



Department of Health Annual Status Report on Customer Service Lines

November 2014

A. Summary of Department’s Numbering Policy

The department and our Arm’s Length Bodies (ALBs) have been moving away from 08 numbers towards 03 numbers for several years. All ALBs are aware of the HMG guidance on customer service lines along with the recent Ofcom work in this area through regular updates from the Director of E&IS. Implementation of the guidance was completed in September 2014, so all public facing 08 numbers now have alternative 03 numbers.

The remaining dual-running (08/03) numbers subject to publicity campaigns / messages on the 08 number. Call volumes to remaining 08 numbers continue due to historic documentation. However they have declined significantly over the past two years and we expect this to continue in 2015. We plan to close down individual 08 numbers that are running in parallel with 03 numbers as volumes decline, considering customer service implications; and expect the majority to have closed by late 2015.

The Dept. and our ALBs do not provide any “value added” or revenue generating services. We do not have any 0800, 0870 or 09 numbers.

Total calls to 084 numbers in November 2013 were c.152,000; and this had fallen to c.79,000 by October 2014 (compared to c.420,000 calls to 03 numbers in Oct 2014).

Note: This return covers service lines for the general public and other customers for the Department and our ALBs (e.g. media, corporations, charities). It does not cover the wider NHS, “internal” lines for health professionals or lines with very small volumes (below 2,000 calls pa).

B Departmental Customer Service Lines: Telephone Number Prefixes

Dept of Health Lines	0843/0844/0845	Dual Numbering with 0843/4/5	03	Other Geographic	0800	0870	09	Other	Lines closed
Total at November 2013	n/a	n/a	n/a	1					
Total at October	n/a	n/a	n/a	1					

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2014									
<i>Please set out in lines below an aggregated breakdown of numbers provided by other public bodies within organisational hierarchy or external private providers.</i>									
NHS Business Services Authority									
Lines	0843/0844/0845	Dual Numbering with 0843/4/5	03	Other Geographic	0800	0870	09	Other	Lines closed
Total at November 2013	n/a	15	19						
Total at October 2014	n/a	15	20						
Public Health England									
Lines	0843/0844/0845	Dual Numbering with 0843/4/5	03	Other Geographic	0800	0870	09	Other	Lines closed
Total at November 2013	0844 x 9 0845 x 3			2					
Total at October 2014	n/a	12	13	2					
Health & Social Care Information Centre									
Lines	0843/0844/0845	Dual Numbering with 0843/4/5	03	Other Geographic	0800	0870	09	Other	Lines closed
Total at November 2013	0845 x 3								
Total at October 2014	n/a	3	2						
National Institute for Health & Clinical Excellence									
Lines	0843/0844/0845	Dual Numbering with 0843/4/5	03	Other Geographic	0800	0870	09	Other	Lines closed

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Total at November 2013	n/a		3						
Total at October 2014	n/a		3						
NHS Blood & Transplant									
Lines	0843/0844/0845	Dual Numbering with 0843/4/5	03	Other Geographic	0800	0870	09	Other	Lines closed
Total at November 2013	n/a		3						
Total at October 2014	n/a		3						
Other ALBs									
Lines	0843/0844/0845	Dual Numbering with 0843/4/5	03	Other Geographic	0800	0870	09	Other	Lines closed
NHS England									
Total at Nov 2013	n/a		1						
Total at Oct 2014	n/a		1						
MHRA									
Total at Nov 2013	n/a			1					
Total at Oct 2014	n/a			1					
Care Quality Commission									
Total at Nov 2013	n/a		1						
Total at Oct 2014	n/a		1						

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Monitor									
Total at Nov 2013	n/a			1					
Total at Oct 2014	n/a			1					
Healthwatch England									
Total at Nov 2013	n/a		1						
Total at Oct 2014	n/a		1						
NHS Litigation Authority									
Total at Nov 2013	n/a			2					
Total at Oct 2014	n/a			2					

C Revenue Generation

Does Department of Health comply with the principles set out on revenue generation in the HMG Guidance on Customer Service Lines?

N/a – The department and its ALBs have no revenue generating CSLs