



**This MUST be the end of 084 numbers
for NHS GPs in England**

After statements of guidance, a major public consultation, a bold ministerial statement and changes to the terms of the legally enforceable contracts, around 700 NHS GP practices in England continue to use 084 telephone numbers.

A letter from the National Support Centre of NHS England, issued today, should finally bring this to an end.

The [fair telecoms campaign website](#) invites patients who incur this “unfairness” to themselves press the points made in the letter to their practice.

The following link will reference the letter, once it has been formally published - <http://tiny.cc/NHSE00648>.



Highlights from the letter

- “ In April 2010 there was a contractual obligation placed on Practices ... in recognition of the **increased cost to the caller in dialling 084 numbers** Entering into, renewing or extending **such use was prohibited** and those already using such numbers were required to take **all reasonable steps** to bring their use to an end.
- “ With thanks to the **‘fair telecoms campaign’** we are able to outline some facts and bust some myths regarding the use of 084 numbers
- “ ... providers of surgery telephone systems including Daisy Group, providers of the Surgery Line system, permit **migration from 084 to geographic rate numbers** at any time within the term of existing system and network telephone service arrangements, **without penalty**. It is NHS England’s view that this represents one “reasonable” step that a practice could take.
- “ Providing an 084 number as a better service / higher cost alternative in parallel with a standard geographical option, is an **unacceptable** misrepresentation of what is meant by “choice” in the NHS. **The NHS does not offer distinct tiers of service based on ability to pay.**
- “ Your Area Team will be in touch to understand **your plans for swiftly moving away from the use of 084 numbers.**