

MEDIA RELEASE FROM THE fair telecoms campaign

I understand that there is some confusion amongst the Hertfordshire GPs listed below, about the cost of calling their 0844 telephone numbers.

They benefit from a subsidy of around 5p per minute on every call, to offset the cost of their telephone system, but may believe that this cost is not passed on to callers. Alternatively they may think that all their callers pay an out-of-plan penalty charge for making weekday daytime calls, having chosen a Call Plan which only covers weekend and perhaps evening calls. This penalty can be greater than the premium which pays for the GP systems.

A quick glance at a summary of typical call costs ([such as this](#)) shows that, in almost every case, calls to these "type g6" numbers are more expensive than an equivalent call to a geographic number. This can be by as much as 41p per minute. **If the practices did not claim to be unaware of this, they would be in breach of their contracts with NHS Hertfordshire.**

Any patient attending the surgeries listed below may wish to raise the matter directly with NHS Hertfordshire, or present a report through the **fair telecoms campaign** website at <http://www.fairtelecoms.org.uk/submit-details-of-nhs-gp-with-084-number.html>.

Abbey Road Surgery	63 Abbey Road, Waltham Cross, Hertfordshire EN8 7LJ	0844 477 1788
Everest House Surgery	Everest Way, Hemel Hempstead, Hertfordshire HP2 4HY	0844 477 8615
Central Surgery	Bell Street, Sawbridgeworth, Herts CM21 9AQ	0844 477 3360
South Street Surgery	83 South Street, Bishop's Stortford, Herts CM23 3AP	0844 477 8550
Bishop's Park Health Centre	Lancaster Way, Bishop's Stortford CM23 4DA	0844 477 8550
Attenborough Surgery	Bushey Health Centre, London Road, Bushey, WD23 2NN	0844 387 8633
Schopwick Surgery	New Bushey Surgery, Windmill Street, Bushey Heath WD23 1NB	0844 477 2400
Schopwick Surgery	Everett Court, Romeland, Elstree WD6 3BJ	0844 477 2400
NICHOLSON CA	Borehamwood Shopping Park, Borehamwood, Hertfordshire WD6 4PR	0844 477 8942
Dr N Dansie & Partners	9 High Street, Kimpton, Hertfordshire SG4 8RA	0844 815 1413
Nevels Road Surgery	Nevels Road, Letchworth, Hertfordshire SG6 4TS	0844 477 1796
Birchwood Surgery	232-240 Nevels Road, Letchworth, Herts SG6 4UB	0844 477 3328
Standon & Puckeridge Surgery	Station Road, Puckeridge, Hertfordshire SG11 1TF	0844 477 3710
HOFFMAN MG	Gardiners Lane, Ashwell, Baldock, Herts SG7 5PY	0844 499 4778
HOFFMAN MG	Spring Lane, Bassingbourn, Royston, Herts SG8 5HZ	0844 499 4777
New Road Surgery	166 New Road, Croxley Green, Rickmansworth, WD3 3HD	0844 477 3013
Haldens Medical Centre	106 Haldens, Welwyn Garden City, Herts AL7 1DF	0844 499 7050
Garden City Practice	11 Guessens Road, Welwyn Garden City, Herts AL8 6QW	0844 499 7050
Garden City Practice	185 Knightsfield, Welwyn Garden City, Herts AL8 7QG	0844 499 7050
Lister House Surgery	The Common, Hatfield, Herts AL10 0NL	0844 576 9870
Bridge Cottage Surgery	41 High Street, Welwyn, Herts AL6 9EF	0844 815 1413