

**Patient Frequently Asked Questions (FAQs)**  
**Relocation of the City Square Medical Group to 14 Deancross St, London E1 2QA.**

**Q1: Will the practice details change?**

Only the address which will be:

**City Square Medical Group**  
**14 Deancross Street**  
**London**  
**E1 2QA**

Telephone: 0207 4884240  
Email: [thccg.citysquaremedical@nhs.uk](mailto:thccg.citysquaremedical@nhs.uk)  
Website: [www.citysquaremedical.nhs.net](http://www.citysquaremedical.nhs.net)

**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 City Square will be provided at the new practice premises. 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 020 3688 2500 for further guidance.