NHS
North East London

APMS Procurement
Patient and Public Engagement Report

Lucas Avenue Practice

1A Lucas Avenue E13 0QP

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 Lucas Avenue Practice, and to outline how this feedback will affect the plans.

Background
The Lucas Avenue Practice 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 is located in the borough of Newham. The Lucas Avenue Practice operates from purpose-built premises at 1A Lucas Avenue, Plaistow, E13 0QP. GP services are currently provided from Lucas Avenue 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 share their views on the current services and any suggested improvements. The results of patient feedback are presented within this document, summarising the common themes and areas for potential bidders to consider. This proposed procurement has been reviewed by the Place Partnership Groups, and no comments have been received from other stakeholders. Further communications to stakeholders will go out in December via a newsletter.

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 Wednesday 1st 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 7 patients who attended the face-to-face session at Lucas Avenue Practice. 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. 24 responses were received for the patient survey in total, 2 of which were paper copies, and 22 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	2	9.5%
2	4	19.0%
3	5	23.8%
4	4	19.0%
5	6	28.6%

The majority of respondents (28.6%) felt the opening hours completely meet their needs. Nearly 1 in 3 respondents (about 29%) 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:

- *"We are NOT keen on telephone and video consultations. Please stop these as the default method."*
- *"Because the GP insists we must call exactly at 8 am to get an appointment."*
- *"It would be helpful if appointments could be booked online."*
- *"Telephone consultations don't provide many options for treatments."*
- *"Very difficult to get through on phone in time to get an appointment."*

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	4	19.0%
2	3	14.3%
3	2	9.5%
4	4	19.0%
5	8	38.1%

The majority of patients that responded 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:

- *"Reception staff are described as friendly, helpful, and patient."*
- *"Some patients appreciate the professionalism and responsiveness of the team."*

Negative Feedback

- *"A few patients mentioned rude or dismissive behaviour."*
- *"Long phone waits and inconsistent information were noted as issues."*

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	0.0%
2	0	0.0%
3	1	14.3%
4	0	0.0%
5	6	85.7%

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. This indicates strong support for collaborative decision-making and a desire for patient voices to be included in shaping the practice.

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	0	0.0%
2	0	0.0%
3	0	0.0%
4	1	14.3%
5	6	85.7%

What Patients Valued about the practice website:

- Medical record viewing, seeing appointments.
- Repeat medication

What Patients found Challenging about the practice website:

Patients also suggested ways the website could be improved:

- Ease of access and navigation support. Elders in family particularly struggle a lot.
- Would like to see my full medical records including test results
- Out of hours support whether on phone or video call

- Easier to navigate and seems a little complicated.’

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:	Lucas Avenue Practice	**Practice Code:**	F84642	**List Size:**	14072
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	02/09/25				
Healthwatch		Y	02/09/25				
MP (Name):	Stephen Timms	Y	02/09/25				
Councillors (Name):	Melanie Onovo, Susan Masters, Danny Keeling	Y	02/09/25				
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	01/10/25	13:00 – 14:30	Lucas Avenue Practice	7
Patient Engagement 2	1/10/25	18:00 – 19:30	MS Teams, Online Event	0

Issues / Themes Arising from Meetings	
Issue 1:	Difficulty booking appointments at 8am call system.
Issue 2:	Patients reported that making appointments by telephone or online was difficult, particularly getting through to the practice.
Issue 3:	
Issue 4:	

Patient Survey									
Date Online Survey launched: 23/09/25			**Date Online Survey closed: 17/10/25**				**No. of Responses:** 22		
Date Paper Survey launched: 23/09/25			**Date Paper Survey closed: 17/10/25**				**No. of Responses:** 2		
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	Many patients expressed frustration with the 8am booking system and difficulty accessing face-to-face consultations. Some value video consultations, but most prefer in-person.	12
Reception	While many praised reception staff as helpful and polite, several reported long phone waits and inconsistent information.	10
Managing a Long-Term Condition	Patients with diabetes and other conditions felt support was limited, especially when appointments were hard to book.	4
Website	Patients value features like repeat prescriptions and medical record viewing. Suggestions include easier navigation, full record access, and out-of-hours support.	6
Current services	Requests for additional services such as mental health support and blood testing were noted.	3