

Patient Frequently Asked Questions (FAQs)
Relocation of the Aberfeldy Practice

Q1: Will the practice details change?

Only the address which will be: **19 Aberfeldy Square, E14 0XA**

Telephone: 0207 515 5622

Email: nelondonicb.f84698-workflow@nhs.net

Website: <https://www.aberfeldypractice.nhs.uk/>

Q2: Will I need to re-register with the practice due to the relocation?

No, you will not be required to re-register with the practice as a result of the relocation. Your registration and medical records will be transferred to the new premises. You will continue to access and receive healthcare services as you normally do, albeit from a new location.

Q3: Will I get the same GP services I currently receive at the new site?

A: The same GP services provided to patients by the Aberfeldy Practice will be provided at the new practice premises. The premises is a purpose-built healthcare facility, a new build. We hope to further improve your experience at the new surgery by offering more services locally and working with the community trust.

Q4: What will happen to my medical records?

All patients have digital medical records. Our IT system will transfer to the new premises, allowing our team to continue to access your medical records without disruption. The NHS is moving to recording and storing all records digitally. However, paper records will be stored off site securely and will be accessible if the need arises.

Q5: The new location is too far for me, can I register with another practice which is more local?

You have the choice to register with another GP practice if you wish. You can visit the NHS website to find a GP surgery nearby to where you live. You may also contact the NHS England customer contact centre on 0333 014 2884 or Healthwatch Tower Hamlets on 0800 145 5343 for further guidance.

Q6: I am unable to attend any of the engagement events, who can I contact for more information?

Please contact us via telephone on 0207 515 5622 or via email on nelondonicb.f84698-workflow@nhs.net if you would like further information and a member of the practice team will be happy to assist. You can also visit the practice website for further updates.

Should you have any questions not answered in this FAQ, please call the practice and ask to speak to management.