



# Your letters



## Hospital calls

*Which?*, June 07, p12

One major telephone 'rip-off' I encountered recently was when I phoned a patient in an NHS hospital. This cost 49p a minute during the day and 39p a minute in the evenings and I had no alternative. Phoning an NHS hospital (from Scotland, so visiting was impractical) to help keep up the spirits of a dear old lady incarcerated for six weeks put an extra £148 on my phone bill – and serves to illustrate the problem of having private operators install NHS phones. GEORGE FLETCHER, AYRSHIRE

You give us your comments on what you've read in *Which?*

### Rain cheque

*Which?*, August 07, p38

In the 'Then' section of your 'Back to the future' feature you highlight the rapid decrease in the use of cheques between 1990 and 2006, and the fact that more and more retailers are no longer accepting them. I wonder how these retailers would cope in flooded areas where the power's off for a few days.

The wonderful electronic future planned for us all may well stall whenever there is heavy rain.

MALCOLM DUFF, BY EMAIL

the dirty paste. This leaves spotless clean surfaces ready to be recoated with more paste. It takes only a few minutes and is the easiest way of cleaning an oven that I know of.

ANN DOWNEY, LOWESTOFT



Ann: uses sodium bicarbonate

### Cleaning ovens

*Which?*, July 07, p66

I noticed that in your oven cleaners report you listed sodium bicarbonate as a generic cleaner. I would have liked to have seen it listed as a means of preventing a difficult clean-up.

Once an oven is clean, coat all surfaces and shelves (not the catalytic or pyrolytic surfaces) with a sodium bicarbonate paste and leave to dry. When the oven next needs a clean, use a damp cloth to wipe off

### Book swaps

*Which?*, July 07, p9

In your money-saving tips you recommended book-swapping websites. However, you didn't mention the detrimental effects that these can have on authors.

Most authors depend on book

sales for royalties. Book swapping deprives them of these. The end result will be that publishers will produce only blockbusters and many books will disappear from the bookshelves as they will no longer be an economic proposition.

TONY ELLIS, NORTHWOOD

### Under the influence

*Which?*, July 07, p38

As a medical rep with over ten years' experience, I'd like to point out that sometimes we are promoting drugs that save the NHS money and that are more effective than older products.

I spend a lot of my time asking practices to compare drug costs and to look at published clinical trial data. Many GPs assume that if two drugs do the same thing, they cost the same amount – or that if two drugs cost the same, they must have the same efficacy. You'd be surprised how hard it can be to get a GP to look at cost effectiveness, and yet most patients assume that decisions are made on that basis.

NAME AND ADDRESS SUPPLIED

## GET IN TOUCH

'Your letters' is your chance to have your say on something in *Which?*. Email or write to the address below. If your letter is printed, you can choose a free *Which?* book as a thank you. We reserve the right to edit letters or use only an extract.

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## Next month in *Which?*

### Rail fares

Are you paying more than you should for a ticket? We investigate

### Investing £20,000

Where to get the best financial advice for putting away a lump sum

### Great places to eat out

A round-up of *Good Food Guide* regional favourites, as voted by you

### Hair dyes

The facts and the formulas behind fears over hair dyes explained

### Health lottery

We reveal just how important your postcode could be to your health

### Financial ads

Misleading financial adverts under the microscope

Plus a special supplement to mark *Which?*'s 50th birthday

Coming soon ✓ Dishwashers ✓ Microwaves ✓ Travel insurance

## On test

### Vacuum cleaners

Best for carpets, wooden floors and picking up pet hair

### Portable TVs

How do small and medium TVs measure up?

### Washer-dryers

Buying advice and which is best for your needs

### Plus

✓ Fridges ✓ Cordless phones  
✓ Portable heaters ✓ Indoor digital aerials



Out on  
27 Sep