

20 November 2024

Dear Patient/Carer

Your GP practice is moving to new premises from 16 December 2024

We are pleased to inform you that from 16 December 2024, your GP practice at Newham Medical Centre is relocating from its current site at 576 Green Street, London, E13 9DA to purpose-built premises on the former Hartley Centre site on Barking Road, East Ham.

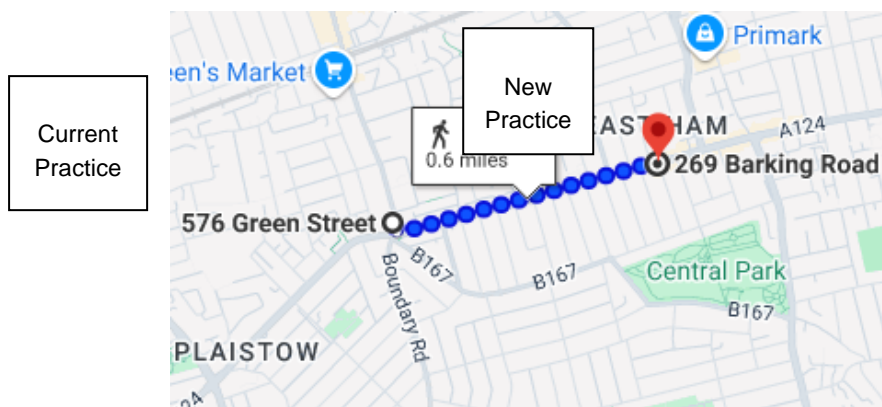
From the date of the move, the practice will be renamed and will be known as '**Central Park Surgery**'.

The lease on the current premises is coming to an end soon and by relocating to this brand-new facility, it will provide modern rooms and facilities and will allow our practice to expand to support more patients in the local area.

Our team of staff, including doctors and nurses, will continue seeing patients as normal after the move.

The new premises are located around 0.5 miles away from where your GP practice is now, that is about 10 minutes walking distance and is well served by public transport with direct bus routes from around Newham.

Our new address will be 269 Baking Road, East Ham E6 1LB. Our contact telephone number for appointments etc. will remain the same after the move 0203 668 0788.



What you need to do

- If you would like to remain a patient with our practice, there is nothing you need to do.

- Your files will be transferred automatically when your surgery moves on site and you will continue to have access to your regular practice team, so you should continue to book appointments as you normally do.
- If you would like to change your practice, you can do so by finding alternative practices in your area on the NHS website: <https://www.nhs.uk/service-search/find-a-gp> .You can register with the new practice online on the practice's website, via phone call or via email.

How can I find out more

We understand you may have questions about what this move means for you and your family. Staff are available to answer your questions and to discuss any concerns you may have.

We would also like to invite you to drop-in information sessions with our practice staff who can speak to you about any concerns you may have. You can find details of these events below. We have also included in this letter a FAQ to answer some of the most frequently asked questions.

In person drop in event: 05/12/2024 from 10am to 11am at Newham Medical Centre, 576 Green Street, London E13 9DA

Virtual drop in event: 05/12/2024 at 4pm – 5pm via MS Teams link
Please request the link from the practice staff if you wish to attend the meeting

We will continue to update you via the practice website <https://www.newhammedicalcentre.nhs.uk/>



Yours sincerely

Sanita Basi
Practice Manager

Newham Medical Centre relocation to Hartley Centre Frequently Asked Questions

Q: How easy is it to get to the new site?

A – The new premises are located around 0.5 miles away from where your GP practice is now, that is about 10 minutes walking distance and is well served by public transport with direct bus routes from around Newham

Q: How much car parking will there be?

A – There is no car parking

Q: Do I need to call a different telephone number after the move?

A – No, the telephone number will remain the same.

Q: Do you have all the staff you need to work at this new site?

A – Yes

Q: Why is my GP practice moving and when will this happen?

A - The lease on the current premises is coming to an end soon and by relocating to this brand-new facility, it will provide modern rooms and facilities and will allow our practice to expand to support more patients in the local area

Q: How can I learn more about the move process and what it means for me?

A - We understand you may have questions about what this move means for you and your family. We would like to invite you to drop-in information sessions with our practice staff who can speak to you about any concerns you may have. Event details can be found below:

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Please request the link from the surgery if you wish to attend the meeting

Q. Do I need to change my GP practice?

A: You do not need to do anything. We aim to make this transition to the new premises as seamless as possible, so your registration will automatically transfer to the new practice when we move. Until then, you will be able to contact the practice, book appointments and access services in the same way that you do now from our current address. Should you wish to register with another practice you can do so at any time by contacting a practice of your choice or by visiting the nhs.uk website.

If you have other questions that are not answered here, please email nelondonicb.primarycareplace@nhs.net

Q: I need a copy of the patient letter and FAQs in a different language/format?

A - If you require the contents of the patient letter or FAQs in a different language or format, please contact the practice and we will arrange this for you.