



**Declared use of 084 phone numbers by NHS GPs in England continues despite breach of many regulations**

Use of 084 telephone numbers by NHS GPs has always been a breach of the essential principle that access to NHS treatment is “free at the point of need”. Use of these numbers provides a subsidy towards the cost of the surgery telephone system at the expense of patients.

Since we got involved in attempting to end this abuse, the following has occurred:

- ft** The contracts held by GPs in England were amended in April 2010 to prohibit use of these numbers, with a deadline of 1 April 2011 for compliance. (see [section 7.4 of the latest version](#).)
- ft** At the beginning of November 2013, [NHS England wrote to every practice affected](#) demanding advice of their plans for “*swiftly moving away*” from use of these numbers. That letter also confirmed that “*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*”.
- ft** Each of the practices listed below has recently received [a letter from the ASA](#), confirming their need to comply with Ofcom regulations introduced on 1 July 2015. These require the level of the “Service Charge” included in the cost of calling each number to be declared. Reference must also be made to the additional “Access Charge” (of up to 45p per minute) imposed by the caller’s telephone company when calling any premium charge number.

There follows a list of 65 surgeries for which the practices openly admit to continuing use of 084 numbers through a page of a website that they control. We suspect that there are many other cases, where this ready detection of the breach of the terms of their NHS contract is avoided.

Entries on the list include the applicable level of “Service Charge” for the number and a link to the webpage where the use of the number is declared. They are annotated as follows:

|  |   |
|--|---|
|  | = The level of “Service Charge” is correctly given - admitting the scale of the breach.   |
|  | = The level of “Service Charge” is given incorrectly or omitted.  |
|  | Two-tier operation; limited access to the practice is offered on a local number.<br>= For those who care deeply about the unique principles of “our NHS”, this makes the situation even worse, not better - as it relates the quality of service to the price paid. |
|  | Comments are made about the cost of calling and/or the difference about the service offered on the two different numbers.<br>This confirms the nature of the breach and/or seeks to excuse it.  |

The accuracy of this information was checked on the date of publication. Please review, using the link given, to ensure that the situation is unchanged at some later date.

Despite having been closely engaged with us over the issue, NHS England is clearly seen to be taking no meaningful action to enforce compliance with the terms of the GP contract. This follows a total failure by the previous regime of PCTs, and may get worse now that enforcement powers are, in many areas, devolved to the GPs themselves - through their CCG.



## fair telecoms campaign

## briefing



### List of NHS GPs in England continuing to declare their use of 084 phone numbers despite breaching many regulations

| NHS ..... CCG                   | Practice                 | Surgery   | Number        | ppm | Link                                |   |
|---------------------------------|--------------------------|---|---------------|-----|-------------------------------------|---|
| Greater Preston                 | Briarwood Medical Centre | 514 Blackpool Road, Ashton, Preston, Lancashire PR2 1HY       | 0844 477 3038 | 7   | <a href="http://...">http://...</a> | ASA ✓    |
| Heywood, Middleton And Rochdale | Yorkshire Street Surgery | 190 Yorkshire Street, Rochdale OL16 2DN                       | 0844 477 8578 | 7   | <a href="http://...">http://...</a> | ASA X    |
| Wigan Borough                   | Dr D G BRODIE & Partners | 109 Ladies Lane, Hindley, Wigan, Lancs WN2 2QG                | 0844 477 1844 | 7   | <a href="http://...">http://...</a> | ASA X   |
| South Manchester                | Al-Shifa Medical Centre  | 6 Copson Street, Withington, Manchester M20 3HE               | 0844 387 8505 | 6   | <a href="http://...">http://...</a> | ASA X   |
| Trafford                        | Dr S Kaur                | The Surgery, 109 Ayres Road, Old Trafford, Manchester M16 7GS | 0844 387 9595 | 6   | <a href="http://...">http://...</a> | ASA X   |
| Warrington                      | Dr R Jain                | 12 Lindi Avenue, Grappenhall, Warrington, Cheshire WA4 2SJ    | 0844 387 8680 | 6   | <a href="http://...">http://...</a> | ASA X   |
| Warrington                      | Dr R Jain                | 5 Hatton Lane, Stretton, Warrington, Cheshire WA4 4NE         | 0844 387 8680 | 6   | <a href="http://...">http://...</a> | ASA X    |
| Wirral                          | FENDER WAY HEALTH CENTRE | Fender Way, Prenton, Wirral, Merseyside CH43 9QS              | 0844 387 8232 | 6   | <a href="http://...">http://...</a> | ASA X   |



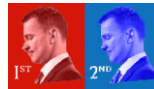
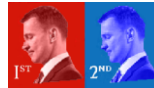
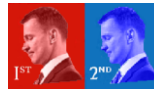



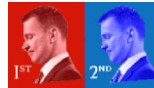
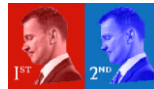


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| NHS ..... CCG        | Practice                     | Surgery  | Number        | ppm | Link                                |   |
|----------------------|------------------------------|--|---------------|-----|-------------------------------------|---|
| Bradford City        | Grange Medical Centre        | Dr Irshad Khan, Dr Naheed Khan & Dr Syed Zaidi, 1 Horton Grange Road, Bradford BD7 3AH   | 0844 477 2494 | 7   | <a href="http://...">http://...</a> | ASA X    |
| Bradford City        | The Lister Surgery           | Westbourne Green Community Health Care Centre, 50 Heaton Road, Bradford BD8 8RA          | 0844 477 2495 | 7   | <a href="http://...">http://...</a> | ASA X    |
| Wakefield            | King Street Health Centre    | King Street Equitable Access Centre, Coronation House, 47 King Street, Wakefield WF1 2SN | 0845 121 1023 | 2   | <a href="http://...">http://...</a> | ASA X    |
| Greater Huddersfield | Lindley Group Practice       | 62 Acre Street, Lindley, Huddersfield HD3 3DY  | 0844 387 8342 | 6   | <a href="http://...">http://...</a> | ASA ✓    |
| Greater Huddersfield | Elmwood Health Centre        | Huddersfield Road, Thongsbridge, Holmfirth, W Yorkshire HD9 3TR                          | 0844 477 1722 | 7   | <a href="http://...">http://...</a> | ASA X   |
| Greater Huddersfield | Bradford Road Medical Centre | 93 Bradford Road, Huddersfield, W Yorkshire HD1 6DZ                                      | 0844 477 8602 | 7   | <a href="http://...">http://...</a> | ASA X  |
| Greater Huddersfield | Brook Street Surgery         | Brook Street, Thornton Lodge, Huddersfield, Huddersfield HD1 3JW                         | 0844 477 8602 | 7   | <a href="http://...">http://...</a> | ASA X  |
| Doncaster            | The Burns Medical Practice   | 4 Albion Place, Bennetthorpe, Doncaster DN1 2EG  | 0844 414 0726 | 7   | <a href="http://...">http://...</a> | ASA X  |



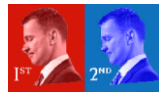
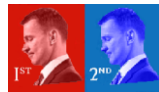
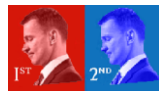
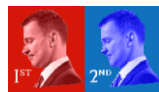


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| NHS ..... CCG           | Practice                        | Surgery   | Number        | ppm | Link                                |  |
|-------------------------|---------------------------------|---|---------------|-----|-------------------------------------|--|
| Doncaster               | The Burns Medical Practice      | Goodison Boulevard, Cantley, Doncaster DN4 6NJ                                | 0844 414 0726 | 7   | <a href="http://...">http://...</a> | ASA X   |
| Rotherham               | Clifton Medical Centre          | Doncaster Gate, Rotherham, S Yorkshire S65 1DA                                | 0844 477 3622 | 7   | <a href="http://...">http://...</a> | ASA X   |
| Sheffield               | Barnsley Road Surgery           | 899 Barnsley Road, Sheffield S5 0QJ   | 0844 576 9269 | 7   | <a href="http://...">http://...</a> | ASA ✓  |
| Sheffield               | Clover Group - Highgate Surgery | Highgate, Tinsley, Sheffield S9 1WN   | 0845 122 2249 | 2   | <a href="http://...">http://...</a> | ASA X  |
| South West Lincolnshire | Dr Parkin And Partners          | The Surgery, 15 St Peters Hill, Grantham, Lincs NG31 6QA                      | 0844 477 3612 | 7   | <a href="http://...">http://...</a> | ASA X   |
| West Leicestershire     | Pinfold Medical Practice        | The Health Centre, Pinfold Gate, Loughborough, Leics LE11 1DQ                 | 0844 477 1881 | 7   | <a href="http://...">http://...</a> | ASA X  |
| Leicester City          | Pasley Road Health Centre       | Dr G Singh, Pasley Road Health Centre, Pasley Road, Leicester LE2 9BU         | 0844 477 3414 | 7   | <a href="http://...">http://...</a> | ASA X  |
| Walsall                 | EDNAM HOUSE                     | Gomer Street, Willenhall, West Midlands WV13 2DR                              | 0845 711 1110 | 5   | <a href="http://...">http://...</a> | ASA X  |
| Birmingham Crosscity    | Dr Saikia-Varman N & Dr Lavin I | Bromford Medical Centre, 1 Warstone Tower, Bromford Drive, Birmingham B36 8TU | 0845 675 0578 | 2   | <a href="http://...">http://...</a> | ASA X  |






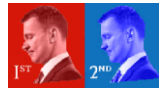




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|-------------------------------|-------------------------------------|--|---------------|-----|-------------------------------------|---|
| Birmingham Crosscity          | Dr Saikia-Varman N & Dr Lavin I     | Church Lane Medical Centre, 111 Church Lane, Stechford, Birmingham B33 9EJ | 0845 675 0579 | 2   | <a href="http://...">http://...</a> | ASA X   |
| Dudley                        | Withymoor Surgery                   | AW Surgeries, Squires Court, Brierley Hill, West Midlands DY5 3RJ          | 0844 387 8760 | 6   | <a href="http://...">http://...</a> | ASA X   |
| Dudley                        | Albion House Surgery                | Albion Street, Brierley Hill, West Midlands DY5 3EE                        | 0844 387 8760 | 6   | <a href="http://...">http://...</a> | ASA X    |
| Birmingham South & Central    | Drs Abdel-Malek G T & Matta I Y A   | St George's Medical Centre, 119 School Road, Moseley, Birmingham B13 9TX   | 0845 675 0572 | 2   | <a href="http://...">http://...</a> | ASA X   |
| Cambridgeshire & Peterborough | Eaton Socon Health Centre, St Neots | 274 Great North Road, Eaton Socon, St Neots, Cambs PE19 8BB                | 0844 477 1802 | 7   | <a href="http://...">http://...</a> | ASA ✓    |
| Cambridgeshire & Peterborough | The Red House Surgery               | 96 Chesterton Road, Cambridge CB4 1ER                                      | 0844 477 3124 | 7   | <a href="http://...">http://...</a> | ASA X   |
| Cambridgeshire & Peterborough | The Spinney Surgery St Ives         | The Spinney, Ramsey Road, St Ives, Cambs PE27 3TP                          | 0844 477 3603 | 7   | <a href="http://...">http://...</a> | ASA X  |
| Cambridgeshire & Peterborough | Cherry Hinton Medical Centre        | 34 Fisher's Lane, Cherry Hinton, Cambridge CB1 9HR                         | 0844 815 1440 | 7   | <a href="http://...">http://...</a> | ASA X  |
| Cambridgeshire & Peterborough | Brookfields Health Centre           | Seymour Street, Cambridge CB1 3DQ  | 0844 815 1440 | 7   | <a href="http://...">http://...</a> | ASA X  |

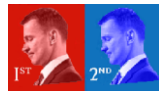
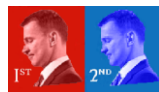
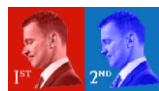
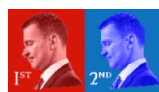
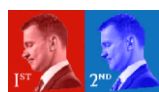
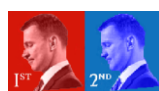

David Hickson



Thursday, 8 October 2015



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|-------------------------------|--------------------------|---|---------------|-----|-------------------------------------|---|
| Cambridgeshire & Peterborough | Medical Centre           | Anglia Ruskin University, East Road, Cambridge CB1 1PT        | 0845 271 3333 | 2   | <a href="http://...">http://...</a> | ASA X   |
| East & North Hertfordshire    | The Nevells Road Surgery | Nevells Road, Letchworth, Hertfordshire SG6 4TS               | 0844 477 1796 | 7   | <a href="http://...">http://...</a> | ASA X    |
| Herts Valleys                 | Everest House Surgery    | Everest Way, Hemel Hempstead, Hertfordshire HP2 4HY           | 0844 477 8615 | 7   | <a href="http://...">http://...</a> | ASA X    |
| Herts Valleys                 | NICHOLSON CA             | Borehamwood Shopping Park, Borehamwood, Hertfordshire WD6 4PR | 0844 477 8942 | 7   | <a href="http://...">http://...</a> | ASA X    |
| Mid Essex                     | Humber Road Surgery      | 27 Humber Road, Chelmsford, Essex CM1 7PE                     | 0844 387 8773 | 6   | <a href="http://...">http://...</a> | ASA X    |
| Mid Essex                     | Sunrise Avenue Surgery   | 143 Sunrise Avenue, Chelmsford, Essex CM1 4JW                 | 0844 387 8777 | 6   | <a href="http://...">http://...</a> | ASA X   |
| North Norfolk                 | Dr Rolls & Partners      | Bridewell Lane, Acle, Norwich NR13 3RA                        | 0844 477 3992 | 7   | <a href="http://...">http://...</a> | ASA X  |
| North Norfolk                 | Dr Rolls & Partners      | 24 The Hills, Reedham, Norwich NR13 3AR                       | 0844 499 7071 | 7   | <a href="http://...">http://...</a> | ASA X  |



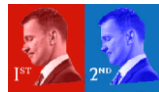
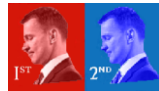
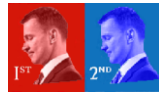
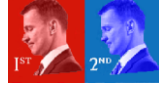
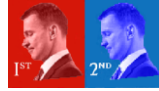



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| NHS ..... CCG           | Practice                               | Surgery  | Number        | ppm | Link                                |   |
|-------------------------|--|--|---------------|-----|-------------------------------------|---|
| West Essex              | Dr D M Lowry & Partners                | 301 High Street, Epping, Essex CM16 4DA  | 0844 576 9797 | 7   | <a href="http://...">http://...</a> | ASA X    |
| Havering                | Drs. Hamilton-Smith, Oladimeji & Imran | Chadwell Heath Health Centre, Ashton Gardens, Chadwell Heath, Romford, Essex RM6 6RT | 0844 387 8044 | 6   | <a href="http://...">http://...</a> | ASA X    |
| Havering                | Dr. Poolo's Surgery                    | Rush Green Medical Centre, 261 Dagenham Road, Romford RM7 0XR                        | 0844 477 3288 | 7   | <a href="http://...">http://...</a> | ASA X    |
| Barking And Dagenham    | Dr A Arif & Dr UA Afser                | 620 Longbridge Road, Dagenham, Essex RM8 2AJ   | 0844 477 8563 | 7   | <a href="http://...">http://...</a> | ASA X    |
| Barnet                  | Torrington Park Group Practice         | The Health Centre, 16 Torrington Park, North Finchley, LONDON N12 9SS                | 0844 477 8602 | 7   | <a href="http://...">http://...</a> | ASA X    |
| Barnet                  | Dr HASAN & partner                     | 42 Station Road, London NW4 3SU  | 0844 477 8570 | 7   | <a href="http://...">http://...</a> | ASA X   |
| Lambeth                 | Dr Masterton & Partners Surgery        | 2 Prentis Road, Streatham, London SW16 1XU   | 0844 477 3313 | 7   | <a href="http://...">http://...</a> | ASA X  |
| West London (K&C & Qpp) | Kings Road Medical Centre              | 529 Kings Road, London SW10 0UD  | 0844 815 1870 | 7   | <a href="http://...">http://...</a> | ASA X  |



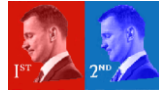


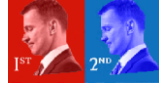




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| Lewisham               | Dr Holloway & Partners       | 36 Belmont Hill, London SE13 5AY                                       | 0844 387 8357 | 6   | <a href="http://...">http://...</a> | ASA X    |
| Canterbury And Coastal | Dr Sigurdsson R G & Partners | The Park Surgery, 116 Kings Road, Herne Bay, Kent CT6 5RE              | 0844 387 9933 | 6   | <a href="http://...">http://...</a> | ASA X    |
| Canterbury And Coastal | Dr Sigurdsson R G & Partners | Herne And Broomfield Surgery, Broomfield Road, Herne Bay, Kent CT6 7LY | 0844 387 9933 | 6   | <a href="http://...">http://...</a> | ASA X    |
| Ashford                | Wye Surgery                  | Oxenturn Road, Wye, Ashford, Kent TN25 5AY                             | 0844 387 8419 | 6   | <a href="http://...">http://...</a> | ASA X    |
| Croydon                | Headley Drive Surgery        | 117a Headley Drive, New Addington, Croydon, Surrey CR0 0QL             | 0844 815 1201 | 7   | <a href="http://...">http://...</a> | ASA X    |
| Surrey Downs           | Dr Shabrokh & Partners       | Tadworth Medical Centre, 1 Troy Close, Tadworth, Surrey KT20 5JE       | 0844 387 9990 | 6   | <a href="http://...">http://...</a> | ASA X  |
| Surrey Downs           | Nork Clinic & Partners       | 63 Nork Way, Banstead, Surrey SM7 1HL                                  | 0844 576 9008 | 7   | <a href="http://...">http://...</a> | ASA X  |
| Aylesbury Vale         | The Mandeville Practice      | Hannon Road, Aylesbury, Buckinghamshire HP21 8TR                       | 0844 387 8383 | 6   | <a href="http://...">http://...</a> | ASA X  |







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| Chiltern        | Chiltern House Med.Centre | 45-47 Temple End, High Wycombe, Bucks HP13 5DN                           | 0844 477 1848 | 7   | <a href="http://...">http://...</a> | ASA X    |
| Oxfordshire     | Woodlands Surgery         | 4 Burchester Place, Grimsbury, Banbury, Oxfordshire OX16 3WT             | 0844 477 3628 | 7   | <a href="http://...">http://...</a> | ASA X    |
| South Reading   | Drs Essa & Harrold        | The Surgery, 72 London Street, Reading, Berkshire RG1 4SJ                | 0844 477 3950 | 7   | <a href="http://...">http://...</a> | ASA X    |
| Southampton     | Victor Street Surgery     | Victor Street, Shirley Southampton, Hampshire SO15 5SY                   | 0844 477 8669 | 7   | <a href="http://...">http://...</a> | ASA X    |
| Gloucestershire | Dr Sivyver & Partners     | Regent Street Surgery, 73 Regent Street, Stonehouse, Gloucester GL10 2AA | 0844 815 1066 | 7   | <a href="http://...">http://...</a> | ASA X    |
| Wiltshire       | The Lodge Surgery         | Lodge Road, Chippenham, Wiltshire SN15 3SY                               | 0844 477 0919 | 7   | <a href="http://...">http://...</a> | ASA X   |
| Kernow          | Meneage Street Surgery    | 100 Meneage Street, Helston, Cornwall TR13 8RF                           | 0844 387 9888 | 6   | <a href="http://...">http://...</a> | ASA X   |

