



## fair telecoms campaign

open message



Message advising of NHS England GP websites publishing 'illegal' telephone numbers  
- mostly also published illegally

**This email message and appended list, published here for general information, was addressed to the ASA and NHS England. Where possible, it was also copied to the listed practices and the CCGs of which they are members.**

NHS England GPs in breach of the terms of their NHS contract - many also in breach of ASA requirements regarding expensive telephone numbers

The attached spreadsheet gives up-to-date details of NHS England GP websites declaring their breach of the terms of their NHS contract, by inviting calls from patients and others on a 084 telephone number.

In all cases, the practice has chosen not to take advantage of an offer from their telephone system provider to maintain the same service, within the terms of an existing arrangement, but on a 01/02/03 number - thereby removing the illegal full or partial funding of their telephone service by callers. Claims that no such option is available to the GPs, within the terms of an existing arrangement, are simply false.

Offering a "two-tier" service, whereby the benefits offered when calling the expensive number are denied to those who call an alternative, does not remove the explicit breach. It also represents a further breach of an important principle of our NHS - that the same service is offered to all, regardless of ability or willingness to pay charges. Those who wish to offer "value for money" to paying customers must look to practice outside our NHS.

In most cases, the practice is also failing to comply with the terms of the CAP / ASA requirement to state the level of Service Charge - i.e. the portion of the call cost which is to their benefit.

This message is distributed to the ASA, in furtherance of a formal complaint submitted on 1 July 2015 . It is also addressed to NHS England, which carries the responsibility for ensuring compliance with the terms applied to contracted providers of NHS GP services – and continues to fail to discharge this responsibility in respect of contractual terms that took effect from 1 April 2011. It is also circulated to media organisations known to have an interest in this matter. Where possible, it is also distributed to the each of the practices and CCGs, out of courtesy for information purposes.

It may be that after being in breach of the terms of their NHS contracts for 4 years, some practices have already decided to belatedly comply, rendering this information out of date. If so, we would be delighted to hear about this change of policy, whilst hoping that it has been truthfully explained to patients.

### *Columns on the spreadsheet*

CCG	The Clinical Commissioning Group of which the practice is a member
Practice	The name of the practice and the address of the surgery - as given on NHS Choices (not always reflecting the actual name of the practice)
Surgery	
Website	Practice website page where the number (and other relevant material) is published
Number	The "illegal" telephone number
Service Charge	ppm The level of Service Charge imposed on calls (in addition to the Access Charge imposed by the caller's telephone company – this is typically 45p per minute for mobiles)
	given The page correctly states the calling cost - <b>no action is required by the ASA.</b> This amounts to an admission of the breach of the terms of the NHS GP contract.
	mis-stated An inaccurate or misleading statement about the call cost is given. Where no call cost is given, this is a direct breach of the ASA requirements.
Two-tier	Operation of the "two tier" arrangement where inferior access on an alternative number is available to those who "choose" not to pay an illegal charge for access to NHS services.
Justify	Existence of some comment that attempts to justify behaviour that is actually prohibited by the terms of the NHS GP contract.

We will be delighted to assist with further information and comment.

David Hickson



Friday, 30 August 2015

CCG	Practice	Surgery	Number	Web page	Service Charge		Two-tier	Justify
The version of the list as given below is updated to reflect the position as at 11 September 2015					ppm	given mis- stated		
Greater Preston	Briarwood Medical Centre	514 Blackpool Road, Ashton, Preston, Lancashire PR2 1HY	0844 477 3038	<a href="http://www.">http://www.</a>	7	X	X	
Heywood, Middleton And Rochdale	Yorkshire Street Surgery	190 Yorkshire Street, Rochdale OL16 2DN	0844 477 8578	<a href="http://www.">http://www.</a>	7		X	
Wigan Borough	Dr D G BRODIE & Partners	109 Ladies Lane, Hindley, Wigan, Lancs WN2 2QG	0844 477 1844	<a href="http://www.">http://www.</a>	7			
Wigan Borough	Pemberton Surgery	Sherwood Drive, Wigan WN5 9QX	0844 477 9459	<a href="http://www.">http://www.</a>	7			
North Manchester	Valentine Medical Centre	2 Smethurst Street, Blackley, Manchester M9 8PP	0844 815 1573	<a href="http://www.">http://www.</a>	7		X	
South Manchester	Al-Shifa Medical Centre	6 Copson Street, Withington, Manchester M20 3HE	0844 387 8505	<a href="http://www.">http://www.</a>	6			
Trafford	Dr S Kaur	The Surgery, 109 Ayres Road, Old Trafford, Manchester M16 7GS	0844 387 9595	<a href="http://www.">http://www.</a>	6		X	
Warrington	Dr R Jain	12 Lindi Avenue, Grappenhall, Warrington, Cheshire WA4 2SJ	0844 387 8680	<a href="http://www.">http://www.</a>	6			X
Warrington	Dr R Jain	5 Hatton Lane, Stretton, Warrington, Cheshire WA4 4NE	0844 387 8680	<a href="http://www.">http://www.</a>	6			X
Eastern Cheshire	Wilmslow Health Centre	Chapel Lane, Wilmslow, Cheshire SK9 5HX	0843 290 9209	<a href="http://www.">http://www.</a>	7		X	X
Eastern Cheshire	Dr Maxwell D A & Partners	Waterhouse Surgery, Wellington Road, Bollington, Macclesfield, Cheshire SK10 5JH	0844 387 8481	<a href="http://www.">http://www.</a>	6		X	
Wirral	FENDER WAY HEALTH CENTRE	Fender Way, Prenton, Wirral, Merseyside CH43 9QS	0844 387 8232	<a href="http://www.">http://www.</a>	6		X	X
Leeds West	Dr Watson D L & Partners	Hyde Park Surgery, Woodsley Road, Leeds, Leeds LS6 1SG	0844 375 6070	<a href="http://www.">http://www.</a>	7		X	
Bradford City	Grange Medical Centre	Dr Irshad Khan, Dr Naheed Khan & Dr Syed Zaidi, 1 Horton Grange Road, Bradford BD7 3AH	0844 477 2494	<a href="http://www.">http://www.</a>	7		X	X
Bradford City	Oak Lane Surgery	Dr Irshad Khan, Dr Naheed Khan & Dr Syed Zaidi, 50 Heaton Road, Bradford BD8 8RA	0844 477 2495	<a href="http://www.">http://www.</a>	7		X	X
Wakefield	King Street Health Centre	King Street Equitable Access Centre, Coronation House, 47 King Street, Wakefield WF1 2SN	0845 121 1023	<a href="http://www.">http://www.</a>	2			X
Greater Huddersfield	Lindley Group Practice	62 Acre Street, Lindley, Huddersfield HD3 3DY	0844 387 8342	<a href="http://www.">http://www.</a>	6	X		X
Greater Huddersfield	Elmwood Health Centre	Huddersfield Road, Thongsbridge, Holmfirth, W Yorkshire HD9 3TR	0844 477 1722	<a href="http://www.">http://www.</a>	7		X	X
Greater Huddersfield	Bradford Road Medical Centre	93 Bradford Road, Huddersfield, W Yorkshire HD1 6DZ	0844 477 8602	<a href="http://www.">http://www.</a>	7			X
Greater Huddersfield	Brook Street Surgery	Brook Street, Thornton Lodge, Huddersfield, Huddersfield HD1 3JW	0844 477 8602	<a href="http://www.">http://www.</a>	7			X
Doncaster	The Burns Medical Practice	4 Albion Place, Bennetthorpe, Doncaster DN1 2EG	0844 414 0726	<a href="http://www.">http://www.</a>	7			X
Doncaster	The Burns Medical Practice	Goodison Boulevard, Cantley, Doncaster DN4 6NJ	0844 414 0726	<a href="http://www.">http://www.</a>	7			X
Rotherham	Canklow Road Surgery	245-247 Canklow Road, Rotherham, S Yorkshire S60 2JH	0845 122 1547	<a href="http://www.">http://www.</a>	2			X
Rotherham	Clifton Medical Centre	Doncaster Gate, Rotherham, S Yorkshire S65 1DA	0844 477 3622	<a href="http://www.">http://www.</a>	7			X
Sheffield	Barnsley Road Surgery	899 Barnsley Road, Sheffield S5 0QJ	0844 576 9269	<a href="http://www.">http://www.</a>	7		X	
Sheffield	Clover Group - Highgate Surgery	Highgate, Tinsley, Sheffield S9 1WN	0845 122 2249	<a href="http://shsc.r">http://shsc.r</a>	2	X		
Sheffield	Totley Rise Medical Centre	96 Baslow Road, Sheffield S17 4DL	0845 127 7223	<a href="http://www.">http://www.</a>	2			
South West Lincolnshire	Dr Parkin And Partners	The Surgery, 15 St Peters Hill, Grantham, Lincs NG31 6QA	0844 477 3612	<a href="http://www.">http://www.</a>	7		X	
Southern Derbyshire	Alvaston Medical Centre	14 Boulton Lane, Alvaston, Derby DE24 0GE	0844 499 4770	<a href="http://www.">http://www.</a>	7			
West Leicestershire	Pinfold Medical Practice	The Health Centre, Pinfold Gate, Loughborough, Leics LE11 1DQ	0844 477 1881	<a href="http://www.">http://www.</a>	7			X
West Leicestershire	Charnwood Medical Group	Forest Edge Medical Centre, Old Ashby Road, Loughborough, Leicestershire LE11 4PQ	0844 576 9811	<a href="http://www.">http://www.</a>	7	X		X
West Leicestershire	Charnwood Medical Group	Rosebery Medical Centre, Rosebery Street, Loughborough, Leicestershire LE11 5DX	0844 576 9811	<a href="http://www.">http://www.</a>	7	X		X
West Leicestershire	Charnwood Medical Group	Outwoods medical Centre, 4 Beaumont Road, Loughborough, Leicestershire LE11 2JB	0844 576 9811	<a href="http://www.">http://www.</a>	7	X		X
Leicester City	Pasley Road Health Centre	Dr G Singh, Pasley Road Health Centre, Pasley Road, Leicester LE2 9BU	0844 477 3414	<a href="http://www.">http://www.</a>	7			
Walsall	EDNAM HOUSE	Gomer Street, Willenhall, West Midlands WV13 2DR	0845 711 1110	<a href="http://www.">http://www.</a>	5		X	
Birmingham Crosscity	Park Medical Centre	691 Coventry Road, Small Heath, Birmingham B10 0JL	0845 124 3777	<a href="http://www.">http://www.</a>	2			X
Birmingham Crosscity	Dr Saikia-Varman N & Dr Lavin I	Bromford Medical Centre, 1 Warstone Tower, Bromford Drive, Birmingham B36 8TU	0845 675 0578	<a href="http://bham">http://bham</a>	2			
Birmingham Crosscity	Dr Saikia-Varman N & Dr Lavin I	Church Lane Medical Centre, 111 Church Lane, Stechford, Birmingham B33 9EJ	0845 675 0579	<a href="http://bham">http://bham</a>	2			
Dudley	Withymoore Surgery	AW Surgeries, Squires Court, Brierley Hill, West Midlands DY5 3RJ	0844 387 8760	<a href="http://www.">http://www.</a>	6		X	
Dudley	Albion House Surgery	Albion Street, Brierley Hill, West Midlands DY5 3EE	0844 387 8760	<a href="http://www.">http://www.</a>	6			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	<a href="http://www.">http://www.</a>	2		X	
Cambridgeshire & Peterborough	Eaton Socon Health Centre, St Neots	274 Great North Road, Eaton Socon, St Neots, Cambs PE19 8BB	0844 477 1802	<a href="http://www.">http://www.</a>	7	X		X

CCG	Practice	Surgery	Number	Web page	Service Charge ppm given mis- stated	Two-tier	Justify
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Cambridgeshire & Peterborough	The Red House Surgery	96 Chesterton Road, Cambridge CB4 1ER	0844 477 3124	<a href="http://www.">http://www.</a>	7	X	X
Cambridgeshire & Peterborough	The Spinney Surgery St Ives	The Spinney, Ramsey Road, St Ives, Cambs PE27 3TP	0844 477 3603	<a href="http://www.">http://www.</a>	7	X	
Cambridgeshire & Peterborough	Cherry Hinton Medical Centre	34 Fisher's Lane, Cherry Hinton, Cambridge CB1 9HR	0844 815 1440	<a href="http://www.">http://www.</a>	7	X	X
Cambridgeshire & Peterborough	Brookfields Health Centre	Seymour Street, Cambridge CB1 3DQ	0844 815 1440	<a href="http://www.">http://www.</a>	7	X	X
Cambridgeshire & Peterborough	Medical Centre	Anglia Ruskin University, East Road, Cambridge CB1 1PT	0845 271 3333	<a href="http://web.a">http://web.a</a>	2		
East & North Hertfordshire	The Nevells Road Surgery	Nevells Road, Letchworth, Hertfordshire SG6 4TS	0844 477 1796	<a href="http://www.">http://www.</a>	7	X	
Herts Valleys	Everest House Surgery	Everest Way, Hemel Hempstead, Hertfordshire HP2 4HY	0844 477 8615	<a href="http://evere">http://evere</a>	7	X	
Herts Valleys	NICHOLSON CA	Borehamwood Shopping Park, Borehamwood, Hertfordshire WD6 4PR	0844 477 8942	<a href="http://www.">http://www.</a>	7	X	
Mid Essex	Humber Road Surgery	27 Humber Road, Chelmsford, Essex CM1 7PE	0844 387 8773	<a href="http://www.">http://www.</a>	6	X	
Mid Essex	Sunrise Avenue Surgery	143 Sunrise Avenue, Chelmsford, Essex CM1 4JW	0844 387 8777	<a href="http://www.">http://www.</a>	6	X	
North Norfolk	Dr Rolls & Partners	Bridewell Lane, Acle, Norwich NR13 3RA	0844 477 3992	<a href="http://www.">http://www.</a>	7	X	
North Norfolk	Dr Rolls & Partners	24 The Hills, Reedham, Norwich NR13 3AR	0844 499 7071	<a href="http://www.">http://www.</a>	7	X	
West Essex	Dr D M Lowry & Partners	301 High Street, Epping, Essex CM16 4DA	0844 576 9797	<a href="http://www.">http://www.</a>	7	X	
Havering	Drs. Hamilton-Smith,Oladimeji & Imran	Chadwell Heath Health Centre, Ashton Gardens, Chadwell Heath, Romford, Essex RM6 6RT	0844 387 8044	<a href="http://www.">http://www.</a>	6	X	X
Havering	Dr. Poolo's Surgery	Rush Green Medical Centre, 261 Dagenham Road, Romford RM7 0XR	0844 477 3288	<a href="http://www.">http://www.</a>	7	X	X
Barking And Dagenham	Dr A Arif & Dr UA Afser	620 Longbridge Road, Dagenham, Essex RM8 2AJ	0844 477 8563	<a href="http://www.">http://www.</a>	7	X	X
Barnet	Torrington Park Group Practice	The Health Centre, 16 Torrington Park, North Finchley, LONDON N12 9SS	0844 477 8602	<a href="http://www.">http://www.</a>	7	X	X
Barnet	Dr HASAN & partner	42 Station Road, London NW4 3SU	0844 477 8570	<a href="http://www.">http://www.</a>	7	X	
Greenwich	Dr BAKSH	The Coldharbour Surgery, 79 William Barefoot Drive, Eltham, London SE9 3JD	0844 499 6990	<a href="http://www.">http://www.</a>	7	X	
Greenwich	Dr BAKSH	The Hill Surgery, 145-147 White Horse Hill, Chislehurst, Kent BR7 6DH	0844 499 6990	<a href="http://www.">http://www.</a>	7	X	
Lambeth	Dr Masterton & Partners Surgery	2 Prentis Road, Streatham, London SW16 1XU	0844 477 3313	<a href="http://www.">http://www.</a>	7	X	
West London (K&C & Qpp)	Kings Road Medical Centre	529 Kings Road, London SW10 0UD	0844 815 1870	<a href="http://www.">http://www.</a>	7	X	
Lewisham	Dr Holloway & Partners	36 Belmont Hill, London SE13 5AY	0844 387 8357	<a href="http://belmd">http://belmd</a>	6	X	X
Canterbury And Coastal	Dr Sigurdsson R G & Partners	The Park Surgery, 116 Kings Road, Herne Bay, Kent CT6 5RE	0844 387 9933	<a href="http://www.">http://www.</a>	6	X	X
Canterbury And Coastal	Dr Sigurdsson R G & Partners	Herne And Broomfield Surgery, Broomfield Road, Herne Bay, Kent CT6 7LY	0844 387 9933	<a href="http://www.">http://www.</a>	6	X	X
Ashford	Wye Surgery	Oxenturn Road, Wye, Ashford, Kent TN25 5AY	0844 387 8419	<a href="http://www.">http://www.</a>	6	X	X
Croydon	Headley Drive Surgery	117a Headley Drive, New Addington, Croydon, Surrey CR0 0QL	0844 815 1201	<a href="http://www.">http://www.</a>	7	X	X
Surrey Downs	Dr Shabrokh & Partners	Tadworth Medical Centre, 1 Troy Close, Tadworth, Surrey KT20 5JE	0844 387 9990	<a href="http://www.">http://www.</a>	6	X	X
Surrey Downs	Nork Clinic & Partners	63 Nork Way, Banstead, Surrey SM7 1HL	0844 576 9008	<a href="http://www.">http://www.</a>	7	X	X
Aylesbury Vale	The Mandeville Practice	Hannon Road, Aylesbury, Buckinghamshire HP21 8TR	0844 387 8383	<a href="http://www.">http://www.</a>	6	X	X
Chiltern	Chiltern House Med.Centre	35 Browns Road, Holmer Green, Buckinghamshire HP15 6RZ	0844 477 1846	<a href="http://www.">http://www.</a>	7	X	X
Chiltern	Chiltern House Med.Centre	45-47 Temple End, High Wycombe, Bucks HP13 5DN	0844 477 1848	<a href="http://www.">http://www.</a>	7	X	X
Bracknell And Ascot	Dr Tong W & Partners	Binfield Surgery, Terrace Road North, Binfield, Bracknell RG42 5JG	0844 477 0932	<a href="http://www.">http://www.</a>	7	X	X
Oxfordshire	Woodlands Surgery	4 Burchester Place, Grimsbury, Banbury, Oxfordshire OX16 3WT	0844 477 3628	<a href="http://www.">http://www.</a>	7	X	X
South Reading	Drs Essa & Harrold	The Surgery, 72 London Street, Reading, Berkshire RG1 4SJ	0844 477 3950	<a href="http://www.">http://www.</a>	7	X	X
Southampton	Victor Street Surgery	Victor Street, Shirley Southampton, Hampshire SO15 5SY	0844 477 8669	<a href="http://www.">http://www.</a>	7	X	X
Gloucestershire	Dr Sivyver & Partners	Regent Street Surgery, 73 Regent Street, Stonehouse, Gloucester GL10 2AA	0844 815 1066	<a href="http://regen">http://regen</a>	7		
Wiltshire	The Lodge Surgery	Lodge Road, Chippenham, Wiltshire SN15 3SY	0844 477 0919	<a href="http://www.">http://www.</a>	7	X	
Kernow	Meneage Street Surgery	100 Meneage Street, Helston, Cornwall TR13 8RF	0844 387 9888	<a href="http://www.">http://www.</a>	6	X	X