NHS
North East London

APMS Procurement
Patient and Public Engagement Report

The Loxford Practice

417 Ilford Lane, Ilford IG1 2SN

NHS North East London

November 2025

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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 The Loxford Practice, and to outline how this feedback will affect the plans.

Background
The Loxford Surgery contract is currently held by Operose Health. The contract was originally procured in August 2016 on a 5-year contract with only one 5-year extension. This contract is due to expire in July 2026 with no further extensions applicable. Therefore, this contract will be reprocured as part of the North East London Procurement process. The surgery operates from purpose-built premises at the Loxford Polyclinic, located at 417 Ilford Lane, Ilford, IG1 2SN. GP services are currently provided from Loxford Practice 8:00 am to 6:30 pm, Monday – Friday and 09:00am to 1pm Saturday. As part of the procurement process, patients and other stakeholders were invited to provide feedback on existing services and suggest potential 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 in September 2025 to inform them of the forthcoming procurement. Patients were invited to attend two consultation sessions organised on Thursday 2 October 2025, which were attended by officers from NHS North East London. During these sessions, patients were asked to share their views on what they liked about the practice and any areas for improvement. Information about the procurement process was provided, and patients were invited to ask questions and provide comments.

There were 11 patients who attended the face-to-face session at Loxford Surgery. All patients who attended these events were invited to complete either the online or paper version patient survey. A virtual session was also offered but not attended by any patients.

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. 97 responses were received for the patient survey in total, 68 of which were paper copies, and 29 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	12	12.0%
2	3	2.9%
3	11	11.0%
4	16	15.5%
5	55	53.0%

The majority of patients who responded (53%) felt the opening hours completely meet their needs.

Nearly 1 in 7 respondents (about 14.6%) rated them poorly (1 or 2), indicating dissatisfaction among a notable minority.

The remaining responses were neutral or moderately satisfied.

Some of the comments have been included below:

• *"Much prefer an appointment face to face due to relationships built up over time."*
• *"Face to face appointments are very important and critical. Telephone and video are not suitable alternatives."*
• *"Face to face consultation is very important. Video call or telephone call is not a solution."*
• *"It is very difficult to get appointment. Need to ring at 8 am when the number indicates more than 30 and tells to ring later. Not acceptable at all."*
• *"I really don't see the point generally of telephone appointment, but a video link does mean that the doctor/patient are fully communicating."*

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	11	13.3%
2	4	4.8%
3	13	15.7%
4	8	9.6%
5	47	56.6%

The majority of respondents 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 in the experience.

Positive Feedback:

- *"Good customer service"*
- *"Very pleased with GP, Nurses and other staff."*

Negative Feedback:

- *"I have waited a long time on the phone to speak to someone and when I am next in line, the phoneline ends"*
- *"Attitude of reception staff not always as it should be"*

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	1	2.6%
2	0	0.0%
3	2	5.3%
4	6	15.8%
5	29	76.3%

("Don't know" 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 (76.3%). 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 (1 or 3), 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	3.4%
2	0	0.0%
3	0	0.0%
4	15	25.4%
5	42	71.2%

The majority of patients who responded to this question rated the importance of having a surgery website as very high. This reflects strong patient interest in digital access to services such as prescriptions, appointments, and medical records.

What Patients Valued about practice website:

- *"I can book appointments and order repeat prescriptions"*
- *"It provides more ease to be able to do a lot things using the website, including, Admin queries, order medication, book non-urgent appointments, access services and book on to relevant services etc"*
- *"Doctor IQ, is great service to repeat medicine"*

- *"Simple to use"*

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:

- Maintains the level of Reception service currently provided.
- Patients are involved in relevant decisions about services provided within the practice.
- 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:	The Loxford Practice	**Practice Code:**	Y02987	**List Size:**	32728
Place: Newham		**Responsible Commissioner:** NHS North East London			
Date Consultation Commenced: 23 September 2025		**Date Consultation Completed:** 17 October 2025			
Date of Report: 5th November 2025		**Report Written By:** Safdar Raffiq			

Written Communications							
Letter sent to:		**Yes / No (If no, explain why)**	**Date sent (1)**		**Date sent (2)**		**Date sent (3)**
Registered Patients		Y	19/09/25				
Incumbent Provider		Y	23/09/25				
Overview & Scrutiny Committee		Y	02/10/25				
Healthwatch		N	02/10/25				
MP (Name):	Jas Athwal	Y	02/10/25				
Councillors (Name):	Cllr Beverly Brewer	Y	02/10/25				
Press Release Prepared? Yes / No		No					
Date sent:		Name of publication:			Date published:		
N/A		N/A			N/A		

This proposed procurement has been reviewed by the Place Partnership Groups. There have been no comments received from stakeholders.

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	02/10/25	13:00 – 14:30	The Loxford Practice	11
Patient Engagement 2	2/10/25	18:00 – 19:30	MS Teams, Online Event	0

Issues / Themes Arising from Meetings	
Issue 1:	It is important to consider how patients who are unable to use digital technology can access services. At present, those who cannot complete the online form are placed at a disadvantage and may not receive the appointments they need.
Issue 2:	Service organisation should also be reviewed to reduce the 8am surge and long queues for reception. Typically, patients queueing are the elderly and cant use the online tools and standing in the cold for 30 mins for reception to open isn't good enough
Issue 3:	Telephone systems require improvement so that patients are not left waiting for extended periods only to be told that all appointments for the day have been allocated
Issue 4:	Patients would also benefit from greater continuity of care, ensuring they are not seen by a different clinician at each visit.

Patient Survey									
Date Online Survey launched: 23/09/25		**Date Online Survey closed: 17/10/25**					**No. of Responses: 29**		
Date Paper Survey launched: 23/09/25		**Date Paper Survey closed: 17/10/25**					**No. of Responses: 68**		
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
Accessing a Clinician	Difficulty booking appointments, 8am call system, same-day access, face-to-face preference	18
Reception	Wait times, inconsistent information, customer service	29
Managing a Long-Term Condition	Diabetes support, mental health, asthma care, continuity of care	12
Website	Navigation issues, online booking, repeat prescriptions, viewing records	14
Current services	Blood tests, ECG, family planning, Wellwoman/Wellman clinics	17