fair telecoms campaign **briefing**

Continuing use of 084 numbers in the NHS and the care sector

Introduction to, and comments on, a list of cases

The list which follows shows the current state of our continuing efforts to ensure application of the principle of "free at the point of need" in our NHS in its 70th year. This list only covers England.

Telephone calls to any number beginning 084 incur a "Service Charge" to the benefit of the called party. Any use of such numbers is therefore wholly unacceptable in this context.

In addition to the Service Charge, every caller also incurs an "Access Charge" set by their own telephone service provider. This is typically around 13p per minute (BT) on landlines and up to 55p per minute (O2 and Vodafone) on mobiles.

*Because the Service Charge, which includes VAT, cannot exceed 7p per minute on 084 numbers (13ppm on 087 numbers) we describe ALL those who use these numbers as "**greedy and foolish**" –* see The 'insanity' of using 084 or 087 numbers - even when it is permitted.

In each case, the applicable rate of Service Charge (SC) is shown alongside each number.

N.B. In some cases providers suggest alternative figures or fail to advise the level of the Service Charge, which is a mandatory Ofcom requirement – enforced by the ASA.

The cost of calls to ordinary (01/02/03) numbers may also be misrepresented. The overwhelming majority of such calls are made under the terms of inclusive plans or bundles – i.e. with no call charge. Calls to ordinary numbers which are made outside the terms of a selected plan or bundle are subject to severe "penalty charges" – these should not be presented as the normal charge.

The "NHS status" of those listed is variable, however all are included in the lists of services provided by "NHS Choices", which has been our primary (but not exclusive) source of information.

In each case listed, a link is given to the relevant webpage giving the number, either for the organisation as a whole or each particular site. This may be used to verify the accuracy of the information provided here.

In some cases the listed providers are breaching the terms of their NHS contracts or explicit directions issued by the Department of Health. In all cases, they are being "**greedy and foolish**" and charging callers for access their services.

The breach of the principle of "free at the point of need" is not affected if alternative methods of contact (e.g. other telephone numbers) may be offered. Contrary to false assertions, it is never cheaper to call a 084 number than a 01/02/03 alternative. The idea that a caller may be presented with a meaningful "choice" is therefore nonsense.

We have excluded some cases where an old 084 number may still be operational, in the background, as part of a process of transition. If however it is presented with equal or greater prominence, we cannot disregard this breach.

The cases listed stand on the basis of the link given with each.

We have made further efforts to ensure the completeness and accuracy of this information. We cannot guarantee that information published on the web is up-to-date, or that 084 numbers are not being published by other less accessible means.

David Hickson

Sunday, 15 April 2018

Name	Address	Number	SC
GPs			
Clifton Medical Centre	Doncaster Gate, Rotherham, South Yorkshire, S65 1DA	0844 477 3622	7ppm
Hospitals			
Mid Yorkshire Hospitals NHS Trust	Pinderfields Hospital, Wakefield, Aberford Road, Wakefield, WF1 4DG	0844 811 8110	7ppm
	Pontefract Hospital, Friarwood Lane, Pontefract, WF8 1PL	0844 811 0010	7ppm
		0844 822 0022	7ppm
	Dewsbury and District Hospital, Halifax Road, Dewsbury, WF13 4HS	0844 902 0004	6ppm
Black Country Partnership NHS Foundation Trust	Delta House, Delta Point, Greets Green Road, West Bromwich, West Midlands, B70 9PL	0845 146 1800	2ppm
	Edward Street Hospital, Edward Street, Edward Street , West Bromwich, B70 8NL		
	Heath Lane Hospital, Heath Lane , West Bromwich, West Midlands, B71 2BG		
Hospices			
St. Margaret's Hospice	Heron Drive, Bishops Hull , Taunton, TA1 5HA	0845 070 8910	2ppm
	Little Tarrat Lane, Yeovil, BA20 2HU		
Pharmacists			
DrugsDirect Ltd	Unit 4, 12 Emery Road, Brislington, Bristol, BS4 5PF	0844 247 0365	7ppm
Walton Pharmacy	12 Walton St, Tadworth, Surrey, KT20 7RT	0844 288 0300	7ppm
Dentists			
A B Porteous & Associates	39 Liverpool Road South, Maghull , Liverpool, L31 7BN	0844 576 9393	7ppm
Aycliffe Dentistry	42-43 Quarry Hill Road, Tonbridge, Kent, TN9 2RS	0844 375 6363	7ppm
	49 Maidstone Rd, Paddock Wood, Tonbridge, Kent, TN12 6DG	0844 375 6868	7ppm

Name	Address	Number	SC
Battle Road Dental Practice	84 Battle Road, St Leonards on Sea, East Sussex, TN37 7AG	0844 387 9788	6ppm
Enfield Island Dental Access Centre	James Lee Square, Enfield Island Centre Way, Enfield, EN3 6GS	0844 815 1386	7ppm
Hope Dental Practice	146 Eccles Old Road, Salford, M6 8QQ	0844 856 5546	7ppm
Windmill Orthodontics	37A Heaton Road, Newcastle upon Tyne, NE6 1SB	0844 387 2000	6ppm
	The Sidings, Port Road, Carlisle, CA2 7AF		

Care Homes and Providers

Ashmere (Derbyshire) Ltd	Codnor Park Care Home, 88 Glass House Hill, Codnor, Ripley, Derbyshire, DE5 9QT	0845 602 2059	5ppm
	Kidsley Grange Care Home, 160 Heanor Road, Smalley, Ilkeston, Derbyshire, DE7 6DX		
	Smalley Hall Care Home, Main Road, Smalley, Ilkeston, Derbyshire, DE7 6DS		
	The Firs Care Home with Nursing, 90 Glass House Hill, Codnor, Ripley, Derbyshire, DE5 9QT		
	The King William Care Home, Lowes Hill, Ripley, Derbyshire, DE5 3DW		
	Valley Lodge Care Home with Nursing, Bakewell Road, Matlock, Derbyshire, DE4 3BN		
Blanchworth Care Group	Breadstone Care Home with Nursing, Breadstone, Berkeley, Gloucestershire, GL13 9HG	0845 345 5782	3ppm
	Church Court Care Home, Church Street, Stroud, Gloucestershire, GL5 1JL	0845 345 5785	3ppm
	Holmer Care Home with Nursing, Leominster Road, Holmer, Hereford, Herefordshire, HR4 9RG	0845 345 5745	3ppm
	The Elms Care Home with Nursing, Staunton, Coleford, Gloucestershire, GL16 8NX	0845 345 5793	3ppm
	Northleach Court, High Street, Northleach, Gloucestershire GL54 3PQ	0845 345 5746	3ppm
Bloomsbury Home Care	2 Market Place, Station Road, Thorpe le Soken, Essex, CO16 0HY	0845 508 4512	5ppm
	First Floor, 1575 Bristol Road South, Birmingham, West Midlands, B45 9UA		

Name	Address	Number	SC
Forest Healthcare	Ash Court Care Centre, Ash Mews, Ascham Street, London, London, NW5 2PW	0844 472 5181	7ppm
	Bridgeside Lodge Care Centre, 61 Wharf Road, Islington, London, London, N1 7RY	0844 472 5175	7ppm
	The Cedars Care Centre, 12 Richmond Road, New Barnet, Barnet, London, EN5 1SB	0844 472 5176	7ppm
	Forest Care Village Elstree & Borehamwood, 10/20 Cardinal Avenue, Borehamwood, Hertfordshire, WD6 1EP	0844 472 5174	7ppm
	Grace Manor Care Centre, 348 Grange Road, Gillingham, Kent, ME7 2UD	0844 472 5170	7ppm
	Hassingham House Care Centre, Hardingham Street, Hingham, Norwich, Norfolk, NR9 4JB	0844 472 5173	7ppm
	The Grange Care Centre, 25 Church Green, Stanford-in-the-Vale, Faringdon, Oxfordshire, SN7 8HU	0844 472 5182	7ppm
	The Poplars Care Centre, 158 Tonbridge Road, Maidstone, Kent, ME16 8SU	0844 472 5179	7ppm
	Warren Lodge, Warren Lane, Finchampstead, Wokingham, Berkshire, RG40 4HR	0844 472 5186	7ppm
	Woodlands Park Care Centre, Aylesbury Road, Great Missenden, Buckinghamshire, HP16 9LS	0844 472 5138	7ppm
Marie Curie Nursing and Domiciliary Care Service	Gervase House, 111-113 Friar Gate, Derby, Derbyshire, DE1 1EX	0845 073 8591	2ppm
	Unit 9, Mobbs Miller House, Ardington Road, Northampton, Northamptonshire, NN1 5LP	0845 073 8592	2ppm
	Camelford House, 87-90 Albert Embankment, London, SE1 7TP	0845 830 0937	2ppm
	Great Nordic House, 204 Godstone Road, Caterham, Surrey, CR3 6RD	0845 634 2555	2ppm
ADRIEL CARE LIMITED	First Floor, 431 Ashley Road, Poole, Dorset, BH14 0AX	0844 800 0227	7ppm
Always Home Care	Office 3, Phoenix House, Hyssop Close, Cannock, Staffordshire, WS11 7GA	0845 459 2273	7ppm
Care at Home (Midlands) Ltd	Unit 9 Pear Tree Office Park, Desford Lane, Ratby, Leicestershire, LE6 0LE	0843 289 1197	7ppm
The Christchurch Group	Christchurch View, 2 Christchurch Road, Abington, Northampton, Northamptonshire, NN1 5LL	0844 264 0533	2ppm
Fairhaven Healthcare Ltd	162A West Street, Fareham, Hampshire, PO16 0EH	0844 357 7502	7ppm

Name	Address	Number	SC
Fairview	68 Freeland Road, Clacton On Sea, Essex, CO15 1LX	0845 880 2526	5ppm
Hand in Hands	Unit 5, Devonshire Business Centre, Works Road, Letchworth, Hertfordshire, SG6 1GJ	0845 275 8000	2ppm
Haven Lodge	14 Wellesley Road, Clacton On Sea, Essex, CO15 3PP	0845 880 2526	5ppm
Lima Homecare Limited	2 Park Road, Sandy, Bedfordshire, SG19 1AA	0843 557 7775	5ppm
Longridge Hall and Lodge	4 Barnacre Road, Longridge, Preston, Lancashire, PR3 2PD	0845 271 0798	2ppm
Park View Nursing Home	Broad Bush, Blunsdon, Swindon, Wiltshire, SN26 7DH	0844 381 4160	7ppm
Person Centred Care and Support LLP	Gainsborough House, 2 Sheen Road, Richmond, Surrey, TW9 1AE	0845 260 9868	7ppm
Philip Parkinson Homecare Ltd	Suite 4, Quay Level, St Peters Wharf, Newcastle Upon Tyne, Tyne & Wear, NE6 1TZ	0845 370 1230	7ppm
Right Care Health Ltd	124 Birmingham Road, Great Barr, Birmingham, West Midlands, B43 7AE	0845 467 5564	5ppm
Signature at The Beeches	The Beeches, London Road, Brentwood, Essex, CM14 4NA	0845 680 4048	5ppm
SPN Healthcare	Unit 22, Ensign Business Centre, Westwood Way, Westwood Business Park, Coventry, CV4 8JA	0844 854 8651	7ppm
St Helen's Hall and Lodge	Elephant Lane, St Helens, Merseyside, WA9 5EL	0845 600 6431	5ppm
The Health Visiting Company	2 Victoria Avenue, Finchley Church End, London, N3 1BD	0845 838 5243	7ppm
Your Life Your Way	Denton House, Denton Drive, Northwich, Cheshire, CW9 7LU	0845 387 1107	5ppm
A24 Group Ltd - Sutton	Group House, 92-96 Lind Road, Sutton, Surrey, SM1 4PL	0845 452 3344	7ppm
Acerta24	Weatherill House, New South Quarter, 23 Whitestone Way, Croydon, Surrey, CR0 4WF	0845 548 3300	7ppm
Action Deafness	Peepul Centre, 28 Orchardson Avenue, Leicester, Leicestershire, LE4 6DP	0844 593 8440	4ppm
Almond Care	Eliot Park Innovation Centre, 4 Barling Way, Nuneaton, Warwickshire, CV10 7RH	0845 269 0051	5ppm

Name	Address	Number	SC
Arbour Companions & Care	10 Duchess Court, Weybridge, Surrey, KT13 9HN	0845 838 1090	7ppm
BS24 limited	91-93 High Street, Kingscourt, Camberley, Surrey, GU15 3RN	0845 519 9255	7ppm
Clearwater Care	Jonen Building, High Road, Thornwood Common, Epping, Essex, CM16 6LP	0844 915 0033	3ppm
CL Lifestyles Home Care Services Somerset	10 Mountway Road, Bishops Hull, Taunton, Somerset, TA1 5LR	0845 459 0188	7ppm
Community Caring Limited	Units 1-5 Champions Business Park, Arrowe Brook Road, Upton Wirral, Merseyside, CH49 0AB	0845 643 2142	7ppm
Crossroads Care Kent	16 Reculver Road, Herne Bay, Kent, CT6 6LE	0845 095 6700	7ppm
Domiciliary Care Services Sussex Ltd	Innovation Centre, Highfield Drive, Churchfields, St Leonards On Sea, East Sussex, TN38 9UH	0845 548 0367	7ppm
Eclipse Care	Tower House, 26 The Strand, Bideford, Devon, EX39 2ND	0845 474 0625	5ppm
Elite Home Care Solutions (UK)	Kestrel Court, Waterwells Drive, Waterwells Business Park, Quedgeley, Gloucester, Gloucestershire, GL2 2AT	0844 800 1130	7ppm
Embark	4 Ivy Place, Hove, East Sussex, BN3 1AP	0843 289 3378	7ppm
FirstCol Services Limited	Abbey House, 28-29 Railway Approach, Worthing, West Sussex, BN11 1UR	0845 600 3669	5ppm
Focus Care Agency Limited	Unit 13, The Metro Centre, Peterborough, Cambridgeshire, PE2 7UH	0845 864 8866	2ppm
Langdon Community - Edgware	Maccabi House, Gideon Close, Edgware, Middlesex, HA8 7FR	0845 600 6562	5ppm
Bramshott Grange	Cannaught Drive, Hewshott Lane, Liphook, GU30 7DZ	0844 243 4912	7ppm
Medevent Limited	Wellfield House, 33 New Hey Road, Huddersfield, West Yorkshire, HD3 4AL	0845 805 1116	5ppm
Personalised Support Team - Nottingham	64 Mansfield Road, Nottingham, Nottinghamshire, NG1 3GY	0845 196 0061	2ppm

Name	Address	Number	SC
Nexus Support Ltd	Suite 6, Woodland Place, Hurricane Way, Wickford, Essex, SS11 8YB	0845 519 6088	7ppm
Oracle Medical Care UK	7 Mackenzie Street, Slough, Berkshire, SL1 1XQ	0844 693 3312	7ppm
Paradigm Health & Social Care Limited - Telford	Telford Business Development Centre, Stafford Park 4, Telford, Shropshire, TF3 3BA	0844 257 8989	7ppm
People's Choice UK	Level 3, Unit 28B-D, Bedford Heights Business Centre, Bedford Heights, Manton Lane, Bedford, Bedfordshire, MK41 7PH	0844 854 9445	7ppm
Percurra	117 Trent Boulevard, West Bridgford, Nottingham, Nottinghamshire, NG2 5BN	0844 544 7780	5ppm
Pompey Homecare Limited	Unit 5, Sovereign Gate, 308-314 Commercial Road, Portsmouth, Hampshire, PO1 4BL	0845 313 0102	3ppm
Q Care- Ross on Wye	First Floor, 10-11 Gloucester Road, Ross On Wye, Herefordshire, HR9 5BY	0845 688 6672	3ppm
Renaissance Personnel Ltd (Kentish Town)	87 Fortess Road, Kentish Town, London, NW5 1AG	0844 848 1411	7ppm
Claremont Lodge Care Home	Fontwell Avenue, Fontwell, Eastergate, Chichester, West Sussex, PO20 3RY	0845 125 6166	2ppm
Holly Grange Extra Care Housing	Mallin Street, Smethwick, West Midlands, B66 1QY	0845 352 7842	2ppm
Murrills House	48 East Street, Porchester, Fareham, Hampshire, PO16 9XS	0845 177 0760	5ppm
SureCare (Croydon and Sutton)	22-24 Napier Road, Croydon, Surrey, CR2 6HG	0844 880 4275	7ppm
United Care Concepts Limited	First Floor Offices, Brunel House, Lower Fore St, Saltash, Cornwall, PL12 6BA	0844 692 3826	7ppm
VP Community Care	Unit 11, H20 Business Units, Lake View Drive, Annesley, Nottingham, Nottinghamshire, NG15 0HT	0870 850 4265	1ppm