



## fair telecoms campaign

## briefing



### NHS GPs in breach of their contracts by using expensive telephone numbers in Kent and Medway

The following is an up to date list of the GP practices which are continuing to use 0844 telephone numbers in breach of the terms of their NHS contracts, which are now the responsibility of the **Kent and Medway Area Team of NHS England**.

**NHS England** has inherited the policy being followed by **NHS Kent and Medway**, the Cluster of now abolished Primary Care Trusts. We understand that on the final day of its existence, the Cluster confirmed its policy on use of alternative telephone numbers, so as to offer a “two-tier NHS” service, to be as follows:

*“We have set a clear expectation that practices operating such dual systems ensure that patients using the landline [geographic] number are not disadvantaged in any way.”*

It is widely recognised that those calling geographic alternatives to GP 0844 numbers are not able to take their place in a queue of callers at busy times, but will receive the engaged tone if the line is busy. This disadvantage is generally admitted, as shown in the Notes accompanying the list. It is therefore clear to all that the expectation is not being met.

In the three years during which it was responsible for this matter, **NHS Kent and Medway** failed. It did not ensure that the surgeries who wished to retain non-geographic numbers migrated from 0844 to the equivalent 0344 number, as required by **1 April 2011**. It did not prevent many surgeries from adopting 0844 numbers after **1 April 2010**, from when this was prohibited. It is now seen to have failed to ensure that its expectation in terms of “**two-tier NHS**” arrangements was met.

We sincerely hope that this failure by the outgoing **Chief Executive of NHS Kent and Medway, Felicity Cox**, is not to be repeated by her successor, the incoming **Area Director for Kent and Medway of NHS England, Felicity Cox**.

### The list

The list which follows shows practices as described by NHS Choices, along with comments from their own websites. The specific local representatives (MPs and CCGs) to whom this briefing is circulated are also identified.

## NHS GPs in breach of their contracts by using expensive telephone numbers in Kent and Medway

CCG	Constituency	Practice	Surgery	Telephone number	Alternative number	Post 1 April 2010	Arrangement expires?
Ashford	Ashford	Wye Surgery	Wye Surgery, Oxenturn Road, Wye, Ashford	0844 387 8419	01233 220699 <u>*1</u>	TRUE	
		Appledore / Hamstreet Surgeries	The Surgery, The Street, Appledore, Ashford Hamstreet Surgery, Hamstreet, Ashford	0844 477 3989			Dec-2013
Thanet	North Thanet	Dr Ryder J E & Partners	Northdown Surgery, St Anthonys Way, Cliftonville	0844 477 3728			
Canterbury & Coastal		Dr Sigurdsson R G & Partners	The Park Surgery, 116 Kings Road, Herne Bay Herne And Broomfield Surgery, Broomfield Road, Herne Bay	0844 387 9933 <u>*2</u>	01227 742568 01227 749678	TRUE	
	Canterbury	Dr Shar M B & Partner	28 Faversham Road, Seasalter, Whitstable 32 Saddleton Road, Whitstable	0844 387 8111 0844 387 8666		TRUE	
		Dr Grice D J P & Partners	Northgate Medical Practice, 1 Northgate, Canterbury	0844 477 8757			Jan-2014
	Dover	Dr Carnegie A M & Partners	Eastry Surgery, High Street, Eastry The Market Place Surgery, Cattle Market, Sandwich	0844 387 9997		TRUE	
	South Thanet						
	Dartford, Gravesham & Swanley	Dartford	Dr Fernandes N B & Partners	Horsman's Place Surgery, Instone Road, Dartford	0844 477 8789		
Ivy Bower Surgery			7 Ivy Bower Close, London Road, Greenhithe	0844 800 5499			
Gravesham		Dr Patel J R A & Partners	Shorne Village Surgery, Crown Lane, Shorne, Gravesend Istead Rise Surgery, Worcester Close, Istead Rise, Gravesend Kent	0844 815 1333			Jul-2014

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Medway	Gillingham and Rainham	Dr Selvan S T & Partner	119 Long Catlis Road, Parkwood, Rainham, Gillingham Kent	0844 815 1226			Mar-2015
	Chatham and Aylesford	Dr Huxham C D & Partners	91 Cleave Road, Gillingham The Kings Family Practice, 30-34 Magpie Hall Road, Chatham	0844 477 2496 <u>*3</u>			Mar-2013
South Kent Coast	Folkestone and Hythe	Dr Cawdron B A	Martello Medical Practice, 20 Chapel Road, Dymchurch, Romney Marsh	0844 387 7343		TRUE	
		Dr R F Cullen Partners	Church Lane Surgery, New Romney 9 Orgarswick Avenue, Dymchurch	0844 477 3385			Oct-2013
West Kent	Maidstone and The Weald	St Lukes Medical Centre	St Lukes Medical Centre, 97 Holland Road, Maidstone	0844 387 8088 <u>*4</u>			Jun-2016
	Tonbridge and Malling	Dr Lloyd-Davies S H & Partner	The Medical Centre, Hadlow Old School, School Lane, Hadlow Kent	0844 477 2442			Mar-2015
		Dr Aron U & Partner	Rowan Tree Surgery, Rowan Tree Road, Tunbridge Wells	0844 477 2536	01892 573108 <u>*5</u>		Jun-2012

### Notes

- \*1 [Practice website](#) includes comment *"This is a single line into the practice so may be engaged"*.
- \*2 [Practice website](#) includes false claim that calls to 0844 number are *"charged at BT local rate"*.
- \*3 Intention to comply by May 2013 [broadcast](#) by **BBC South East Today**.
- \*4 [Practice website](#) includes false claim that calls to 0844 number are charged at *"local rate"*.
- \*5 [Practice newsletter](#) includes comment *"If more than one patient uses this new number at the same time, the engaged tone will be heard, and patients will need to redial when this occurs."*