





Services provided by NHS Bodies using 084 telephone numbers - in breach of government directions

This briefing is further to the recently updated briefings on cases of NHS GPs in England remaining in breach of their contracts over 3 years past the deadline of 1 April 2011:

-  [List of GP surgeries in breach of contract - from NHS Choices 17 July 2014](#)
-  [Supplementary list - examples where the breach of contract is not published on NHS Choices](#)

NHS bodies in England were also directed to cease use of expensive numbers - with a deadline of 21 December 2010, see [Directions to NHS bodies concerning the cost of telephone calls 2009](#).

The following list is of cases which remain in breach of this Directive.

Some services are provided under contract and in some cases other contact options are provided, however neither of these situations provides a reason for remaining in breach.

Barking, Havering and Redbridge Hospitals NHS Trust	0845 130 4204
Barnet and Chase Farm Hospitals NHS Trust	0845 111 4000
Basildon & Thurrock University Hospitals NHS Foundation Trust	0845 155 3111
Calderdale and Huddersfield NHS Foundation Trust	0844 811 0101
Maidstone and Tunbridge Wells NHS Trust	0845 155 1000
Mid Yorkshire Hospitals NHS Trust	0844 811 8110
Plymouth Hospitals NHS Trust	0845 155 8155
University College London Hospitals NHS Foundation Trust	0845 155 5000
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NHS Business Authority	0845 850 1166 and others
East of England Ambulance Service	0845 601 3733
NHS Lincolnshire PALS	0845 602 4384
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Marie Stopes International	0845 300 1212
NSL Patient Transport	0844 870 7070 and others

(Each name provides a hyperlink to the web page where the number given is published.)

Comment from the fair telecoms campaign

There is no valid situation whereby a patient should be invited to call an expensive number to access NHS services.

Our NHS is funded from our taxation and services are delivered “free at the point of need”. Use of the subsidy of up to the equivalent of 7p per minute, which is provided by use of 084 numbers at the expense of the caller, is wholly illegitimate.

This point was true before the GP contract changes and Directions to NHS Bodies were put in place, and remains so 4½ years later.