fair telecoms campaign **news release**

Declared use of 084 phone numbers by NHS GPs in England continues despite breach of many regulations

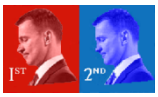
Use of 084 telephone numbers by NHS GPs has always been a breach of the essential principle that access to NHS treatment is "free at the point of need". Use of these numbers provides a subsidy towards the cost of the surgery telephone system at the expense of patients.

Since we got involved in attempting to end this abuse, the following has occurred:

- The contracts held by GPs in England were amended in April 2010 to prohibit use of these numbers, with a deadline of **1 April 2011** for compliance. (see section 7.4 of the latest version.)
- At the beginning of November 2013, NHS England wrote to every practice affected demanding advice of their plans for "***swiftly moving away***" from use of these numbers. That letter also confirmed that "***a two-tier service of an 084 number with queuing and messaging facilities, alongside a local number that relies on a receptionist picking it up, is not a reasonable alternative. The NHS should not offer different levels of service dependent on means to pay***".
- New Ofcom regulations were introduced on 1 July 2015. These require the level of the "Service Charge" included in the cost of calling each number to be declared. Reference must also be made to the additional "Access Charge" (of up to 45p per minute) imposed by the caller's telephone company when calling any premium charge number. Each of the practices listed below has recently received a letter from the ASA, confirming their need to comply.

There follows a list of 38 surgeries for which the practices openly admit to continuing use of 084 numbers through a page of a website that they control. We suspect that there are many other cases, where this ready detection of the breach of the terms of their NHS contract is avoided.

Entries on the list include the applicable level of "Service Charge" for the number and a link to the webpage where the use of the number is declared. They are annotated as follows:

ASA✓	=	The level of "Service Charge" is correctly given - admitting the scale of the breach.
ASA✗	=	The level of "Service Charge" is given incorrectly or omitted.
	=	Two-tier operation; limited access to the practice is offered on a local number. For those who care deeply about the unique principles of *"our NHS"*, this makes the situation even worse, not better - as it relates the quality of service to the price paid.
	=	Comments are made about the cost of calling and/or the difference about the service offered on the two different numbers. This confirms the nature of the breach and/or seeks to excuse it.

The accuracy of this information was checked on the date of publication. Please review, using the link given, to ensure that the situation is unchanged at some later date.

Despite having been closely engaged with us over the issue, NHS England is clearly seen to be taking no meaningful action to enforce compliance with the terms of the GP contract. This follows a total failure by the previous regime of PCTs, and may get worse now that enforcement powers are, in many areas, devolved to the GPs themselves - through their CCG.

David Hickson

Wednesday 23 March 2016

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List of NHS GPs in England continuing to declare their use of 084 phone numbers despite breaching many regulations

NHS ..... CCG	Practice	Surgery	Number	ppm	Link
Heywood, Middleton And Rochdale	Yorkshire Street Surgery	190 Yorkshire Street, Rochdale OL16 2DN	0844 477 8578	7	http://...
South Manchester	Al-Shifa Medical Centre	6 Copson Street, Withington, Manchester M20 3HE	0844 387 8505	6	http://...
Warrington	Dr R Jain	12 Lindi Avenue, Grappenhall, Warrington, Cheshire WA4 2SJ	0844 387 8680	6	http://...
Wakefield	King Street Health Centre	King Street Equitable Access Centre, Coronation House, 47 King Street, Wakefield WF1 2SN	0845 121 1023	2	http://...
Greater Huddersfield	Lindley Group Practice	62 Acre Street, Lindley, Huddersfield HD3 3DY	0844 387 8342	6	http://...
Doncaster	The Burns Medical Practice	4 Albion Place, Bennetthorpe, Doncaster DN1 2EG	0844 414 0726	7	http://...
Doncaster	The Burns Medical Practice	Goodison Boulevard, Cantley, Doncaster DN4 6NJ	0844 414 0726	7	http://...
Rotherham	Clifton Medical Centre	Doncaster Gate, Rotherham, S Yorkshire S65 1DA	0844 477 3622	7	http://...

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NHS ..... CCG	Practice	Surgery	Number	ppm	Link
Sheffield	The Crookes Practice	203 School Road, Crookes, Sheffield S10 1GN	0844 387 9988	6	http://...
South West Lincolnshire	Dr Parkin And Partners	The Surgery, 15 St Peters Hill, Grantham, Lincs NG31 6QA	0844 477 3612	7	http://...
West Leicestershire	Pinfold Medical Practice	The Health Centre, Pinfold Gate, Loughborough, Leics LE11 1DQ	0844 477 1881	7	http://...
Walsall	EDNAM HOUSE	Gomer Street, Willenhall, West Midlands WV13 2DR	0845 711 1110	5	http://...
Dudley	Withymoor Surgery	AW Surgeries, Squires Court, Brierley Hill, West Midlands DY5 3RJ	0844 387 8760	6	http://...
Dudley	Albion House Surgery	Albion Street, Brierley Hill, West Midlands DY5 3EE	0844 387 8760	6	http://...
Birmingham CrossCity	Church Lane Medical Centre	111 Church Lane, Stechford, Birmingham B33 9EJ	0845 675 0579	2	http://...
Birmingham CrossCity	Bromford Medical Centre	1 Warstone Tower, Bromford Drive, Birmingham B36 8TU	0845 675 0578	2	http://...

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Cambridgeshire & Peterborough	The Red House Surgery	96 Chesterton Road, Cambridge CB4 1ER	0844 477 3124	7	http://...
Cambridgeshire & Peterborough	The Spinney Surgery St Ives	The Spinney, Ramsey Road, St Ives, Cambs PE27 3TP	0844 477 3603	7	http://...
Cambridgeshire & Peterborough	Cherry Hinton Medical Centre	34 Fisher's Lane, Cherry Hinton, Cambridge CB1 9HR	0844 815 1440	7	http://...
Cambridgeshire & Peterborough	Brookfields Health Centre	Seymour Street, Cambridge CB1 3DQ	0844 815 1440	7	http://...
East & North Hertfordshire	The Nevells Road Surgery	Nevells Road, Letchworth, Hertfordshire SG6 4TS	0844 477 1796	7	http://...
Herts Valleys	Everest House Surgery	Everest Way, Hemel Hempstead, Hertfordshire HP2 4HY	0844 477 8615	7	http://...
Herts Valleys	Grove Road Medical Centre	Borehamwood Shopping Park, Borehamwood, Hertfordshire WD6 4PR	0844 477 8942	7	http://...
West Essex	Dr D M Lowry & Partners	301 High Street, Epping, Essex CM16 4DA	0844 576 9797	7	http://...

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Havering	Drs. Hamilton-Smith,Oladimeji & Imran	Chadwell Heath Health Centre, Ashton Gardens, Chadwell Heath, Romford, Essex RM6 6RT	0844 387 8044	6	http://...
Havering	Dr. Poolo's Surgery	Rush Green Medical Centre, 261 Dagenham Road, Romford RM7 0XR	0844 477 3288	7	http://...
Barnet	Torrington Park Group Practice	The Health Centre, 16 Torrington Park, North Finchley, LONDON N12 9SS	0844 477 8602	7	http://...
Barnet	Dr HASAN & partner	42 Station Road, London NW4 3SU	0844 477 8570	7	http://...
West London (K&C & Qpp)	Kings Road Medical Centre	529 Kings Road, London SW10 0UD	0844 815 1870	7	http://...
Canterbury And Coastal	Dr Sigurdsson R G & Partners	The Park Surgery, 116 Kings Road, Herne Bay, Kent CT6 5RE	0844 387 9933	6	http://...
Canterbury And Coastal	Dr Sigurdsson R G & Partners	Herne And Broomfield Surgery, Broomfield Road, Herne Bay, Kent CT6 7LY	0844 387 9933	6	http://...
Ashford	Wye Surgery	Oxenturn Road, Wye, Ashford, Kent TN25 5AY	0844 387 8419	6	http://...

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Croydon	Headley Drive Surgery	117a Headley Drive, New Addington, Croydon, Surrey CR0 0QL	0844 815 1201	7	http://…
Surrey Downs	Nork Clinic & Partners	63 Nork Way, Banstead, Surrey SM7 1HL	0844 576 9008	7	http://…
Aylesbury Vale	The Mandeville Practice	Hannon Road, Aylesbury, Buckinghamshire HP21 8TR	0844 387 8383	6	http://…
Oxfordshire	Woodlands Surgery	4 Burchester Place, Grimsbury, Banbury, Oxfordshire OX16 3WT	0844 477 3628	7	http://…
South Reading	Drs Essa & Harrold	The Surgery, 72 London Street, Reading, Berkshire RG1 4SJ	0844 477 3950	7	http://…
Kernow	Meneage Street Surgery	100 Meneage Street, Helston, Cornwall TR13 8RF	0844 387 9888	6	http://…

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