

Mr. John Doe
Flat 1
15 Maple Grove
Manchester
M1 2AD

10 December 2024
PCSE Reference: B123456780
NHS Number: 987 456 3210

Dear Mr. John Doe,

Important information regarding your General Practice (GP) Registration

We are writing to you to confirm if the home address the NHS holds for you is up to date.

If we do not receive the information we need from you within 30 days of the date of this letter, it will be assumed that you have moved and we will begin the process of removing you from your GP surgery's patient list. This means you will not receive important information about your healthcare and will no longer be registered with a GP surgery.

Please complete one of the options on the attached page. You may want to keep this page in a safe place for your records.

How do I request this letter in an alternative format?

To request this letter in an alternative format such as braille, large print or audio version please contact your GP surgery.

You may also receive this message in an email.

Thank you for taking the time to respond to this request.

Yours sincerely
Primary Care Support England
Delivered on behalf of NHS England by Capita.
<https://pcse.england.nhs.uk/organisations/public>



The NHS currently holds the following address for you:

Flat 1
15 Maple Grove
Manchester
M1 2AD



England

Primary Care Support England

What to do if your address information is correct

Please complete one of the following options:

Option 1

Scan the QR code and complete the online form to confirm your address. You will need reference number **B123456780** and NHS number **987 456 3210**



Option 2

Text
YESB123456780 to
07860 055388 (usual
contract charges will
apply).

Option 3

Tick this box



Return this page in
the envelope
provided. You do not
need a stamp.

What to do if your address information is not correct

- You may need to register with a new GP surgery using the following link <https://www.nhs.uk/service-search/find-a-gp>
- Contact your current GP surgery to update your address.
- If you have left the United Kingdom and do not intend to return within 3 months you should call your GP and ask to be removed from their patient list.

A translated version of this letter is available in the following languages:

Bānlā (বাংলা Bengali)
Eurbāa (عربي Arabic)
Español (Spanish)
Français (French)
Gujarātī (Gujarati)
Pajābī (ਪੰਜਾਬੀ Punjabi)
Polskie (Polish)
Português (Portuguese)
Urdu (Urdu)
Zhōngwén (中文 Chinese)

Visit <https://pcse.england.nhs.uk/members-public/my-details-and-nhs/other-languages>

Example email



Dear Mrs Rosemary Smith

Confirm your address with NHS England

We are writing to you to confirm if the home address the NHS holds for you is up to date.

If you do not confirm your address details within 30 days, we will assume you have moved. We will begin the process of removing you from your GP surgery's patient list.

This means you will no longer be registered with a GP surgery. You will not get important information about your healthcare.

The NHS currently holds the following address for you:

7 Wellington Place, Leeds, LS1 4AW

Do not reply to this email as your response will not be processed.

If your address information is correct

Please complete one of the following options:

Option 1

Select the link and complete the online form to confirm your address. You will need:

- your reference number REF123456
- NHS number 485 777 3456

<https://pcse.england.nhs.uk/contact-us/patient-registrations-enquiry-categories/list-cleansing-patients-only>

Option 2

Text YESREF123456 to 07860 055388 (usual contract charges will apply).

If your address information is incorrect

- If you have an NHS account, you can change your address at: <https://change-your-address.account.nhs.uk>.
- If you do not have an NHS account, you should contact your GP surgery to change your address.

We may also send you reminders by text message and letter.

Thank you for taking the time to respond to this request.

Yours sincerely

Primary Care Support England

<https://pcse.england.nhs.uk/organisations/public/>

Primary Care Support England provides administrative and support services for primary care on behalf of NHS England and is part of Capita plc.

Example text message

You have received an email from the NHS asking you to confirm your home address.

Complete one of the options in the email to keep your NHS record up to date.