

II. COMMUNITY-BASED HEALTH CARE STAFF

9. Scientific and professional staff

The table overleaf provides the unit costs for community-based allied health professionals (bands 4-8) and replaces the individual schema previously found in this section. 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 by band are shown below and in more detail by job type in Chapter 17. Reference should also be made to the explanatory notes when interpreting the unit costs.

Job titles by band	
Band 2	Clinical support worker (Physiotherapy, Occupational therapy, Speech and language therapy.)
Band 3	Clinical support worker, higher level (Physiotherapy, Occupational therapy, Speech and language therapy).
Band 4	Occupational therapy technician, Speech and language therapy assistant/associate practitioner, Podiatry technician, Clinical psychology assistant practitioner, Pharmacy technician.
Band 5	Physiotherapist, Occupational therapist, Speech and language therapist, Podiatrist, Clinical psychology assistant practitioner (higher level), Counsellor (entry level).
Band 6	Physiotherapist specialist, Occupational therapist specialist, Speech and language therapist specialist, Podiatrist specialist, Clinical psychology trainee, Counsellor, Pharmacist, Arts therapist (entry level).
Band 7	Physiotherapist (advanced), Specialist physiotherapist (respiratory problems), Specialist physiotherapist (community), Physiotherapy team manager, Speech and language therapist (advanced), Podiatrist (advanced), Podiatry team manager, Clinical psychologist, Counsellor (specialist), Arts therapist.
Band 8a	Physiotherapist principal, Occupational therapist principal, Speech and language therapist principal, Podiatrist principal.
Band 8a-b	Physiotherapist consultant, Occupational therapist consultant, Clinical psychologist principal, Speech and language therapist principal, Podiatric consultant (surgery), Arts therapist principal.
Band 8a-c	Counsellor professional manager, Counsellor consultant, Consultant speech and language therapist.
Band 8c-d	Clinical psychologist consultant, Podiatric consultant (surgery), Head of arts therapies, Arts therapies consultant.
Band 8d-9	Clinical psychologist consultant (professional), Lead/head of psychology services, Podiatric consultant (surgery), Head of service.

9. Scientific and professional staff

A Wages/salary

Based on the mean full-time equivalent basic salary for Agenda for Change (AfC) bands 4-9 of the April 2019/March 2020 NHS staff earnings estimates for allied health professionals.¹ See NHS Terms and Conditions of Service Handbook for information on payment for unsocial hours.² 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 £35,881; hospital occupational therapists, £34,423; speech and language therapists, £35,995; dietitians, £35,985.

B Salary oncosts

Employer's national insurance is included plus 20.68 per cent of salary for employer's contribution to superannuation. See Preface for more information.

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).³ Current cost information has been gathered from various sources (see Schema 18). To calculate the cost per hour including qualifications for each profession, the appropriate expected annual cost shown in Schema 18 should be divided by the number of working hours. This can then be added to the cost per working hour.

D Overheads

Taken from the 2013/2014 financial accounts for 10 community trusts. 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.^{4,5}

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.⁶

G Working time

Working hours for each AfC band have been calculated by deducting sickness absence days as reported for NHS staff groups⁷ and training/study days from 225 working days.

H Ratio of direct to patient-related time

Based on a study by Shearer et al. (2019),⁸ the ratio of direct to indirect time was 1:0.91 for a clinical psychologist (band 7); every hour of face-to-face time required 55 minutes of non-face-to-face time. See previous editions for time spent on patient-related activities for other professionals and also this blog <https://www.pssru.ac.uk/blog/category/unit-costs/page/3/> to show how to apply the ratio. See also Section V for information on a PSSRU survey carried out in 2014/2015 providing estimates of time use for community staff

I London multiplier and non-London multiplier

See information produced by NHS Employers⁹ and NHS Improvement¹⁰ for information on Inner and Outer London supplements and the market forces factor (MFF) which estimates the unavoidable cost differences between healthcare providers, based on their geographical location.

¹ NHS Digital (2020) *NHS staff earnings estimates, 12-month period from April 2019 – March 2020* (not publicly available), NHS Digital, Leeds.

² NHS Employers (2018) *NHS Terms and Conditions of Service Handbook*, NHS Employers, London. <http://www.nhsemployers.org/tchandbook> [accessed 25 September 2018].

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 Building Cost Information Service (2017) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

⁵ Ministry of Housing, Communities & Local Government (2018) *Land value estimates for policy appraisal 2017*, <https://www.gov.uk/government/publications/land-value-estimates-for-policy-appraisal-2017> [accessed 25 September 2018].

⁶ NHS Employers (2017) *Mileage allowances – Section 17*, NHS Employers, <http://www.nhsemployers.org/your-workforce/pay-and-reward/agenda-for-change/nhs-terms-and-conditions-of-service-handbook/mileage-allowances> [accessed 25 September 2018].

⁷ NHS Digital, NHS sickness absence rates, January 2019 to March 2019 and Annual Summary 2010-11 to 2018-19, NHS Digital, London. <https://digital.nhs.uk/data-and-information/publications/statistical/nhs-sickness-absence-rates/january-2019-to-march-2019-and-annual-summary-2010-11-to-2018-19> [accessed 1 October 2019]

⁸ Sheehy, L., Clark, B., & Pringle, C. (2019) *Refractory depression: Cost effectiveness of radical open dialectical behaviour therapy findings of economic evaluation of RefraMED trial*, BJPsych Open, file:///C:/Users/lac/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/RHVCST88/refractory_depression_costeffectiveness_of_radically_open_dialectical_behaviour_therapy_findings_of_economic_evaluation_of_reframed_trial.pdf.

⁹ NHS Employers (2019) Annex 9: High cost area supplements, <https://www.nhsemployers.org/tchandbook/annex-4-to-10/annex-9-high-cost-area-supplements> [accessed 1 October 2019].

¹⁰ NHS Improvement (2019) 2019/20 payment reform proposals, <https://improvement.nhs.uk/resources/201920-payment-reform-proposals/>. [accessed 1 October 2019].

9. Scientific and professional staff

This table provides the annual and unit costs for community-based scientific and professional staff. See notes facing for assistance in interpreting each cost item. See Chapter 18 for examples of roles in each band. See also Excel database on the PSSRU website. **Please note that there are no staff on Bands 1-3 for this staff group.**

Refer to notes on facing page for references	Band 4	Band 5	Band 6	Band 7	Band 8a	Band 8b	Band 8c	Band 8d	Band 9
A Wages/salary	£22,626	£25,023	£33,734	£41,226	£48,669	£58,176	£68,771	£82,118	£100,285
B Salary oncosts	£6,610	£7,437	£10,440	£13,024	£15,590	£18,868	£22,521	£27,123	£33,387
C Qualification	See note								
D Overheads									
Management, admin and estates staff	£7,163	£7,953	£10,823	£13,291	£15,743	£18,876	£22,367	£26,764	£32,750
Non-staff	£11,168	£12,400	£16,875	£20,723	£24,547	£29,431	£34,874	£41,730	£51,063
E Capital overheads	£3,092	£5,237	£5,237	£5,237	£5,237	£5,237	£5,237	£5,237	£5,237
F Travel	See note								
G Working time	43.2 weeks (1,618 hours) per year, 37.5 hours per week	42.6 weeks (1,599 hours) per year, 37.5 hours per week							
H Ratio of direct to indirect time	See note								
London/non-London multipliers	See note								
Unit costs available 2019/2020									
Cost per working hour	£31	£36	£48	£58	£69	£82	£96	£114	£139

10. Nurses, doctors and dentists

10.1 Nurses

10.2 Practice nurse

10.3a General practitioner - cost elements

10.3b General practitioner - unit costs

10.3c General practitioner - commentary

10.4 The cost of online consultations

10.5 Telephone triage

10.6 NHS dentist - Performer-only

10.7 Dentist - Providing-Performer

10.8 NHS dental charges

10.1. Nurses

A. Wages/salary

Based on the mean full-time equivalent basic salary for Agenda for Change (AfC) bands 4-9 of the April 2019/March 2020 NHS staff earnings estimates for qualified nurses.¹ See NHS Terms and Conditions of Service Handbook for information on payment for unsocial hours.² See Section V for further information on pay scales. The Electronic Staff Records (ESR) system shows that the mean basic salary for a community nurses is £33,832.¹ See Section V for further information on pay scales.

B. Salary oncosts

Employer's national insurance is included, plus 20.68 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).³ Current cost information has been gathered from various sources (see Schema 18 for more details).

D. Overheads

Taken from the 2013/2014 financial accounts for ten community trusts. See 2015 edition of the Unit Costs of Health & Social Care 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.^{4,5}

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.⁶

G. Working time

Working hours for each AfC band have been calculated by deducting sickness absence days⁷ as reported for NHS staff groups and training/study days from 225 working days.

H. Ratio of direct to indirect time

Based on a study by Ball & Philippou (2014)⁸ on average Grade 5 community nurses spent 44 per cent of their time on direct care and a further 18 per cent of their time on care planning, assessment and co-ordination. For Grade 6 these figures were 34 per cent and 21 per cent and for Grade 7/8, 27 per cent and 22 per cent. See Ball & Philippou (2014)⁹ for more detail and for the breakdown of time for different AfC bands which has been used to calculate the cost of an hour of face-to-face time. Also see the McKinsey report,⁹ for comparative purposes.

¹ NHS Digital (2019) *NHS staff earnings estimates, 12-month period from Apr 2019 – Mar 2020* (not publicly available), NHS Digital, Leeds.

² NHS Employers (2018) *NHS Terms and Conditions of Service Handbook*, NHS Employers, London. <http://www.nhsemployers.org/tchandbook> [accessed 25 September 2018].

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 Building Cost Information Service (2017) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

⁵ Ministry of Housing, Communities & Local Government (2018) *Land value estimates for policy appraisal 2017*, <https://www.gov.uk/government/publications/land-value-estimates-for-policy-appraisal-2017> [accessed 25 September 2018].

⁶ NHS Employers (2018) *Mileage allowances – Section 17*, NHS Employers, London. <http://nhsemployers.org/your-workforce/pay-and-reward/nhs-terms-and-conditions/nhs-terms-and-conditions-of-service-handbook/mileage-allowances> [accessed 1 October 2018].

⁷ NHS Digital, NHS sickness absence rates, January 2019 to March 2019 and Annual Summary 2010-11 to 2018-19, NHS Digital, London. <https://digital.nhs.uk/data-and-information/publications/statistical/nhs-sickness-absence-rates/january-2019-to-march-2019-and-annual-summary-2010-11-to-2018-19> [accessed 1 October 2019].

⁸ 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.

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

10.1. Nurses

This table provides the annual and unit costs for qualified nurses. See notes facing for assistance in interpreting each cost item. See Chapter 17 for examples of roles in each band. Refer to notes on facing page for references. See also Excel database on the PSSRU website. **Please note that there are no staff on Bands 1-3 in this staff group.**

	Band 4	Band 5	Band 6	Band 7	Band 8a	Band 8b	Band 8c	Band 8d	Band 9
A Wages/salary	£21,929	£27,350	£34,250	£40,997	£47,915	£57,003	£66,808	£79,149	£95,050
B Salary oncosts	£6,370	£8,239	£10,618	£12,945	£15,330	£18,463	£21,844	£26,099	£31,582
C Qualification	See note								
D Overheads									
Management, admin and estates staff	£6,993	£8,719	£10,992	£13,215	£15,494	£18,489	£21,719	£25,785	£31,024
Non-staff	£10,810	£12,934	£17,140	£20,606	£24,160	£28,828	£33,865	£40,205	£48,373
E Capital overheads	£1,553	£4,471	£4,471	£4,471	£4,471	£4,471	£4,471	£4,471	£4,471
F Travel	See note								
G Working time	42.4 weeks (1,589 hours) per year, 37.5 hours per week	41.9 weeks (1,573 hours) per year, 37.5 hours per week							
H Ratio of direct to indirect time	See note								
Unit costs available 2019/2020									
Cost per working hour	£30	£39	£49	£59	£68	£81	£95	£112	£134
Cost per hour of patient-related work		£63	£89	£120	£139				

10.2 Nurse (GP practice)

Costs and unit estimation	2019/2020 value	Notes
A. Wages/salary	£27,350 per year	Based on the mean full-time equivalent basic salary for Agenda for Change band 5 of the April 2019/March 2020 staff earnings estimates for nurses. ¹ See NHS terms and conditions of service handbook for information on payment for unsocial hours. ² See Section V for further information on pay scales.
B. Salary oncosts	£6,416 per year	Employer's national insurance is included, plus 20.68 per cent of salary for employer's contribution to superannuation.
C. Qualifications	£8,687 per year	Qualification costs have been calculated using the method described in Netten et al. (1998). ³ Current cost information has been gathered from various sources (see Schema 18). See Schema 18 for more details.
D. Overheads		<p>Taken from the 2013/2014 financial accounts for 10 community trusts. See the Preface of the <i>Unit Costs of Health & Social Care 2015</i> for more information.</p> <p>Management and administration £8,719 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 (24.5 per cent of direct care salary costs).</p> <p>Office, general business and premises (including advertising and promotion) £12,363 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.⁴ Office and general business, premises and other expenses calculated as the ratio of practice nurse salary costs to all GP employees' salary costs.</p>
E. Capital overheads		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, declining to 3 per cent after 30 years. ^{5, 6}
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. ⁷
Working time	41.9 weeks per year 37.5 hours per week	Unit costs are based on 1,573 hours per year: 225 working days minus sickness absence ⁸ and training/study days as reported for all NHS staff groups.
Ratio of direct to indirect time on: face-to-face contacts		No current information available. See previous editions of this volume for sources of information.
Duration of contact		No current information available. See previous editions of this volume for sources of information.
Patient contacts		No current information available. See previous editions of this volume for sources of information.
London multiplier		See information produced by NHS Employers ⁹ and NHS Improvement ¹⁰ for information on Inner and Outer London supplements and the market forces factor (MFF) which estimates the unavoidable cost differences between healthcare providers, based on their geographical location.
Unit costs available 2019/2020 (costs including qualifications given in brackets)		
£38 (£42) per hour		

¹ NHS Digital (2019) *NHS staff earnings estimates, 12-month period from April 2019 – March 2020* (not publicly available), NHS Digital, Leeds.

² NHS Employers (2018) *NHS Terms and Conditions of Service Handbook*, NHS Employers, London. <http://www.nhsemployers.org/tchandbook> [accessed 25 September 2018].

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 NHS Digital (2019) *GP earnings and expenses 2017/18*, NHS Digital, Leeds. <https://digital.nhs.uk/data-and-information/publications/statistical/gp-earnings-and-expenses-estimates> [accessed 18 September, 2019].

⁵ Building Cost Information Service (2017) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

⁶ Ministry of Housing, Communities & Local Government (2018) *Land value estimates for policy appraisal 2017*, <https://www.gov.uk/government/publications/land-value-estimates-for-policy-appraisal-2017> [accessed 25 September 2018].

⁷ NHS Employers (2018) *Mileage allowances – Section 17*, NHS Employers, <http://www.nhsemployers.org/your-workforce/pay-and-reward/agenda-for-change/nhs-terms-and-conditions-of-service-handbook/mileage-allowances> [accessed 25 September 2018].

⁸ NHS Digital, NHS sickness absence rates, January 2019 to March 2019 and Annual Summary 2010-11 to 2018-19, NHS Digital, London. <https://digital.nhs.uk/data-and-information/publications/statistical/nhs-sickness-absence-rates/january-2019-to-march-2019-and-annual-summary-2010-11-to-2018-19> [accessed 1 October 2019].

⁹ NHS Employers (2019) Annex 9: High cost area supplements, <https://www.nhsemployers.org/tchandbook/annex-4-to-10/annex-9-high-cost-area-supplements> [accessed 1 October 2019].

¹⁰ NHS Improvement (2019) 2019/20 payment reform proposals, <https://improvement.nhs.uk/resources/201920-payment-reform-proposals/>. [accessed 1 October 2019].

10.3 General practitioner

10.3a General practitioner — cost elements

Costs and unit estimation	2019/2020 value	Notes (for further clarification see Commentary)
A. Net remuneration	£117,300 per year	Average income before tax for GPMS contractor GPs for England. ¹ This is an increase of 3.4 per cent on last year.
B. Practice expenses:		
Direct care staff	£27,712 per year	Ninety one per cent of FTE equivalent practitioners (excluding GP registrars and GP retainers) employed 0.62 FTE nurse (including practice nurses, advanced level nurses and extended role and specialist nurses includes salary and oncosts. ^{2,3}
Administrative and clerical staff	£34,252 per year	Each FTE equivalent practitioner (excluding GP registrars and GP retainers) employed 1.18 FTE administrative and clerical staff ^{1,2} , includes salary and oncosts.
Office and general business	£10,856 per year	All office and 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 3.02 members of staff, including practice nurses, other patient care staff, plus administrators and clerical staff. ^{1,2} Office and general business, premises, and other expenses calculated as the ratio of GP salary costs to all GP employees salary costs.
Premises	£15,660 per year	
Other: includes advertising, promotion and entertainment	£17,053 per year	
Car and travel	£1,100 per year	Based on information taken from the GP earnings and expenses report. ^{1,2}
C. Qualifications	£45,256 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. ⁵
D. Ongoing training		No estimates available.
E. Capital costs:		
Premises	£16,081 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, declining to 3 per cent after 30 years. ^{6,7}
Working time	42 weeks per year 41.4 hours per week	Based on information taken from the 9 th National GP Worklife Survey. ⁸ Respondents to this survey reported working an average of 41.8 hours per week and a mean number of 6.7 sessions.
Ratio of direct to indirect time:		
face-to-face time (excludes travel time)	1:0.64	Based on information taken from the 9 th National GP Worklife Survey, ⁸ direct patient care (surgeries, clinics, telephone consultations & home visits) took 61 per cent of a GP's time. Indirect patient care (referral letters, arranging admissions) absorbed 21 per cent of time. General administration (practice management etc.) formed 8.4 per cent of time, 3.7 per cent was spent on external meetings, with other activities (continuing education/development, research, teaching etc.) taking 5.9 per cent of a GP's time. No information was available on the percentage time allocated to out-of-surgery visits.
Patient-related time	1:0.22	
Consultations:		
Surgery	9.22 minutes	Based on a study carried out by Hobbs et al. (2016) of 398 English general practices, ⁹ the mean duration of a GP surgery consultation was 9.22 minutes. Based on research carried out by Elmore et al. (2016) ¹⁰ in which 440 video-recorded consultations were analysed from 13 primary care practices in England, the mean consultation length was 10.22 minutes.

Unit costs for 2019/2020 are given in table 10.3b

¹ NHS Digital (2019) *GP earnings and expenses 2018/19*, NHS Digital, Leeds. <https://digital.nhs.uk/data-and-information/publications/statistical/gp-earnings-and-expenses-estimates> [accessed 18 September, 2019].

² NHS Digital (2019) *General Practice Workforce, Final 31 March 2019, experimental statistics, England*, NHS Digital, <https://digital.nhs.uk/data-and-information/publications/statistical/general-and-personal-medical-services/final-31-march-2019-experimental-statistics> [18 September, 2019].

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

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), 2015.

⁶ Building Cost Information Service (2017) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

⁷ Ministry of Housing, Communities & Local Government (2018) *Land value estimates for policy appraisal 2017*, <https://www.gov.uk/government/publications/land-value-estimates-for-policy-appraisal-2017> [accessed 25 September 2018].

⁸ Gibson, J., Sutton, M., Spooner, S., & Checkland, K. (2018) *Ninth national GP worklife survey*, University of Manchester, Manchester. <http://blogs.ishtm.ac.uk/prucomm/files/2018/05/Ninth-National-GP-Worklife-Survey.pdf> [accessed 19 September 2018].

⁹ Hobbs, R. Bankhead, C. Mukhtar, T., Stevens, S. Perera-Salazar, R. Holt, T., & Salisbury, C. (2016) Clinical workload in UK primary care: a retrospective analysis of 100 million consultations in England, 2007-14, *The Lancet*, 387, 10035, 2323-2330. <http://www.sciencedirect.com/science/article/pii/S0140673616006206>. [accessed 17 October 2016]

¹⁰ Elmore, N., Burt, J., Abel, G., Maratos, F., Montague, J., Campbell, J. & Roland, M. (2016) Investigating the relationship between consultation length and patient experience: a cross-sectional study in primary care, *British Journal of General Practice*, DOI: 10.3399/bjgp.16X687733.

10.3b General practitioner — unit costs

Unit cost 2019/2020	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)	£278,759	£236,114	£243,648	£201,003
Annual (excluding travel)	£277,659	£235,014	£242,548	£199,903
Per hour of GMS activity ¹	£156	£132	£136	£112
Per hour of patient contact ¹	£255	£217	£223	£184
Per minute of patient contact ¹	£4.30	£3.60	£3.70	£3.10
Per surgery consultation lasting 9.22 minutes ¹	£39	£33	£34	£28
Per patient contact lasting 9.22 minutes (including carbon emissions (6 KgCO ₂ e) ² (carbon costs less than £1)	£39.23	£33.19	£34.20	£28.16
Prescription costs per consultation (net ingredient cost)	£33.10 ³			
Net ingredient cost including carbon emissions (17 KgCO ₂ e) ²	£34.19			
Prescription costs per consultation (actual cost)	£30.90 ³			
Actual cost including carbon emissions (16 KgCO ₂ e) ²	£32.12			

10.3c General practitioner — commentary

General note about GP expenditure. NHS England, the Government, and the British Medical Association's General Practitioners Committee reached agreement on changes to the GP contract in England for 2016/2017, which took effect from 1 April 2016: <https://www.england.nhs.uk/2016/02/gp-contract-16-17/>.

Allowing for time equivalence (FTE). NHS Digital has estimated that the number of FTE practitioners (excluding GP registrars and GP retainers) has reduced from 27,717 in 2018 to 27,232 FTE in 2019.⁴ FTE practice staff included 16,483 practice nurses (includes specialist nurses, advanced level nurses, extended role and specialist nurses), 12,976 direct patient care staff, and 67,036 administrative and clerical.² Assuming that administrative and clerical staff are shared equally between GP practitioners and direct patient care staff (including practice nurses), each FTE practitioner (n=56,691) employs 1.18 FTE administrative and clerical staff (n=67,036).

Direct care staff. On average in 2019, approximately 91 per cent of FTE equivalent practitioners (excluding GP registrars and GP retainers)⁵ employed 0.67 FTE nursing staff (16,483/27,232). 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.⁶ Post-graduate education costs have been calculated using information provided by the Department of Health and Health Education England.⁷ 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.⁸

¹ Excludes travel.

² Costs provided by Richard Lomax, Sustainable Development Unit. Costs are <£1 for carbon emissions per patient contact lasting 9.22 minutes.

³ Personal communication with NHS Business Services Authority, 2019.

⁴ NHS Digital (2019) General Practice Workforce, England, Bulletin Tables March 2019. Experimental Statistics, <http://digital.nhs.uk/pubs/gpworkmay19>.

⁵ Based on personal correspondence with the Chairman of the East Midlands Regional Council, British Medical Association (2015).

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 Personal communication with the Department of Health and Health Education England (HEE), 2015.

⁸ NHS Employers (2006) *Modernising medical careers: a new era in medical training*, NHS Employers, London.

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 shown separately and accounts for half of GP emissions. A carbon price of £44 per tonne of carbon dioxide emission has been used to value these externalities in line with the mix of traded and non-traded emissions and 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 £33.30 (net ingredient cost) and £31 (actual cost). The net ingredient 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, plus on-cost for appliance contractors. The NIC does not take account of dispensing costs, fees or prescription charges income. The prescription cost per consultation has been calculated by first dividing the number of prescriptions per GP by the number of consultations per GP (38,859/9,130)^{1,2} (no updated number of consultations per GP available) to give the number of prescriptions per GP consultation (4.25) and multiplying this by the actual cost per GP prescription (£7.30) and the NIC per GP prescription (£7.80). The total NIC and actual cost of GP prescriptions were £8,252,437,072 and £7,695,342,049 respectively.²

Activity. Hobbs and colleagues (2016)³ carried out a retrospective analysis of GP and nurse consultations of non-temporary patients registered at 398 English general practices between April 2007 and March 2014. They used data from electronic health records routinely entered in the Clinical Practice Research Datalink (CPRD), and linked CPRD data to national datasets. The dataset comprised 101,818,352 consultations and 20,626,297 person-years of observation. The mean duration of GP surgery consultations increased by 6.7 per cent, from 8.65 minutes to 9.22 minutes during that time.

¹ See news item issued by the RCGP Press office which says that GPs have an average of 41.5 patient contacts per day. (41.5 consultations per day x 220 working days per year x the number of FTE GP registrars and retainers; 27,773, gives a total of 253,567,490 GP consultations per annum). <http://www.rcgp.org.uk/about-us/news/2018/january/workload-in-general-practice-a-real-concern-says-rcgp.aspx>.

² Personal communication with NHS Business Services Authority, 2019.

³ Hobbs, R. Bankhead, C. Mukhtar, T., Stevens, S. Perera-Salazar, R. Holt, T., & Salisbury, C. (2016) Clinical workload in UK primary care: a retrospective analysis of 100 million consultations in England, 2007-14, *The Lancet*, 387, 10035, 2323-2330. <http://www.sciencedirect.com/science/article/pii/S0140673616006206>.

10.4 The cost of online consultations

Information for this schema was taken from a 1- month observational study carried out in South West England by Hannah Edwards and colleagues¹ to evaluate an online consultation system in primary care. Thirty-six general practices covering 396,828 patients took part in the pilot and 7,472 patients completed an 'e-consultation'. Patient records (n=485) were abstracted for eight practices.

To contact their GP, a patient completed an online form describing the nature of their problem (hereafter referred to an 'e-consultation'). This was submitted to their practice, which committed to responding by the end of the next working day. The study calculated the average cost of all initial primary care actions in response to an e-consultation was £37.70. The cost was driven mainly by the time needed for a GP to triage the e-consultations (5 minutes assumed based on interviews with practice staff) and the relatively high proportion of e-consultations that resulted in a face-to-face or telephone consultation with a GP. When considering further follow-up actions taken in the subsequent 30 days, the average cost associated with an e-consultation increased to £47.10. Staff time was valued using data from the *Unit Costs of Health & Social Care 2015* and has been updated to current costs.

Table 1 shows that the cost needed for the GP to triage the e-consultations formed 32% of the total cost. Costs have been updated from 2015 to current values using the appropriate inflators.

Table 1 Average cost of all initial primary care actions in response to an e-consultation

All initial response actions	number	% all e-consultations (n=482)	Average cost per e-consultation
GP face-to-face appointments	186	39	£13.80
GP telephone calls	187	39	£8.41
Nurse face-to-face contacts	70	15	£1.91
Nurse telephone appointments	0	0	£0.00
Prescriptions	151	31	£1.36
Fit notes	31	6	£0.40
Routine referral letters	56	12	£0.73
2-week wait referral letters	10	2	£0.13
GP given advice by email	125	26	£0.00
Other GP actions	108	22	£0.00
Unknown GP actions	15	3	£0.00
GP-led triage cost	15	3	£12.57
Average cost of e-consultation			£49.20

¹ Edwards, H., Marques, E, Hollingworth, W., Horwood, J., Farr, M., Bernard, E., Salisbury, & Northstone, K. (2017) Use of a primary care online consultation system, by whom, when and why: evaluation of a pilot observational study in 36 general practices in South West England, *BMJ Open* 2017;7:eO16901.

10.5 Telephone triage – GP-led and nurse-led

Telephone triage is increasingly used to manage workloads in primary care. A study carried out between 1 March 2011 and 31 March 2013 by John Campbell and colleagues^{1,2} aimed to assess the effectiveness and cost consequences of 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 10.2 and 10.3), a detailed breakdown of the costs is provided below. Mean costs per intervention, including training, were £15.32 for GP-led triage and £7.80 (including computer decision support software) for nurse-led triage.

Costs and unit estimation	Nurse-led triage	Notes	GP-led triage	Notes
	2019/2020 value		2019/2020 value	
A. Wages/salary and oncosts	£35,589 per year	Based on the salary of a GP practice nurse (AfC band 5) plus oncosts (see 10.2)	£117,300	Average income before tax. See 10.3.
B. Overheads				
Staff overheads	£8,719 per year	See schema 10.2	£35,969	See schema 10.3 (excludes cost for direct care staff)
Non-staff	£12,934 per year	See schema 10.2	£44,669	
C. Qualifications	£8,774 per year	See schema 10.2	£43,287	See schema 10.3
D. Capital	£3,878 per year	See schema 10.2	£16,081	See schema 10.3
E. Other costs				
Staff training	£6,087 per year	Taken from Table 25 ² and updated using the HS pay and prices inflator	£3,392	Taken from Table 25 ² and updated using the HS pay and prices inflator
Computer decision support software	£8,433 per year			
Working time	42 weeks per year 37.5 hours per week	Based on 1,573 hours per year	44 weeks per year 41.7 hours per week	Based on 1,791 hours per year
Ratio of direct to indirect time on: face-to-face contact	1:0.30	See schema 10.2	1:0.61	See schema 10.3
Average time per intervention (minutes)	6.56 (SD 3.83)	See Table 23 ²	4 (SD 2.83)	See table 23 ²
Unit costs available 2018/19				
Total annual costs excluding Other costs (including other costs)	£69,864 (£84,386)		£253,405 (£254,362))	
Cost per hour of face-to-face contact excluding Other costs (including set-up costs)	£58 (£75)		£232 (£235)	
Cost per intervention excluding Other costs (including other costs)	£7.62 (£7.80)		£15.32 (£15.52)	

¹ 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, *The Lancet*,. Doi: 10.1016/S0140-6736(14)61058-8 [accessed 4 November 2015]

² 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 ESTEEM trial), *Health Technology Assessment*, 19,13, DOI 10.3310/hta 19130.

10.6 NHS dentist – Performer-Only

A Performer-Only dentist is a qualified dentist who works in a Providing-Performer practice (eg. a local dental practice). They are sometimes referred to as Associates. ¹ 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 251 practices with some or all NHS activity. See article in *Units Costs of Health & Social Care 2017* for more information. The costs below apply only to Performer-Only dentists with registered NHS activity. Dentists who performed only private dentistry have been excluded (n=50). Values (except remuneration) have been updated using the Health Services Inflation.

Costs and unit estimation	2019/2020 value	Notes
A. Net remuneration	£57,600 per year	This is the average taxable income (average gross earnings less average total expenses) for self-employed primary care Performer-Only dentists in 2018/2019. ² It has not been possible to identify an inflator to provide estimated net remuneration for 2019/2020.
B. Practice expenses:	£60,787 per year	Employee expenses are taken from the <i>Dental Earnings and Expenses</i> report ² . 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 ² .
Direct care staff		
Office and general business	£5,081 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</i> report. ²
Premises	£3,455 per year	Includes insurance, repairs, maintenance, rent and utilities.
Car and travel	£915 per year	
Other	£25,695 per year	Includes a variety of expenses, including laboratory costs, materials costs, advertising, promotion and entertainment costs.
C. Qualifications	No costs available	See http://www.gdc-uk.org/Dentalprofessionals/Education/Pages/Dentist-qualifications.aspx .
D. Ongoing training	No costs available	See https://www.gdc-uk.org/professionals/cpd .
E. Capital costs		Assumed to be included as rent (see above). 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, annuitised capital costs would be £8,617 per annum. ^{3,4}
F. Equipment costs	£ 7,541 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 £60,417 per FTE dentist. Costs have been annuitised over ten years as this was the most frequently-cited replacement time.
Working time	42.9 weeks per year 35.7 hours per week.	The average total number of weekly hours worked by Performer-Only dentists in 2017/2018 was 35.7. ⁵ The average total number of weekly NHS hours worked was 25.9. On average, dentists took 5 days of sickness leave and 4.5 weeks annual leave. Unit costs are based on 1,535 hours. ⁵
Ratio of direct to indirect time: Clinical time	1:0.27	Based on information taken from the <i>Dental working hours</i> survey, Performer-Only dentists spent 78.5 per cent of their working time on clinical activities.
Unit costs available 2019/2020		
£105 per hour; £133 per hour of patient contact.		

¹ NHS Digital (2019) *A guide to NHS dental publications*, NHS Digital, Leeds. <https://files.digital.nhs.uk/AD/73DD0A/nhs-dent-stat-eng-18-19-anx4-gui.pdf> [accessed 25 September 2019].

² NHS Digital (2019) *Dental earnings and expenses estimates, England and Wales, Time Series*, NHS Digital, Leeds. <https://digital.nhs.uk/data-and-information/publications/statistical/dental-earnings-and-expenses-estimates/2017-18> [accessed 18 September 2019].

³ Ministry of Housing, Communities & Local Government (2018) *Land value estimates for policy appraisal 2017*, <https://www.gov.uk/government/publications/land-value-estimates-for-policy-appraisal-2017> [accessed 25 September 2018].

⁴ Building Cost Information Service (2017) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

⁵ NHS Digital (2018) *Dental Working Hours: Working Patterns, Motivation and Morale 2016/17 and 2017/18*, NHS Digital, Leeds. <https://files.digital.nhs.uk/D5/AB5837/Dental-Working-Hours-2016-17-and-2017-18-Working-Patterns-Motivation-and-Morale-Report.pdf> [accessed 25 September 2018]. NB. no statistics for 2018-19 available at the time of producing this report.

10.7 Dentist – Providing-Performer

The costs below relate to a Providing-Performer, which is a dentist who holds a health service contract and who also acts as a Performer, delivering dental services themselves. ¹ 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 251 practices with some or all NHS activity. See article in *Unit Costs of Health & Social Care 2017* for more information. The costs below apply only to Performer-Only dentists with registered NHS activity. Dentists who performed only private dentistry have been excluded. Values (except remuneration) have been uprated using the Health Services Inflation.

Costs and unit estimation	2019/2020 value	Notes
A. Net remuneration	£113,100 per year	This is the average taxable income of self-employed primary care Providing-Performer dentists in 2018/2019. ² It has not been possible to agree an inflation to provide estimated net remuneration for 2019/2020.
B. Practice expenses:		
Employee expenses	£57,879 per year	As salary expenses for Performer-Only dentists are declared as an expense by Providing-Performer dentists, ² to avoid double-counting, employee expenses have been calculated using the PSSRU survey. This found that on average each FTE dentist (carrying out some or all NHS activity) employs 1.43 FTE of a dental nurse, 0.17 FTE of a hygienist/dental therapist, 0.23 FTE of a practice manager (AFC band 6) and 0.50 FTE of 'other' staff (AFC band 2, e.g. receptionist, dental technician, cleaner).
Office and general business expenses	£7,596 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</i> report and uprated using the Health Services Inflation. ²
Premises	£7,908 per year	Includes insurance, repairs, maintenance, rent and utilities.
Car and travel	£1,920 per year	
Other	£46,250 per year	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). ²
C. Qualifications	No costs available	See http://www.gdc-uk.org/Dentalprofessionals/Education/Pages/Dentist-qualifications.aspx .
D. Ongoing training	No costs available	See https://www.gdc-uk.org/professionals/cpd .
E. Capital costs		Assumed to be included as rent (see above). 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, annuitised capital costs would be £8,617 per annum. ^{3,4}
F. Equipment costs	£7,262 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 £60,417 per FTE dentist. Costs have been annuitised to reflect that ten years was the most frequently-cited replacement time.
Working time	43 weeks per year 41.3 hours per week.	The average total number of weekly hours worked by Providing-Performer dentists in 2017/2018 was 41.3, with 25.5 hours devoted to NHS work. On average dentists took 4.9 days of sickness leave and 4.4 weeks annual leave. Unit costs are based on 1,777 hours. ⁴
Ratio of direct to indirect time: Clinical time	1:0.41	Based on information taken from the <i>Dental working hours survey</i> , ⁴ Providing-Performer dentists spent 70.7 per cent of their working time on clinical activities.
Unit costs available 2019/2020		
£136 per hour; £197 per hour of patient contact;		

¹ NHS Digital (2019) *A guide to NHS dental publications*, NHS Digital, Leeds. <https://files.digital.nhs.uk/AD/73DD0A/nhs-dent-stat-eng-18-19-anx4-gui.pdf> [accessed 25 September 2019].

² NHS Digital (2019) *Dental earnings and expenses estimates, England and Wales, Time Series*, NHS Digital, Leeds. <https://digital.nhs.uk/data-and-information/publications/statistical/dental-earnings-and-expenses-estimates/2017-18> [accessed 18 September 2019].

³ Building Cost Information Service (2017) *Surveys of tender prices*, Royal Institute of Chartered Surveyors, London.

⁴ NHS Digital (2018) *Dental working hours: Working Patterns, Motivation and Morale 2016/17 and 2017/18*, NHS Digital, Leeds. <https://files.digital.nhs.uk/D5/AB5837/Dental-Working-Hours-2016-17-and-2017-18-Working-Patterns-Motivation-and-Morale-Report.pdf> [accessed 25 September 2018]. NB. no statistics available for 2018-19 at the time of producing this report.

⁵ Costs provided by Richard Lomax, Sustainable Development Unit.

10.8 NHS dental charges

Paying adults are charged according to the treatment band. The table below shows the NHS dental charges applicable to paying adults from 1 April 2020, by treatment band.

Treatment Band	Charges from 1 April 2020	
Emergency dental treatment	£22.70	This covers emergency care in a primary care NHS dental practice such as pain relief or a temporary filling.
Band 1	£22.70	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	£62.10	This covers everything listed in Band 1 above, plus any further treatment such as fillings, root canal work or removal of teeth.
Band 3	£269.30	This covers everything listed in Bands 1 and 2 above, plus crowns, dentures and bridges and other laboratory work.

See: <https://www.nhs.uk/using-the-nhs/nhs-services/dentists/understanding-nhs-dental-charges/> for further information on NHS dental charges.