PATIENT INFORMATION

NHS address checks and FP69 list cleansing

Please make sure your contact details are up to date and respond to any request from NHS England to confirm your address.

The practice would like to make patients aware of the NHS England patient list cleansing process, which helps ensure that GP registration records are accurate and up to date.



What is FP69 list cleansing?

NHS England regularly reviews GP patient registration records to identify people who may have moved house, left the area or no longer live at the address held on their NHS record.

As part of this process, an FP69 flag may be placed on a patient's record if their address cannot be confirmed, for example, when NHS correspondence is returned undelivered or a patient does not respond to a request to confirm their details.

An FP69 flag does not automatically mean that you have been removed from our practice. It indicates that your address or registration details need to be checked.

What happens if I do not respond?

If your address cannot be confirmed, your GP registration may be affected. Under the current FP69 process, a practice generally has three months from the date a flag is applied to confirm the patient's details. If the necessary confirmation is not received within this period, an adult patient may be removed from the practice list.

This could affect your access to our services and the receipt of important NHS communications, including screening and vaccination invitations.



What do I need to do?

If you receive a letter, text message, email or NHS App notification asking you to confirm your address, please follow the instructions provided and respond as soon as possible.

If you still live at your current address: Confirm that your address is correct using the method explained in the communication.
If you have moved house: Follow the instructions to update your address and check whether you need to register with another GP practice.
If you are unsure what to do: Contact NHS England using the contact details in your communication, or contact the GP practice for advice.

You do not need to create an NHS account if you do not wish to. Alternative ways to respond are available, as explained in NHS England's communication.

Is the communication genuine?

NHS England does send genuine letters, emails and text messages asking selected patients to confirm their home address.

If you are unsure whether a message is genuine, do not share personal information through a link you do not trust. Instead, use the official contact details published on the NHS England website to check.

You can find further information on the official NHS England website – Confirm your home address FAQs.

Help us keep your records up to date

Please ensure that we have your current address, telephone number and email address. Keeping your details accurate helps us contact you when needed and supports the safe delivery of your care.

If you receive a request from NHS England to confirm your address, **please do not ignore it**.

Thank you for helping us keep your NHS records accurate.