

8th Floor
20 Churchill Place
Canary Wharf
London
E14 5HJ

01/08/2025

Dear Registered Patient,

Important information – Closure of Upminster Medical Centre and changes to your service provider.

We wrote to you in January informing you of significant changes to your services at both Rainham Medical Centre and Upminster Medical Centre. This letter is to advise that these changes will be taking place during August and September.

- **Changes to your service provider:** As of 30 September 2025, East London NHS Foundation Trust (ELFT) will no longer hold the contract for Rainham Medical Centre. A temporary provider will be put in place to provide the same services as your current GP and we expect you to continue to see the same care teams, as staff working at the practice should transfer with the services. This means that as a registered patient you should not see any interruption in the services provided.
- **Closure of Upminster Medical Centre:** The branch site at 224–226 St. Mary's Lane will close on 29 August 2025 due to safety concerns with the building. Services will move to Rainham Medical Centre.

Rainham Medical Centre will remain open, with primary care services continuing as usual. Patients wishing to stay with their current medical team may continue to receive care at this location.

We are currently undertaking a procurement process for a new provider to hold the contract. We will write to you when the procurement commences, as we will ask for your input on your expectations from the service, under the new provider. We will work with your Patient Participation Group to capture patients views and experiences to inform this process.

We recognise that changes to your GP practice can be unsettling and assure you that this decision has been taken with the practice in the best interests of patients, staff and the practices ability to ensure patient safety and quality care.

Should you require further details about these changes, please come to the information event detailed below. You can also pick up some FAQs from the practice reception.

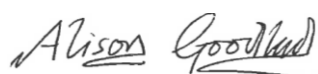
If you would like to move to another practice closer to home, you can register with another practice of your choice. There are five GP practice sites within 1 mile of Upminster Medical Centre, which are accepting new patients. The contact details of these practices are included below. You can contact them directly and request to register.

Information Event

If you have questions about the changes, want to find out more or require further support in registering with a new GP practice come along to the **drop-in information event at Upminster Medical Centre**. Staff will be available to offer guidance on registering with a new GP practice and to provide any additional information you may need. The event takes place on:

Wednesday 13 August, 5:30-7:00pm

Yours sincerely



Alison Goodlad

Deputy Director of Primary Care Commissioning
NHS North East London

GP practices within 1 mile of Upminster Medical Centre accepting new patients:

Surgery	Address	Contact number
Haiderian Medical Centre (main site)	181 Corbets Tey Road RM14 2YN	01708 225161
Haiderian Medical Centre (branch site)	2 Dorkins Way RM14 1XX	01708 225216
Cranham Village Surgery	143 Ingebourne Gardens RM14 1BJ	01708 228888
Little Gaynes Surgery (Cranham Village Surgery branch site)	1 Little Gaynes Lane RM14 2JP	01708 228881
Avon Road Surgery	108 Avon Road RM14 1RG	0300 300 1863

If you wish to register with another GP practice, then you can do this by following the guidance below.

How to register with a different GP practice:

1. Go online. Visit NHS website at www.nhs.uk/service-search and enter your postcode to find out more about the practices near you, and how to register
2. Speak to reception staff at your preferred surgery for advice and assistance
3. Register online through the website of your preferred practice
4. Attend the drop-in information event being held at Upminster Medical Centre on Wednesday 13 August.

Staff at your chosen GP practice will confirm whether you live within their catchment area and help you to register. Once you are registered with a new practice, your medical records will transfer automatically.