

**GPs in Scotland to join their colleagues in England and Wales
- by being told to stop ripping off their patients**

The terms of the NHS GP contracts in England and Wales were changed in 2010 to prohibit use of 084 telephone numbers. Many have chosen to remain in breach of their contracts until it suits them to comply - in some cases we are still waiting, because compliance has not been enforced.

Today the Scottish Government launches a consultation on whether NHS GPs in Scotland should be placed in the same position - see [A Consultation on GP Telephone Numbers](#).

The consultation closes on 11 June, 20 days before the Service Charges imposed on calls to 084 telephone numbers will have to be declared - see [Clear Call Rates for Everyone](#). We hope that all NHS GPs will join those who will withdraw from having to declare a charge that is clearly improper, by changing their numbers, regardless of other measures that have been and may be taken.

The list on the following page shows the GP practices in **Scotland** seen by their websites to be using 084 numbers. It also shows the rate of the premium charge that callers are paying, which they, along with all other users of 084/087/09 numbers, will have to declare from 1 July.

Other separately administered areas of the NHS

The fair telecoms campaign has long been maintaining lists similar to those below and overleaf for all of the areas of **our National Health Service**, which belongs to all of the people of the UK.

We will be happy to also update and provide lists for each of these areas on request:

Northern Ireland, Wales, Manchester, (rest of) **England**.

NHS Services in Scotland

We are delighted that **NHS 24** recently abandoned use of a 084 number (unlike the **NHS Direct** service, which remains in Wales).

We are however very concerned that much NHS Scotland telephone access **other than for GPs** will apparently continue to apply with service charges. Some examples are listed below.

Body	Service	Telephone number	Service charge (per minute)	Link to website
Scottish National Blood Transfusion Service	Donor Helpline	0845 909 0999	2p	View website
NHS Dumfries & Galloway	Emergency Dental Service	0845 602 6417	5p	View website
NHS Dumfries & Galloway	Royal Infirmary Appointment Centre	0845 602 2812	5p	View website
NHS Grampian	Switchboard (including Aberdeen Hospitals)	0845 456 6000	3p	View website
NHS Greater Glasgow and Clyde	Hospital Visitor Transport Service booking hotline	0845 128 4027	2p	View website
NHS Highland	Dental Helpline	0845 644 2271	7p	View website
NHS Lanarkshire	General Enquiry Line	0845 313 0130	3p	View website





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NHS GPs in Scotland using 084 telephone numbers

Health Board	Practice	Surgery	Telephone number	Service charge (per minute)	Link to website
Ayrshire And Arran	Ballochmyle Medical Group	Loan Green Surgery, High Street, MAUCHLINE KA5 6AJ	0844 499 7055	7p	View website
Ayrshire And Arran	Ballochmyle Medical Group	The Clinic, Institute Avenue, Catrine KA5 6RU	0844 499 7055	7p	View website
Greater Glasgow And Clyde	Giffnock Medical Centre	261 Fenwick Road, Giffnock G46 6JX	0844 477 1898	7p	View website
Highland	Crown Medical Practice	12 Crown Avenue, Inverness IV2 3NF	0844 576 9977	7p	View website
Highland	Arrochar Surgery	Kirkfield Place, Arrochar G83 7AE	0844 477 2520	7p	View website
Lanarkshire	The Avon Medical Centre	1 Academy Street, Larkhall ML9 2BJ	0844 477 0931	7p	View website
Lanarkshire	Cander Medical Centre	17 King Street, Stonehouse ML9 3EQ	0844 477 8605	7p	View website
Lothian	Ashgrove Group Practice	Ashgrove, Blackburn EH47 7LL	0844 477 0954	7p	View website
Lothian	Springwell Medical Group	Springwell Medical Centre, 39 Ardmillan Terrace, Edinburgh EH11 2JL	0844 477 8712	7p	View website
Grampian	Carden Medical Centre	Carden House, Carden Place, Aberdeen AB10 1UT	0845 337 6330	3p	View website
Grampian	Whinhill Medical Practice	Whinhill Road, Aberdeen AB11 7XH	0845 337 6201	3p	View website
Grampian	Kincorth Medical Centre	Kincorth Clinic, Provost Watt Drive, Aberdeen AB12 5NA	0845 337 1170	3p	View website
Grampian	Great Western Medical Practice	Seafield Road, Aberdeen AB15 7YT	0845 337 0540	3p	View website
Grampian	Cults Medical Group	South Avenue, Cults, Aberdeen AB15 9LQ	0845 337 1140	3p	View website
Grampian	Links Medical Practice	City Hospital, Park Road, Aberdeen AB24 5AU	0845 337 6340	3p	View website
Grampian	Old Machar Medical Practice	526 King Street, Aberdeen AB24 5RS	0845 337 0510	3p	View website
Grampian	Elmbank Medical Practice	Foresterhill Health Centre, Westburn Road, Aberdeen AB25 2AY	0845 337 0710	3p	View website
Grampian	Rosemount Medical Group	1 View Terrace, Aberdeen AB25 2RS	0845 337 0520	3p	View website
Grampian	Calsayseat Medical Practice	44 Powis Place, Aberdeen AB25 3TX	0845 337 6370	3p	View website
Grampian	Stonehaven Medical Group	Robert Street, Stonehaven Kincardineshire AB39 2EL	0845 337 1160	3p	View website
Grampian	Ellon Group Practice	Schoolhill, Ellon AB41 9JH	0845 337 1150	3p	View website
Grampian	Inverurie Medical Group	The Health Centre, 1 Constitution Street, Inverurie, Aberdeenshire AB51 4SU	0845 337 9911	3p	View website
Grampian	Insch Medical Practice	Rannes Street, Insch AB52 6JJ	0845 337 6310	3p	View website
Grampian	Turriff Medical Practice	Balmellie Road, Turriff AB53 4DQ	0845 337 6320	3p	View website
Grampian	The Maryhill Practice	Elgin Health Centre, Maryhill, Elgin IV30 1AT	0845 337 0610	3p	View website
Grampian	Linkwood Medical	The Glassgreen Centre, Elgin IV30 6GQ	0845 337 6350	3p	View website
Grampian	Moray Coast Medical Practice	Muirton Road, Lossiemouth IV31 6TU	0845 337 1190	3p	View website
Grampian	Dr Govan & Partners	Castlehill, Forres Moray IV36 1QF	0845 337 1120	3p	View website
Grampian	Varis Medical Practice	Castlehill, Forres Moray IV36 1QF	0845 337 1120	3p	View website

