

Mrs Mary Hobbs, Clerk to Hoton Parish Council
24, Main Street
Long Whatton
Leicestershire LE12 5DG

The Practice Manager
Barrow on Soar Health Centre
27 High Street
Barrow on Soar
Leicestershire LE12 8PY

12.03.2008

Dear Sir/Madam

The use of an 0844 number by Barrow on Soar Health Centre

The use by the surgery of an 0844 number was discussed at the March meeting of Hoton Parish Council and I have been asked to bring to your attention the concerns of the Council and a number of your patients in connection with telephone enquiries to the surgery.

The Parish Council is aware of the need to use technological improvements in order to improve your service. However, linking these to the introduction of an 0844 number penalises your patients as a result of increased costs over and above normal geographic landline charges. This especially affects the poor and elderly, many of whom use public call facilities. Your patients who use an all inclusive telephone package effectively have to pay twice to phone the surgery and calls from mobile phones incur punitive charges.

It has been reported to Hoton Parish Council that there have been occasions when a connection to the system at Barrow on Soar Health Centre has not been answered leaving the patient waiting for a reply and at the same time being charged for the call. This is surely unacceptable.

Finally we would ask you to release the geographic telephone number so that patients who may need to telephone from overseas can contact the surgery in an emergency.

Yours sincerely

Mary Hobbs, Clerk to Hoton parish Council