



NHS Hospitals continuing to use 084 phone numbers

Directions from government

On 19 December 2009, [Directions to NHS Bodies concerning the cost of telephone calls](#) were issued by the Department of Health. These included the following specific requirement:

“to ensure that, having regard to the arrangement as a whole, persons will not pay more to make relevant calls than they would to make equivalent calls to a geographic number”

- “the arrangement as a whole” means considering all callers.
- “ensure” means not allowing callers to have to decide, or be misled, about costs.

All calls to all 084 numbers include a **Service Charge** of **between 2p and 7p per minute** to the benefit of the person called. Telephone call providers may add their own Access Charge - current examples from leading providers include cases of an **Access Charge** of **over 30p per minute**.

A summary of call costs from the major providers is published at [this link](#).

Non-compliance

The deadline for compliance with these Directions was **21 December 2010**. Identical requirements were imposed on contracted GPs with a deadline of **1 April 2011**.

Use of 084 telephone numbers in the NHS should have ceased by now, in accordance with the statement by the then Health Minister on [14 September 2009](#).

“We want to reassure the public that when they contact their local GP or hospital, the cost of their call will be no more expensive than if they had dialled a normal landline number.”

The offenders

The following list is of NHS England Hospitals which continue to use 084 telephone numbers, in direct breach of the Directions. (Others have belatedly moved to compliance over the last 2 years.)

Some seek to confuse or mislead callers, who are may not be experts on relative call costs, by offering alternative numbers and even inaccurate cost information - compounding the offence.

- [Calderdale and Huddersfield NHS Foundation Trust](#) - 0844 8110101
- [Mid Yorkshire Hospitals NHS Trust](#) - 0844 811 8110
- [Northumbria Healthcare NHS Trust](#) - 0844 811 8111 / 0844 811 8118
- [Barking, Havering and Redbridge Hospitals NHS Trust](#) - 0845 130 4204 / 0844 600 1124
- [Barnet and Chase Farm Hospitals NHS Trust](#) - 0845 111 4000
- [Basildon & Thurrock University Hospitals NHS Foundation Trust](#) - 0845 155 3111
- [University College London Hospitals NHS Foundation Trust](#) - 0845 155 5000
- [Maidstone and Tunbridge Wells NHS Trust](#) - 0845 155 1000
- [Plymouth Hospitals NHS Trust](#) - 0845 155 8155 / 0845 155 8281

See also [Lists of UK GPs using 084 telephone numbers](#)