



**The end of use of 084 telephone numbers  
by NHS GPs in England**

To: Heads of Primary Care - NHS England Area Teams

You will have seen from [David Geddes' letter of 4 November](#) that the **fair telecoms campaign** is working with you to ensure that compliance with the provisions of the relevant 2010 NHS GP contract revisions, as approved by parliament, may finally be achieved and enforced.

The failure of the former Primary Care Trust teams to overcome spurious excuses and misleading briefing material, despite my efforts and those of other supporters of the NHS, may perhaps be attributed to the lack of support and briefing from the Department of Health. I am assured that the Primary Care Commissioning National Support Centre is fully able to address any questions that Area Team members may have and to provide all necessary support.

If however there is any suggestion that one or more GPs may not be able to **“swiftly move away from the use of 084 numbers”**, then we would be pleased to add to this support of your efforts in any way we can.

We therefore expect that there will be no NHS GPs using 084 telephone numbers in England within the couple of months that it may take them to make the necessary changes to their arrangements. There will be some who will be able to complete, or advance, the termination of their arrangements within this period and will therefore have no need to take up the offer of a change of number, which enables total compliance.

It is important to understand that the relevant terms of the contract have not changed since April 2010. What is required of those already using 084 numbers now is what should have been achieved by 1 April 2011. In effect, an additional 30 months grace has been granted for them to take the necessary “reasonable steps” - there can surely be no valid claim for a further extension.

It is suggested that those who have entered into a breach of contract since 1 April 2010, by adopting 084 numbers, should be treated as if were now 1 April 2010, but no period of grace is permitted to those who have directly entered into a breach. We see this as being a suitably generous approach.

The **fair telecoms campaign** and its supporters, in conjunction with local media and other interested parties (e.g. MPs), will be monitoring the achievements of the Area Teams in securing compliance. The principles of the NHS need to be seen to be vigorously upheld throughout the UK, and our focus will remain across all of its parts (not just GPs in England).

To support this work, we have selected one sample case from each of the 27 areas. Attention will remain on all cases, but many of those selected are of particular interest, for various reasons. We would be delighted to be advised of progress with each of the cases listed overleaf, as early successes may provide an example to others.

(Please be aware that this is an “open message”, which will be published by the **fair telecoms campaign** and made available to media and other interested parties.)





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**Examples of practices**

In accordance with a letter from the Primary Care Commissioning National Support Centre of NHS England, the following practices are amongst those required to advise the respective Area Team of their *“plans for swiftly moving away from the use of 084 numbers”*.

<u>Area Team</u>	<u>Practice</u> (with link to website)
<b>NORTH</b>	
Cumbria, Northumberland, Tyne & Wear	<a href="#">Dr W H McManus</a>
Durham, Darlington & Tees	<a href="#">Middle Chare Medical Group</a>
North Yorkshire & Humber	<a href="#">Cross Hills Group Practice</a>
Lancashire	<a href="#">The Richmond Hill Practice</a>
West Yorkshire	<a href="#">Lindley Group Practice</a>
South Yorkshire & Bassetlaw	<a href="#">The Crookes Practice</a>
Greater Manchester	<a href="#">Windermere Road Surgery</a>
Merseyside	<a href="#">Belle Vale Medical Practice</a>
Cheshire, Warrington & Wirral	<a href="#">Northgate Village Surgery</a>
<b>MIDLANDS AND EAST</b>	
Leicestershire & Lincolnshire	<a href="#">Birstall Medical Centre</a>
Derbyshire & Nottinghamshire	<a href="#">Belvoir Health Group</a>
Shropshire & Staffordshire	<a href="#">Higherland Surgery</a>
East Anglia	<a href="#">West Pottergate Medical Practice</a>
Hertfordshire & South Midlands	<a href="#">Medici Medical Practice</a>
Arden Hereford & Worcestershire	<a href="#">Church Hill Medical Centre</a>
Birmingham & the Black Country	<a href="#">AW Surgeries</a>
Essex	<a href="#">Humber Road and Sunrise Avenue Surgeries</a>
<b>LONDON</b>	
North East London	<a href="#">Handsworth Medical Practice</a>
North West London	<a href="#">Townfield Doctors Surgery</a>
South London	<a href="#">Belmont Hill Surgery</a>
<b>SOUTH</b>	
Thames Valley	<a href="#">The Mandeville Practice</a>
Bath, Gloucestershire, Swindon & Wiltshire	<a href="#">Hathaway Medical Centre</a>
Bristol, N Somerset, Somerset & S Gloucestershire	<a href="#">Clevedon Medical Centre</a>
Kent & Medway	<a href="#">Park Surgery</a>
Surrey & Sussex	<a href="#">River Lodge Surgery</a>
Wessex	<a href="#">Derby Road Group Practice</a>
Devon, Cornwall & Isles of Scilly	<a href="#">Knowle House Surgery</a>

These are examples from the various parts of England. It is understood that there is a total of around 700 practices in the same position.