



NHS GPs in breach of their contracts, in Greater Manchester

The table given overleaf represents the current situation with practices contracted to NHS England being managed by its Greater Manchester Area Team, as seen through the internet.

The latter two columns of the table hold hyperlinks to the relevant web pages.

Explanation

All of the 0844 numbers in the table are from ranges allocated for use with the "Surgery Line" system - in conjunction with contracts now held with Daisy Group Plc.

We have been assured by Daisy Group, in a media briefing, that:

- 1. Surgery Line customers are NOT forced to continue using 0844 numbers until their long-term contracts end - it is open to them to move to a geographic number on request
2. Such customers can switch, free of charge, to numbers charged at the geographic rate

This confirms that practices are fully able to comply with the terms of their contract with the NHS, which requires those using 084 numbers to ... "before 1st April 2011 ... take all reasonable steps ... 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 geographical number".

Separator line of asterisks

Referring to the use of alternatives alongside 084 numbers by GPs, in a letter to its Area Teams, NHS England's Deputy Medical Director Dr Mike Bewick made the following comment:

"... a two-tier service of an 084 number with queuing and messaging facilities, alongside a local number that relies on a receptionist picking it up, is not a reasonable alternative. The NHS should not offer different levels of service dependent on means to pay."

This confirms that GPs must take advantage of the option to switch to a geographic number altogether, as stated above, rather than running a "two tier service" of telephone access that enables some 'persons' to pay more for a better service.

Separator line of asterisks

'A spokeswoman for NHS England in Greater Manchester', as quoted by the Manchester Evening News, appears to disagree, both with Dr Bewick and with Daisy Group:

"... some practices, while offering an alternative local number, are still tied into 0844 contracts".

She also seems to think that the 63,000 patients registered with the 18 practices listed below (based on the average list size for the area of around 3,500) are not important:

"We are aware that a small number of surgeries still have 0844 telephone numbers ..."

The Table

The information in the table overleaf has all been retrieved from searching the internet and is supported by links to the authoritative pages from where it has been obtained.

There may well be further cases where use of 084 numbers is better concealed than in those, at the foot of the table, where they are withheld from NHS Choices, but shown on practice websites.

**Data from the web pages at the given links  
on Sunday 21 September 2014**

Practice	Surgery	Telephone number	
		NHS Choices	Surgery Website
Al-Shifa Medical Centre	6 Copson Street, Withington, Manchester M20 3HE	<a href="tel:08443878505">0844 387 8505</a>	<a href="tel:08443878505">08443 878 505</a>
Dr D G BRODIE & Partners	109 Ladies Lane, Hindley, Wigan, Lancs WN2 2QG	<a href="tel:08444771844">08444 771844</a>	<a href="tel:08444771844">0844 477 1844</a>
The Hazeldene Medical Centre	97 Moston Lane East, New Moston, Manchester M40 3HD	<a href="tel:08444773527">0844 477 3527</a>	<a href="tel:01612418039">0161 241 8039</a> & <a href="tel:08444773527">0844 477 3527</a>
Yorkshire Street Surgery	190 Yorkshire Street, Rochdale OL16 2DN	<a href="tel:08444778578">0844 477 8578</a>	
Five Oaks Family Practice	47 Graham Street, Beswick, Manchester M11 3BB	<a href="tel:08444778670">0844 477 8670</a>	<a href="tel:01612234211">0161 223 4211</a> <a href="tel:08444778670">0844 477 8670</a>
Pemberton Surgery	Sherwood Drive, Wigan WN5 9QX	<a href="tel:08444779459">0844 4779459</a>	<a href="tel:08444779459">0844 4779459</a>
St Georges Medical Centre	St Georges Drive, Moston, Manchester M40 5HP	<a href="tel:08445769858">0844 576 9858</a>	<a href="tel:08445769858">0844 576 9858</a>
Droylsden Road Family Practice	125 Droylsden Road, Newton Heath, Manchester M40 1NT	<a href="tel:08448151381">0844 815 13 81</a>	<a href="tel:08448151273">0844 815 1273</a>
Valentine Medical Centre	2 Smethurst Street, Blackley, Manchester M9 8PP	<a href="tel:08448151573">0844 8151573</a>	<a href="tel:08448151573">0844 815 1573</a> or <a href="tel:01612415480">0161 241 5480</a>
Church Street Surgery	294 Church Street, Westhoughton, Bolton, Lancs BL5 3QQ	<a href="tel:08443879311">08443 879311</a>	
Pike View Medical Centre	Albert Street, Horwich, Bolton BL6 7AN	<a href="tel:08443879793">08443 879793</a>	<a href="tel:08443879311">08443 879311</a>
The Harwood Medical Centre	Hough Fold Way, Bolton, Lancs BL2 3HQ	<a href="tel:08444773691">08444 773691</a>	<a href="tel:08444773691">0844 477 3691</a> <a href="tel:01204300033">01204 300033</a>
Cornerstone Surgery	469 - 471 Chorley Old Road, Bolton BL1 6AH	<a href="tel:08444996613">0844 499 6613</a>	<a href="tel:08444996613">0844 4996613</a>
Monton Medical Centre - Dr J M Borg-Costanzi	Canal Side, Eccles, Lancs M30 8AR	<a href="tel:08448151147">0844 815 1147</a>	
Tregenna Group Practice	399 Portway, Manchester, M22 0EP	<a href="tel:01614993777">0161 499 3777</a>	<a href="tel:01614993777">0161 499 3777</a> or <a href="tel:08444773684">0844 477 3684</a>
Davyhulme Medical Centre	130 Broadway, Davyhulme, Manchester, Lancs, M41 7WJ	<a href="tel:01617485559">0161 748 5559</a>	<a href="tel:08444990845">0844 4990845</a> / <a href="tel:01617485559">0161 748 5559</a>
Drs Patel, Kamath & Partners	Longshoot Health Centre, Scholes, Wigan, Lancashire, WN1 3NH	<a href="tel:01942244414">01942 244414</a>	<a href="tel:08443878500">08443 878500</a> / <a href="tel:01942244414">01942 244414</a>
Dr F J Ahmad	109-111 Windermere Road, Langley, Middleton, Middleton, M24 5WF	<a href="tel:01616676609">0161 667 6609</a>	<a href="tel:01616676609">0161 667 6609</a> <a href="tel:08444778558">0844 477 8558</a>