

Frequently Asked Questions

1. What is happening at my GP surgery?

Your GP practice, Upminster Medical Centre will be closing on 29 August 2025.

East London NHS Foundation Trust (ELFT) will no longer hold the contract for surgery services from 30 September 2025. A temporary provider is being arranged to ensure continuity of care at Rainham Medical Centre.

Following several concerns being reported with the premises at Upminster Medical Centre, ELFT commissioned a detailed survey of the surgery building. This has highlighted that it would be unsafe to continue to provide services at the premises.

For the safety of both patients and staff, we are moving services out of this building and will be consolidating the practice at the Rainham Health Centre site.

2. Do Upminster Medical Centre patients need to register with a new practice?

No, not if you wish to remain registered with the same practice. You can remain registered with the same practice who will provide services at Rainham Health Centre. However, if you wish to register with another practice closer to your home, you can do so by following the instructions listed at the end of these FAQs.

3. Do patients have to wait until 29 August 2025 to register with another practice if they wish to register with another GP practice?

No, you can register with another practice as soon as you like.

4. If I want to register at another practice, do I need to do this myself?

Yes, you do. We have included a list of practices within one mile of Upminster Medical Centre that are accepting new patients. If you want to register with one of these contact your preferred surgery directly and ask them to register you.

The practice will check that you live within their catchment area. They will ask you to complete a registration form giving details such as your name and address, date of birth, your NHS number (if you know it) and the name and address of your previous GP.

5. Do I have to register with one of the practices on the list?

No, you can register with any practice if you reside in their catchment area. You can find a surgery near you using the NHS.uk website: <https://www.nhs.uk/service-search/find-a-gp/>

If you do not have access to the internet, you can call the NHS Customer Contact Centre on 0300 311 2233.

6. Will there be any changes to the services offered to me at another practice?

All GP practices are required to provide essential services to patients. There may be some local variation to services and patients can review NHS.uk to decide which practice best meets their needs. The NHS UK website can be accessed using the following link:
<https://www.nhs.uk/service-search/find-a-gp/>

7. What happens to my medical notes? Where do they go when the surgery closes?

Your notes will be transferred to Rainham Health Centre who will be responsible for your care following the closure of Upminster Medical Centre. If you register with another practice before or after 29 August 2025, your notes will be transferred securely to the new practice.

8. Where can I get more information?

We are undertaking a procurement process to secure a new provider for the reformed contract for Rainham Health Centre and we will write to you when the procurement commences, as we will be seeking your input to inform us of your expectations from the service. We will work with your Patient Participation Group to capture patients views and experiences to inform this process.

If you need more information before the closure of Upminster Medical Centre, you should contact the practice manager at the practice.

Alternatively, you can attend a 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.

Information event date:

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

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 <https://www.nhs.uk/service-search/find-a-gp/> 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.