP's time. Indirect patient care (referral letters, arranging admissions) absorbed 19.3 per cent of time. General administration (practice management, PCO meetings etc.) formed 10.9 per cent of a time, with other activities (continuing education/development, research, teaching etc.) taking 7.5 per cent of a GP's time. No information on the percentage time allocated to out of surgery visits.
Face-to-face time (excludes travel time)	1:0.61	
Patient-related time	1:0.23	
<b>Consultations:</b>		Based on the 2006/07 UK general practice workload survey, <sup>11</sup> 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	7.1 minutes	
Home visit	11.4 minutes	

**Unit costs for 2014/2015 are given in table 10.8b**

<sup>1</sup> Health & Social Care Information Centre (2015) *GP earnings and expenses 2013/14*, Information Centre, Leeds. <http://data.gov.uk/dataset/gp-earnings-and-expenses/> [accessed 22 September 2015].

<sup>2</sup> Health & Social Care Information Centre (2015) *General practice staff 2014*, Information Centre, Leeds.

<sup>3</sup> Based on personal correspondence with the Chairman of the East Midlands Regional Council, British Medical Association.

<sup>4</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>5</sup> Personal communication with the Department of Health and Health Education England (HEE), 2015.

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

<sup>7</sup> Building Cost Information Service (2015) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

<sup>8</sup> Land costs researched for PSSRU by the Valuation Office Agency in 2013.

<sup>9</sup> Hann, M., McDonald, J., Checkland, K., Coleman, A., Gravelle, H., Sibbald, B. & Sutton, M. (2013) *Seventh national GP worklife survey*, University of Manchester, Manchester.

<sup>10</sup> Health & Social Care Information Centre (2013) *2006/07 UK general practice workload survey, Primary Care Statistics*, Information Centre, Leeds. [http://www.dhsspsni.gov.uk/gp\\_workload\\_survey\\_2006\\_07.pdf](http://www.dhsspsni.gov.uk/gp_workload_survey_2006_07.pdf) [accessed 22 September 2015].

<sup>11</sup> Information Centre (2007) *2006/07 General Practice Workload Survey, Primary Care Statistics*, Information Centre, Leeds



**10.8b General practitioner — unit costs**

Unit cost 2014/2015	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)	£254,562	£213,373	£234,429	£193,240
Annual (excluding travel)	£253,362	£212,173	£233,229	£192,040
Per hour of GMS activity <sup>1</sup>	£140	£118	£129	£107
Per hour of patient contact <sup>1</sup>	£225	£189	£207	£171
Per minute of patient contact <sup>1</sup>	£3.8	£3.20	£3.50	£2.90
Per patient contact lasting 11.7 minutes <sup>1</sup>	£44	£37	£40	£33
Per patient contact lasting 17.2 minutes <sup>1</sup>	£65	£54	£59	£49
Per telephone consultation lasting 7.1 minutes <sup>1</sup>	£27	£22	£25	£20
Per patient contact lasting 11.7 minutes (including carbon emissions (6 KgCO <sub>2</sub> e) <sup>2</sup>	£45	£38	£41	£34
Prescription costs per consultation (net ingredient cost)	£23.30 <sup>3</sup>			
Prescription costs per consultation (actual cost)	£22.90 <sup>3</sup>			

<sup>1</sup> Excludes travel.

<sup>2</sup> Costs provided by Imogen Tennison, Sustainable Development Unit. Contact: [Imogen.tennison@nhs.net](mailto:Imogen.tennison@nhs.net) for more information. See Preface for more information.

<sup>3</sup> Personal communication with the Prescribing and Primary Care Group at the HSCIC, 2015; and information on consultations: taken from the Royal College of General Practitioners (2014) *34m patients will fail to get appointment with a GP in 2014*. <http://www.rcgp.org.uk/news/2014/february/34m-patients-will-fail-to-get-appointment-with-a-gp-in-2014.aspx>. [accessed 4 November 2015]

## 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 (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 32,075 in 2013 to 32,628 in 2014.<sup>2</sup> FTE practice staff included 15,062 practice nurses (includes specialist nurses, advanced level nurses, 9,277 direct patient care staff, 62,194 administrative and clerical, and 1,863 other staff.<sup>2</sup> Assuming that administrative and clerical staff are shared equally between GP practitioners and direct patient care staff (including practice nurses), each FTE practitioner employs 1.06 FTE administrative and clerical staff (62,194/58,830).

**Direct care staff.** On average in 2015, approximately 91 per cent of FTE equivalent practitioners (excluding GP registrars & GP retainers)<sup>3</sup> employed 0.51 FTE nursing staff (15,062/29,691). All direct care staff have been costed at the same level as a band 6 GP practice nurse.

**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>4</sup> Post-graduate education costs have been calculated using information provided by the Department of Health and the Health Education England.<sup>5</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>6</sup>

**Environment costs.** The cost of carbon emissions from patient and staff travel, electricity and gas for the building along with embedded emissions in the goods and services used to provide the appointment. The embedded carbon in pharmaceuticals prescribed is also included here and accounts for 68 per cent of GP emissions. A carbon price of £43 per tonne of carbon dioxide emission has been used to value these externalities in line with HM Treasury Green Book <https://www.gov.uk/government/publications/valuation-of-energy-use-and-greenhouse-gas-emissions-for-appraisal>.

**Prescription costs.** Prescription costs per consultation are £23.30 (net ingredient cost (NIC)) and £22.30 (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 (30,627/10,714)<sup>7,8</sup> to give the number of prescriptions per GP consultation (2.86) and multiplying this by the actual cost per GP prescription (£7.80)<sup>8</sup> and the NIC per GP prescription (£8.15).<sup>8</sup> The total NIC and actual cost of GP prescriptions were £8,400,618,128 and £7,799,266,727 respectively.<sup>8</sup>

**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 not relating to the GMS/PMS/PCTMS practice contract.

<sup>1</sup> NHS Employers (2003) *General medical services contract*, NHS Employers, London.

<sup>2</sup> Health & Social Care Information Centre (2014) *General and Personal Medical Services in England 2004-2014*, Information Centre, Leeds.

<sup>3</sup> Based on personal correspondence with the Chairman of the East Midlands Regional Council, British Medical Association (2015).

<sup>4</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>5</sup> Personal communication with the Department of Health and Health Education England (HEE), 2015.

<sup>6</sup> NHS Employers (2006) *Modernising medical careers: a new era in medical training*, NHS Employers, London.

<sup>7</sup> Royal College of General Practitioners (2014) *34m patients will fail to get appointment with a GP in 2014*, <http://www.rcgp.org.uk/news/2014/february/34m-patients-will-fail-to-get-appointment-with-a-gp-in-2014.aspx>. [accessed 4 November 2015]

<sup>8</sup> Personal communication with the Prescribing and Primary Care Group at the Health & Social Care Information Centre, 2015

## 10.9 Telephone triage – GP-led and nurse-led

Telephone triage is increasingly used to manage workload in primary care. A study carried out between 1 March 2011 and 31 March 2013 by John Campbell & colleagues<sup>1,2</sup> aimed to assess the effectiveness and cost consequences of general practitioner GP-led and nurse-led triage compared with usual care for requests for same-day appointments. Based on a review of 5,567 clinician contact forms for GP-led triage and 5,535 forms for nurse-led triage, the study found that mean clinician contact times for interventions were 4 minutes (SD 2.83) for GP triage and 6.56 minutes (SD 3.83) for nurse triage. Using national cost estimates (see schema 10.6 and 10.8a), a detailed breakdown of the costs is provided below. Mean costs per intervention were £14 (including staff training) for GP-led triage and £7.90 (including staff training and computer decision support software) for nurse-led triage.

Costs and unit estimation	Nurse-led triage 2014/2015 value	Notes	GP-led triage 2014/2015 value	Notes
A. Wages/salary and oncosts	£31,828 per year	Based on the salary of a GP practice nurse (Agenda for Change band 5) plus oncosts (see 10.6)	£101,900	Average income before tax. See 10.8.
B. Overheads				
Staff overheads	£7,798 per year	See schema 10.6	£35,225	See schema 10.8 (excludes a cost for direct care staff)
Non-staff	£12,882 per year	See schema 10.6	£40,266	
C. Qualifications	£10,619 per year	See schema 10.6	£41,188	See schema 10.8
D. Capital	£4,007 per year	See schema 10.6	£15,850	See schema 10.8
E. Other costs				
Staff training	£5,616 per year	Taken from table 25 of Campbell & colleagues) <sup>2</sup> and uprated using the HCHS pay and prices inflator	£3,129	Taken from table 25 of Campbell & colleagues) <sup>2</sup> and uprated using the HCHS pay and prices inflator
Computer decision support software	£7,780 per year			
Working time	42 weeks per year 37.5 hours per week	Based on 1,565 hours per year	44 weeks per year 41.7 hours per week	Based on 1,814 hours per year
Ratio of direct to indirect time on: Face-to-face contact	1:0.30	See schema 10.6	1:0.61	See schema 10.8
Average time per intervention (minutes)	6.56 (SD 3.83)	See table 23 of Campbell & colleagues) <sup>2</sup>	4 (SD 2.83)	See table 23 of Campbell & colleagues) <sup>2</sup>
<b>Unit costs available 2014/15</b>				
Total annual costs excluding 'other costs' (E) (including other costs)	£67,135 (£80,530)		£234,429 (£237,557)	
Cost per hour of face-to-face contact excluding 'other costs' (E) (including set-up costs)	£55.80 (£72.50)		£207 (£210)	
Cost per intervention excluding 'other costs' (E) (inc other costs)	£6.10 (£7.90)		£13.80 (£14.00)	

<sup>1</sup> Campbell, J., Fletcher, E., Britten, N., Green, C., Holt, T., Lattimer, V., Richards, D., Richards, S., Salisbury, C., Calitri, R., Bowyer, V., Chaplin, K., Kandiyali, R., Murdoch, J., Roscoe, J., Varley, A., Warren, F., & Taylor, R. (2014) Telephone triage for management of same-day consultation requests in general practice (the ESTEEM trial): a cluster-randomised controlled trial and cost-consequence analysis, *Lancet*. Doi: 10.1016/S0140-6736(14)61058-8 [accessed 4 November 2015]

<sup>2</sup> Campbell, J., Fletcher, E., Britten, N., Green, C., Holt, V., Lattimer, V., Richards, D., Richards, S., Salisbury, C., Taylor, R., Calitri, R., Bowyer, V., Chaplin, K., Kandiyali, R., Murdoch, J., Price, L., Roscoe, J., Varley, A. & Warren, F. (2015) The clinical effectiveness and cost-effectiveness of telephone triage for managing same-day consultation requests in general practice: a cluster randomised controlled trial comparing general practitioner-led management systems with usual care (the ESTEEN trial), *Health Technology Assessment*. DOI 10.3310/hta 19130.

## 10.10 NHS dentist – performer-only

A performer-only dentist performs dental services but does not hold a contract with a local health body. See <http://www.hscic.gov.uk/catalogue/PUB14016/pres-dent-eng-2013-gui.pdf> for more details of contract types. In 2014/15, there were 19,909 performer-only dentists in England.<sup>1</sup> In 2015, a survey of dentists carried out by PSSRU in collaboration with the General Dental Council provided information to estimate practice staff overheads and equipment used by dentists working all or some of the time with NHS patients. In total, responses were received from 210 practices with some or all NHS activity. See Preface for more information.

Costs and unit estimation	2014/2015 value	Notes
A. Net remuneration	£60,600 per year	This is the average taxable income (average gross earnings less average total expenses) for self-employed primary care performer-only dentists in 2013/14. <sup>2</sup> It has not been possible to agree an inflator to provide estimated net remuneration for 2014/15.
B. Practice expenses: Employee expenses Office and general business expenses  Premises Car and travel Other	£6,700 per year £4,400 per year  £2,900 per year £900 per year £21,400 per year	Employee expenses are taken from the <i>Dental Earnings and Expenses</i> report. <sup>1</sup> All office and general business, premises and other expenses including advertising promotion and entertainment are based on expenditure taken from the <i>Dental Earnings and Expenses</i> report. <sup>1</sup>  'Other' includes a variety of expenses, including laboratory costs, materials costs, advertising, promotion and entertainment costs, which have been divided equally between the dental staff (dentists and nurses/hygienists). See page 23 of the <i>Dental Earnings and Expenses</i> <sup>3</sup> report for information on double-counting.
C. Qualifications	No costs available	See <a href="http://www.gdc-uk.org/Dentalprofessionals/Education/Pages/Dentist-qualifications.aspx">http://www.gdc-uk.org/Dentalprofessionals/Education/Pages/Dentist-qualifications.aspx</a> .
D. Ongoing training	No costs available	At least 250 hours of CPD are required every five years. At least 75 of these hours need to be 'verifiable' CPD. <sup>4</sup>
E. Capital costs	£ 7,846 per year	Based on the new-build and land requirements of a dentist surgery, but adjusted to reflect shared use of both treatment and non-treatment space. Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent. <sup>5</sup>
F. Equipment costs	£ 5,220 per year	Total equipment costs (e.g. dentist chairs, cabinetry and all dental technology) per practice with all or some NHS activity was valued at £139,760 or £43,430 per FTE dentist. Costs have been annuitised to reflect that ten years was the most frequently-cited replacement time. For dentists providing NHS dentistry alone (sample=30), equipment was valued at £64,633 per practice or £22,758 per FTE dentist (£2,736 when annuitised over ten years). (See Preface for PSSRU survey information.)
Working time	43.3 weeks per year 35.8 hours per week.	The average total number of weekly hours worked by performer-only dentists in 2013/14 was 35.8. <sup>6</sup> The average total number of weekly NHS hours worked was 26.7. On average, dentists took 2.9 days of sickness leave and 4.5 weeks annual leave. Unit costs are based on 1,550 hours. <sup>6</sup>
Ratio of direct to indirect time: clinical time	1:0.25	Based on information taken from the 2013/14 <i>Dental working hours</i> survey, performer-only dentists spent 80.2 per cent of their working time on clinical activities. <sup>6</sup>
<b>Unit costs available 2014/2015</b>		
£71 per hour; £88 per hour of patient contact, £72 per hour (with 17 kgCO <sub>2</sub> e) <sup>7</sup> ; £89 per hour of patient contact (with 21 kgCO <sub>2</sub> e). <sup>7</sup>		

<sup>1</sup> Health & Social Care Information Centre (2015) *NHS dental statistics for England: 2014/15*, <http://www.hscic.gov.uk/article/2021/Website-Search?productid=18507&q=NHS+dental+statistics+for+England&sort=Relevance&size=10&page=1&area=both#top> [accessed 7 October 2015].

<sup>2</sup> Health & Social Care Information Centre (2015) *Dental earnings and expenses 2013/14*, <http://www.hscic.gov.uk/article/2021/Website-Search?q=Dental+Earnings+and+expenses&go=Go&area=both> [accessed 12 October 2015].

<sup>3</sup> The Information Centre (2013) *Dental earnings and expenses: England and Wales, 2011/12*, <http://www.hscic.gov.uk/catalogue/PUB11473/dent-earn-expe-eng-wale-2011-12-rep.pdf> [accessed 30 July 2014].

<sup>4</sup> General Dental Council (2013) *Continuing professional development for dental professionals*, <http://www.gdc-uk.org/Dentalprofessionals/CPD/Documents/GDC%20CPD%20booklet.pdf> [accessed 30 July 2014].

<sup>5</sup> Building Cost Information Service (2015) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

<sup>6</sup> Health & Social Care Information Centre (2014) *Dental working hours, 2012/13 & 2013/14*, [http://www.hscic.gov.uk/article/2021/Website-Search?q=title:"Dental+working+hours"&sort=Relevance&size=20&page=1&area=both#top](http://www.hscic.gov.uk/article/2021/Website-Search?q=title:) [accessed October 2015].

<sup>7</sup> Costs provided by Imogen Tennison, Sustainable Development Unit. See Preface and contact [imogen.tennison@nhs.net](mailto:imogen.tennison@nhs.net) for more information.

## 10.11 Dentist – providing-performer

The costs below relate to a providing-performer, which is a dentist who holds a contract and who also acts as a performer, delivering dental services themselves.<sup>1</sup> In 2014/15, there were 4,038 providing-performer dentists in England.<sup>2</sup> In 2015, a survey of dentists carried out by PSSRU in collaboration with the General Dental Council provided information to estimate practice staff overheads and equipment used by dentists working all or some of the time with NHS patients. In total, responses were received from 210 practices with some or all NHS activity. See Preface for more information.

Costs and unit estimation	2014/2015 value	Notes
A. Net remuneration	£116,700 per year	This is the average taxable income of self-employed primary care providing-performer dentists in 2013/14. <sup>3</sup> It has not been possible to agree an inflator to provide estimated net remuneration for 2014/15.
B. Practice expenses: Employee expenses	£62,642 per year	Staff overheads estimated using PSSRU survey information (see Preface for more information) were £62,642 per FTE dentist with some or all NHS activity. Each FTE dentist employs 1.50 of a dental nurse (AFC Band 4), 0.17 of a hygienist/dental therapist (AFC band 5), 0.24 of a practice manager (AFC band 6) and 0.50 of 'other' staff (AFC band 2) (e.g. receptionist, dental technician, cleaner). For NHS-only dentists, this cost is £50,274. Salary costs have been estimated using Agenda for Change bands taken from the NHS staff earnings estimates for July 2014-June 2015. <sup>4</sup>
Office and general business expenses	£20,500 per year	All office and general business, premises and other expenses including advertising promotion and entertainment are based on expenditure taken from the <i>Dental Earnings and Expenses report</i> . <sup>3</sup>
Premises	£22,000 per year	'Other' includes a variety of expenses, including laboratory costs, materials costs, advertising, promotion and entertainment costs, which have been divided equally between the dental staff (dentists and nurses/hygienists).
Car and travel	£1,800 per year	
Other	£28,488 per year	
C. Qualifications	No costs available	See <a href="http://www.gdc-uk.org/Dentalprofessionals/Education/Pages/Dentist-qualifications.aspx">http://www.gdc-uk.org/Dentalprofessionals/Education/Pages/Dentist-qualifications.aspx</a> .
D. Ongoing training	No costs available	At least 250 hours of CPD are required every five years. At least 75 of these hours need to be 'verifiable' CPD. <sup>5</sup>
E. Capital costs	£ 7,846 per year	Based on the new-build and land requirements of a dentist surgery, but adjusted to reflect shared use of both treatment and non-treatment space. Capital costs have been annuitised over 60 years at a discount rate of 3.5 per cent. <sup>6</sup>
F. Equipment costs	£ 5,220 per year	Total equipment costs (eg. dentist chairs, cabinetry and all dental technology) per practice with all or some NHS activity was valued at £139,760, or £43,430 per FTE dentist. Costs have been annuitised to reflect that ten years was the most frequently cited replacement time. For dentists providing NHS dentistry alone (sample=30), equipment was valued at £64,633 per practice or £22,758 per FTE dentist (£2,736 per year when annuitised over ten years). See Preface for PSSRU survey information.
Working time	43.4 weeks per year 41 hours per week.	The average total number of weekly hours worked by providing-performer dentists in 2013/14 was 41, with 25.7 hours devoted to NHS work. <sup>7</sup> On average dentists took 2.9 days of sickness leave and 4.2 weeks annual leave. Unit costs are based on 1,781 hours. <sup>7</sup>
Ratio of direct to indirect time: Clinical time	1:0.39	Based on information taken from the 2013/14 <i>Dental working hours survey</i> , <sup>7</sup> providing-performer dentists spent 72.1 per cent of their working time on clinical activities.
<b>Unit costs available 2014/2015</b>		
£147 per hour; £207 per hour of patient contact; £148 per hour (with 19 kgCO <sub>2</sub> e) <sup>8</sup> ; £208 per hour of patient contact (with 27 kgCO <sub>2</sub> e). <sup>7</sup>		

<sup>1</sup> Health & Social Care Information Centre (2015) *A guide to NHS dental publications*, [accessed 30 July 2014].

<sup>2</sup> Health & Social Care Information Centre (2015) *NHS dental statistics for England: 2014/15*, <http://www.hscic.gov.uk/catalogue/PUB14738> [accessed 12 October 2015].

<sup>3</sup> Health & Social Care Information Centre (2015) *Dental earnings and expenses 2013/14*, <http://www.hscic.gov.uk/article/2021/Website-Search?q=Dental+Earnings+and+expenses&go=Go&area=both> [accessed 12 October 2015].

<sup>4</sup> Health & Social Care Information Centre (2015) NHS staff earnings estimates to June 2015 (not publicly available), Health & Social Care Information Centre, Leeds.

<sup>5</sup> General Dental Council (2013) *Continuing professional development for dental professionals*, <http://www.gdc-uk.org/Dentalprofessionals/CPD/Documents/GDC%20CPD%20booklet.pdf> [accessed 30 July 2014].

<sup>6</sup> Building Cost Information Service (2015) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

<sup>7</sup> Health & Social Care Information Centre (2014) *Dental working hours, 2012/13 & 2013/14*, <http://www.hscic.gov.uk/catalogue/PUB14929> [accessed 3 October 2015].

<sup>8</sup> Costs provided by Imogen Tennison, Sustainable Development Unit. See Preface and contact [Imogen.tennison@nhs.net](mailto:Imogen.tennison@nhs.net) for more information.

## 10.12 NHS dental charges

Paying adults are charged according to the treatment band. 'Other' treatment incurs no charge. The table below shows the NHS dental charges applicable to paying adults from 1 April 2015.

Treatment Band	Charges from 1 April 2015	
Band 1	£18.80	Examination, diagnosis (including x-rays), advice on how to prevent future problems, a scale and polish if needed, and application of fluoride varnish or fissure sealant.
Band 2	£51.30	This covers everything listed in Band 1 above, plus any further treatment such as fillings, root canal work or removal of teeth.
Band 3	£222.50	This covers everything listed in Bands 1 and 2 above, plus crowns, dentures and bridges.

See: <http://www.parliament.uk/business/publications/written-questions-answers-statements/written-statement/Lords/2015-03-11/HLWS346/> for further information on NHS dental charges.