

Frequently Asked Questions – From patient engagement event 7th January 2021
Island Medical Centre temporary relocation

Q: Where can I find the letter which was sent to us in December?

A: An online version of the letter is available on our website. Please visit:
<https://www.islandmedical.co.uk/patient-information-letter>

Q: What does the temporary move mean for me?

A: You do not need to do anything. Although the practice will be moving temporarily to Docklands Medical Centre, you will continue to be a registered patient of the Island Medical Practice and our GP services will continue to be provided by your existing medical team. Docklands Medical Centre offers enough administrative and clinical space to accommodate the Island Medical Centre practice.

- You will continue to be registered with the practice when it moves to its temporary location.
- The doctors and nurses will remain the same and will continue to have access to your medical records.
- The appointment system will not change.
- The practice's telephone number will remain the same.

Q: What is the nature of the renovations?

A: Island Medical Centre will be undergoing essential building works. The renovation will increase clinical space and improve practice facilities. We hope this enhanced environment will improve the service we offer.

Q: What is the address of the temporary site?

A: The temporary site, Docklands Medical Centre, is located at 100 Spindrift Avenue, Isle of Dogs, London E14 9WU (0.9 miles away) which is approximately a 19 minute walk, a 6 minute drive or 10-15minute journey by bus (routes 135 or D7) from the Island Medical Centre.

Q: Is there parking at Docklands Medical Centre?

A: There is no patient parking facility on the site however there are a number of metered parking spaces on the adjacent streets.

Q: What if the new location is too far for me?

A: Patients are encouraged to contact the practice online first. Telephone or Video consultations will be the preferred option and attendance at the practice is by appointment only, in line with Covid-19 requirements to keep both patients and staff safe. If you have any concerns about accessing services during this period, please contact the practice (contact provided at the bottom of the letter) who will support you or discuss alternative options.

Q: Will the practice be closed for a short time while it is relocating? Where do we go for treatment then?

A: In an effort to minimise disruption to our patients, the move to Docklands Medical Centre will take place over a weekend. The practice premises might be closed on the Friday afternoon on the weekend of the move however patients will still be able to access patient services via eConsult online or by telephone during this period. The practice will re-open at the temporary new location (Docklands Medical Centre) the following Monday.

Q: Do we have a flexible arrangement with Docklands medical centre so we could stay longer there in event of delays?

A: Yes flexible arrangements are in place if we were to experience delays with the renovation.

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Q: I'm away from London. How can I be kept informed as I do not have access to my mail?

A: Please check our practice website for up to date information. We will also send text reminders to patients that have given their mobile phone number to us. Please help us by letting us know any changes to your contact details via our email – thccg.imc@nhs.net

Q: What will happen to mail sent to the Island Medical Centre address (including test results)? Will it be automatically redirected?

A: Yes, postal mail will be redirected to the Docklands Medical Centre for the duration of the works. Electronic mail will continue to be delivered directly to the Island Medical Centre inbox as before – this will not change

Q: Are the communicated dates actual or estimates? What will happen if there are unforeseen delays?

The temporary relocation is estimated to take place in February for a period of 3 to 6 months. These are estimates and we will contact you to inform you of the exact move date as soon as possible. In the event of delays, arrangements are in place with the Docklands Medical Centre to extend the temporary relocation as necessary.

Q: How will I request my prescription?

A: Due to the temporary move & covid-19 restrictions we are no longer handling paper prescription request. Please do not leave any prescriptions in the letter boxes as they are not secure.

You will be able to request your prescriptions by **email** at thccg.imc@nhs.net, via or website through **eConsult** <https://islandmedicalcentre.webgp.com/>

Most local pharmacies offer a repeat prescription service. They will send request directly to the practice who will then request & send through a signed electronic prescription back directly to the pharmacy to dispense to you. Patients can contact their local pharmacy to set this service up.

We also recommend you download the **NHS APP** to request repeat prescriptions - <https://www.nhs.uk/nhs-services/online-services/nhs-app/> or via **Patient access** - <https://www.patientaccess.com/>

Q: Will we still be able to collect our prescriptions at the same pharmacy?

A: Yes, you do not need to change anything in relation to you preferred pick up collection pharmacy.

Q: What happens to my medical notes?

A: Medical records are stored securely, electronically in the practice database system which will be relocated to the new premises. Most practices also have paper medical records for each patient; these will be digitalised and saved to your electronic medical records before the practice relocates. This will ensure that we have all your medical history on our database system.