



North East London

**APMS Procurement
Patient and Public Engagement Report**

**Rainham Health Centre
Upminster Road South
North Rainham
RM13 9AB**



NHS North East London

November 2025



Purpose

The purpose of this report is to provide details of feedback from patients and other stakeholders on the proposals put forward by NHS North East London (NEL) for the future of Rainham Health Centre, and to outline how this feedback will affect the plans.

Background

GP services at Rainham Health Centre are currently being temporarily managed by Operose (previously AT Medics) until Spring 2026.

The contract was initially awarded to East London Foundation Trust (ELFT), with services commencing on 1 April 2024. On 30 December 2024, ELFT formally notified the ICB of its intention to terminate the contract, effective from 30 September 2025, in line with clause 2.4 of the APMS contract.

The contract held by ELFT covered Rainham Health Centre and its branch site, Upminster Medical Centre (224–226 St Mary's Lane, Upminster RM14 3DH). The Upminster Medical Centre branch closed in August 2025, with all services consolidated at Rainham Health Centre.

The North East London Procurement process will see Rainham Health Centre being offered as an additional site to an existing contract holder in North East London.

GP services are currently provided from Rainham Health Centre 8:00 am to 6:30 pm, Monday – Friday only.

As part of the procurement process, patients and other stakeholders were asked for their views on the services currently provided and any suggested improvements.

The results of the feedback from the engagement process are included in this document, including the themes for potential bidders to consider.

How We Collected Your Views

Letters were sent to all registered patients aged 16 and over informing them of the forthcoming procurement in September 2025. Patients were invited to attend two patient consultation sessions organised on Monday 6 October 2025, which were attended by officers from NHS North East London ICB. Patients were asked to give their views on what they liked and also what could be improved at the practice. A presentation was given to patients explaining the procurement process and were invited to ask questions/ provide comments.

There were 8 patients who attended the first session which took place face-to-face at the practice and 1 patient attended the second session which took place virtually. All patients who attended these events were invited to complete either the online or paper version of the patient survey.

The practice also conducted an event hosted by the PPG members a week prior to the patient engagement events. A total of twenty-five attendees attended at this event.

The patient survey was launched on 23 September 2025 and ran until 17 October 2025. Paper surveys were made available at the practice for patients without online access. 23 responses were received to the patient survey in total, 9 of which were paper copies, and 14 of these were submitted online.

Communications were also sent to local stakeholders and interested parties on 2 October 2025 informing them of the upcoming procurement. This included the Local Health Authority, Havering Healthwatch, Health and Wellbeing Chairs, Local Acute Trusts, Local Medical Committee, Local Pharmaceutical Committee, Outer North-East London Joint Health Overview & Scrutiny Committee Chairs, local Councillors and MPs.

What You Told Us

The following comments and themes came out of the patient survey, and some direct quotes have been included where relevant.

On a scale of 1-5, where 1 is not at all and 5 is completely, how do these opening hours meet your needs?

| Rating | Number of Responses | Percentage |
|--------|---------------------|------------|
| 1 | 0 | 0.00% |
| 2 | 1 | 4.35% |
| 3 | 3 | 13.04% |
| 4 | 0 | 0.00% |
| 5 | 19 | 82.61% |

Most respondents (82.61%) felt the opening hours completely meet their needs.

Nearly 1 in 6 respondents (about 16.67%) rated them poorly (2 or 3), indicating dissatisfaction among a notable minority.

Examples of Patient Feedback

- *“Would just be nice to be able to get an appointment when needed!”*
- *“Face to face appointment preferred”*
- *“Emergency drop in times need to be accessible Monday to Friday”*
- *“I’ve often had a solution offered via telephone call or video. I don’t believe a face to face is always necessary in some cases a call is favourable especially if it means you can be ‘seen’ quicker.”*
- *“I would still rather see a Doctor like we always used to before Covid”*
- *“Currently it is IMPOSSIBLE to get ANY APPOINTMENT. The answerphone directs you to use the NHS App, but patients CANNOT BOOK APPOINTMENTS ONLINE by any means. It takes nearly 30 mins to before phones are answered. It is appalling! The Receptionists give conflicting or mis-information. I do not trust the staff or what they say.”*

Reception Services

Using the scale below, tell us how satisfied you are with Reception services at your practice? (1 = not important at all 5 = very important)

| Rating | Number of Responses | Percentage of Responses |
|--------|---------------------|-------------------------|
| 1 | 3 | 13.64% |
| 2 | 2 | 9.09% |
| 3 | 1 | 4.55% |
| 4 | 4 | 18.18% |
| 5 | 12 | 54.55% |

("Don't know"/ empty responses were excluded from percentages.)

The majority of patients rated reception services highly, with most responses being 4 or 5. This suggests that many patients find the reception team helpful and responsive. However, there are a few lower ratings (1 and 2), indicating that some patients have had negative experiences with reception services.

Positive Feedback

Receptionists attitude and compassion:

- *"When calling in to the reception staff go out of their way to help and support."*
- *"I always find the reception staff friendly and willing to help."*
- *"Staff are always helpful but it can take a while to get through on the phone."*
- *"Personally I have found the current reception staff helpful as far as they are able."*
- *"There are a couple of staff members who are very helpful and informative."*
- *"Receptionists are excellent. Always professional but caring and welcoming too."*
- *"Reception staff have been helpful to speed up the process with prescriptions. Sharon is just so helpful."*
- *"Reception (Sharon) does excellent job but difficult to get through on phone."*
- *"Receptionists are brilliant. They have been holding the place together the last couple of years... still trying to maintain a professional service."*
- *"The receptionists have been helpful and obliging in helping me getting the services I need."*
- *"So much better. Marie very helpful, pleasant."*
- *"The reception services are excellent they go above and beyond to help you, very polite and very compassionate."*
- *"Current staff most pleasant & helpful, always help me."*
- *"Some staff understand that I work shifts and try to accommodate my requests for an appointment."*

Negative Feedback

Phone access issues:

- *"Wait 40 mins as caller number one for someone to answer phone..."*
- *"During surgery hours it has taken nearly an hour for reception to answer the phone on more than one occasion."*
- *"Can never get through on the phone unless you hold online for a long period of time..."*
- *"Unable to get through on phone have been caller number one but still waited 40 minutes..."*
- *"Telephone calls to surgery are not good... usually have to wait up to a fortnight for one."*
- *"I try calling later in the day and it takes at least 30 mins for the phone to be answered... If I try calling in the morning I am in queue position 10 or more."*
- *"IRONICALLY whilst holding you are signposted to use the NHS App where you can do NOTHING to help yourself. It is diabolical and shameful."*
- *"Getting through on telephone is bad."*

Booking accessibility:

- *“While waiting online it says to book online or via the app which only shows appointments for dementia and asthma clinic or for a smear! Can not book a dr appointment.”*

Dissatisfaction with staff:

- *“The only good thing about the surgery is that it is usually empty... If you are lucky enough to get an appointment, you have the joy of listening to the reception staff chatting, and the phones ringing.”*

PPG Involvement within the practice

On a scale of 1 to 5, where 1 is not important at all and 5 is very important, how important is it that the practice involves the PPG in appropriate and relevant decisions about services and standards at the practice?

| Rating | Number of Responses | Percentage of Responses |
|--------|---------------------|-------------------------|
| 1 | 0 | 0.00% |
| 2 | 0 | 0.00% |
| 3 | 1 | 5.88% |
| 4 | 1 | 5.88% |
| 5 | 15 | 88.24% |

("Don't know"/ empty responses were excluded from percentages.)

The majority of patients who responded to this question rated the involvement of the Patient Participation Group (PPG) in decisions about services and standards as very important (88.24%). This indicates strong support for collaborative decision-making and a desire for patient voices to be included in shaping the practice. Only a small minority rated this as less important (3 or 4), suggesting that most patients value PPG engagement highly.

Importance of Having a Surgery Website

On a scale of 1 to 5, where 1 is not important at all and 5 is very important, how important is it that your surgery has a website from which you can order repeat prescriptions, book appointments and view your medical record?

| Rating | Number of Responses | Percentage of Responses |
|--------|---------------------|-------------------------|
| 1 | 2 | 11.76% |
| 2 | 0 | 0.00% |
| 3 | 2 | 11.76% |
| 4 | 0 | 0.00% |
| 5 | 42 | 76.47% |

The majority of patients who responded to this question rated the importance of having a surgery website as very high (76.47%). This reflects strong patient interest in digital access to services such as prescriptions, appointments, and medical records. Only a small minority rated this as less important (1 or 3).

What Patients Valued about practice website:

- *“Can see current list of staff and services available”*
- *“NHS website and link to all other departments/ services to ensure continuity and chain of information regarding treatments”*

What Patients found Challenging about practice website:

- *“Too much hassle to set up”*
- *“Nothing on website apart from address and telephone number”*
- *“Current setup is not fit for purpose”*
- *“Digitally challenged- no access to PC, laptop, app on phone”*
- *“Not practical”*

What We Will Do With This Information

Patient feedback forms an integral part of the procurement process. Bidders who demonstrate how they have considered this feedback and outline the steps they will take to address any issues will be able to achieve maximum scores during assessment.

The new contract that will be put in place has been created to ensure that the same consistent high level of service is provided to patients at surgeries across North East London. This includes key requirements for being able to book appointments quickly, efficiently, and provided at a range of times. This includes:

- When patients call to book an appointment, they will be able to do so first time. They won't be asked to call back another time.
- Patients will be able to book an appointment for the day you call, or the next day, if you would like to. Patients who are feeling unwell when they call will want to do this, although the appointment won't necessarily be with your usual doctor.
- Patients will be able to book appointments in a number of ways: in person at reception; by telephone; or online via the surgery website.

Any concerns and comments which relate to other services which are outside of the registered GP list will be passed on to the organisations who commission these services.

ANNEX 1 (Statistics)

| | | | | | |
|---|-----------------------|-----------------------|--|-------------------|-------------------|
| Practice Name: | Rainham Health Centre | Practice Code: | F82627 | List Size: | 7563 (Q3 figures) |
| Place: Havering | | | Responsible Commissioner: NHS North East London | | |
| Date Consultation Commenced: 23 September 2025 | | | Date Consultation Completed: 17 October 2025 | | |
| Date of Report: 7 November 2025 | | | Report Written By: Yasser Allybokus | | |

| Written Communications | | | | | |
|-------------------------------------|-------------------|----------------------------------|---------------|-----------------|---------------|
| Letter sent to: | | Yes / No (If no, explain why) | Date sent (1) | Date sent (2) | Date sent (3) |
| Registered Patients | | Yes | 19/09/2025 | | |
| Incumbent Provider | | Yes | 23/09/2025 | | |
| Overview & Scrutiny Committee | | Yes | 02/10/2025 | | |
| Healthwatch | | Yes | 02/10/2025 | | |
| MP (Name): | Julia Lopez | Yes | 02/10/2025 | | |
| | Andrew Rosindell | | | | |
| Councillors (Name): | Cllr Gillian Ford | Yes | 02/10/2025 | | |
| | Cllr Roy Morgan | | | | |
| Press Release Prepared? Yes / No | | No | | | |
| Date sent: | | Name of publication: | | Date published: | |
| N/A | | N/A | | N/A | |

| Issues / Themes Arising from Written Communications | | No./Source of Responses Highlighting this Point |
|---|-----|---|
| N/A | N/A | N/A |
| | | |
| | | |

| Meetings | | | | | | | | | |
|---|--|---------------------------------------|------------------------------|---------------------|------|---|---------|---|--|
| | Date | Time | Venue | No. of Attendees | | | | | |
| Patient Engagement 1 | 06/11/2025 | 13:00 – 14:00 | Rainham Health Centre | 8 | | | | | |
| Patient Engagement 2 | 06/11/2025 | 18:00 – 19:30 | Virtual session vis MS Teams | 1 | | | | | |
| Issues / Themes Arising from Meetings | | | | | | | | | |
| Issue 1: | Why was a temporary contract issued instead of a permanent contract? | | | | | | | | |
| Issue 2: | Will the management changes impact my care that I receive at the practice? | | | | | | | | |
| Issue 3: | Will there be any changes to practice staff? | | | | | | | | |
| Patient Survey | | | | | | | | | |
| Date Online Survey launched: 23/10/2025 | | Date Online Survey closed: 17/11/2025 | | No. of Responses:14 | | | | | |
| Date Paper Survey launched: 23/10/2025 | | Date Paper Survey closed: 17/11/2025 | | No. of Responses:9 | | | | | |
| Translations of Paper Survey requested: (tick all applicable) | Tamil | 0 | Somali | 0 | Urdu | 0 | Bengali | 0 | |
| | Other (please specify): | | | | 0 | | | | |
| | | | | | | | | | |

| Issues / Themes Arising from Patient Surveys | | No. of Responses Highlighting this Point |
|---|--|---|
| Preference to Face-to-Face appointments | More patients prefer obtaining Face-to-Face appointments | 7 |
| Reception Services | The majority of patients experienced a positive experience with the reception services especially highlighting helpfulness of staff | 14 |
| Continuity of Care | Patients highlight their dissatisfaction of NOT having a permanent GP | 8 |
| Access to appointments | Patients raise concern of not be able to get access to appointments | 14 |
| Managing Long Term Conditions | Patients feel they do not receive enough support and information to manage Long Term Conditions | 8 |
| Other services to be provided at surgery | Patients would like to see the introduction of the following at the surgery- Phlebotomy, blood tests, physiotherapy, diabetes, covid/ flu service, women's health services | 10 |
| Surgery Website | Patients state the surgery website is not fit for purpose | 9 |
| Disability access | Patients feel there is a lack of facilities for patients with disabilities | 6 |