

## Introduction

The following lists, updated as shown in the footer, give examples of NHS bodies demonstrating a failure to follow the Directions issued by the Department of Health on 19 December 2009 - [Directions to NHS Bodies concerning the cost of telephone calls](#).

## How they are in breach of the Directions

Exceptional situations, where callers incur penalty charges for calling geographic numbers outside the terms of their selected call plan, may be used to confuse consideration of the cost of calling. It is however now generally accepted that if "*having regard to the arrangement as a whole*", there is **no 084 number** that does not cause persons to pay more than they would to make an equivalent call to a geographic number.

Those who have considered only selected cases have failed to have regard to the universal nature of the NHS. This is outlined very clearly in the NHS Constitution, to which all are under a statutory duty to have regard.

In no case can evidence be found to show that the reasonable steps demanded could not be taken and that a "call back" arrangement has been considered.

The twelve months grace offered adequate time in which to adjust any contractual terms. For those committed to telephone service supply contracts, it readily enabled the easiest route to compliance - migrating from a 084 number to the equivalent 034 number.

## Enforcement

A written answer provided on 7 September 2012 ([Cols 558/559W](#)) states that the Department of Health is not even aware of whether or not its Directions are followed.

If it has no interest in compliance, clearly the Department has not considered enforcement.

## The lists

Each listed case provides a hyperlink to where the number is published. This is commonly accompanied by false or misleading call cost information.

In some cases, the expensive number is accompanied by a geographic rate alternative.

If the alternative provides the same access to the same service, this begs the question of why the breach of the Directions has been continued, by publishing **an unnecessary additional number** that should no longer be used.

*One is tempted to wonder if (especially when supported by false or misleading call cost information) the subsidy obtained when the expensive number is called is too tempting to forego, if the caller could be blamed for choosing to incur an additional cost.*

If the cheaper alternative number provides inferior access, then **the breach is compounded** by offering two-tier access to NHS services - choice based on price!

## *Continuing services*

Responsibility for the breach rests with the NHS body listed and/or those NHS bodies which directly commission the NHS services provided.

### **NORTH OF ENGLAND**

- [Bradford and Airedale Teaching Primary Care Trust](#) - 0845 111 5000
- [Calderdale and Huddersfield NHS Foundation Trust](#) - 0844 8110101
- [Mid Yorkshire Hospitals NHS Trust](#) - 0844 811 8110
- [Northumbria Healthcare NHS Trust](#) - 0844 811 8111

### **MIDLANDS AND EAST OF ENGLAND**

- [North Staffordshire Primary Care Trust](#) - 0845 602 6772
- [Luton and Dunstable Hospital NHS Foundation Trust](#) - 0845 127 0 127
- [Spire Parkway Hospital, Solihull](#) - providing NHS services - 0845 850 1451

### **LONDON**

- [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
- [University College London Hospitals NHS Foundation Trust](#) - 0845 155 5000

### **SOUTH OF ENGLAND**

- [Gloucestershire Primary Care Trust](#) - 08454 221500
- [Gloucestershire Hospitals NHS Foundation Trust](#) - 08454 222 222
- [Gloucestershire Care Services](#) - 08456 598100
- [Maidstone and Tunbridge Wells NHS Trust](#) - 0845 155 1000
- [Plymouth Hospitals NHS Trust](#) - 0845 155 8155

### **NATIONAL**

- [Marie Stopes International](#) - many centres, providing NHS services - 0845 300 3740

## *Services that will shortly be accessed via 111*

Since 2009 it has become increasingly clear that a balanced evaluation of the 111 pilot exercise will not be undertaken and that local commissioners will be compelled to adopt the 111 service. Whenever that occurs, the following services will be reconfigured to be accessed via 111. Until that time, the respective commissioners / providers remain in breach of the DH Directions, as they have been for 2 years or more.

### **NORTH OF ENGLAND**

- [NHS Hull OOH Service](#) - 0845 056 8060
- [Integrated Care Sefton](#) NHS Sefton - GP OOH service - 0845 070 4422

### **MIDLANDS AND EAST OF ENGLAND**

- [Leicester Royal Infirmary - Urgent Care Centre](#) - 0845 045 0411
- [NHS Coventry GP OOH service](#) - 0845 608 0275
- [Partnership of East London Cooperatives](#) - NHS SW Essex OOH service - 0845 070 1611
- [NHS SE Essex GP OOH service](#) - 0845 850 2783
- [SE Essex NHS GP OOH service](#) - 0845 850 3194
- [Bedoc](#) - NHS Bedfordshire GP OOH service - 0845 850 0734

### **LONDON**

- [NHS North East London and the City - GP OOH services](#) - 0845 075 0494/5/6/7
- [NHS South West London - GP OOH services](#) - 0845 601 0909 / 602 6292 / 603 1087

### **SOUTH OF ENGLAND**

- [NHS Brighton & Hove GP OOH service](#) - 0845 456 5420
- [South Western Ambulance Service](#) - NHS Dorset GP OOH service - 0845 600 1013
- [Oxford Health NHS Foundation Trust](#) - Oxfordshire GP OOH service - 0845 345 8995
- [NHS South Gloucestershire GP OOH service](#) - 0845 120 5585
- [FrenDoc](#) - NHS South Gloucestershire and North Bristol GP OOH service - 0845 121 0504
- [BrisDoc](#) - NHS GP OOH service - 0845 121 0209
- [South Western Ambulance Service](#) - NHS Somerset GP OOH service - 0845 408 8000
- [Devon Doctors](#) - GP OOH service for NHS Devon / Torbay / Plymouth - 0845 671 0270
- [Serco](#) - NHS Cornwall and Isles of Scilly GP OOH service - 0845 200 0227