

Residents Meeting – Saturday 6th December 2025

Agenda- 1 Parkside Avenue.

Attendees:

Dr Sarita Symon (GP Partner) (SS)

Dr Daljit Sura (GP Partner) (DS)

Dr Romel Haque (GP Partner) (RH)

Dr Baber Qadir (GP Partner) (BQ)

MS – Member of the North Street Medical Care Patient Participation Group (PPG)

Minutes taken by: Kelley Smith Reception Manager

Meeting started at 12.30pm and concluded at 2.30pm

Presentation slide shown on screen.

- The initial plans, drawn by an architect, were for an 8m extension. Two contractors were contacted for construction pricing. The GP partners wondered if the neighbouring residents may have concerns, such as how noise levels and parking, if the plans go ahead.

Screen showing initial plans

- The managers at North Street Medical Care attempted to contact neighbouring residents but so far no feedback has been received.

Rejection report shown on screen

- A first planning application was submitted to the Council and was rejected. They wanted more information including about how any increased demand for parking would be catered for. No complaints from neighbours were mentioned in the planning application rejection.

Progress since initial planning rejection

- North Street Medical Care (NSMC) has installed a camera controlled parking permit system in the existing car park. This is acting successfully as a deterrent to people parking when unrelated to practice business and also prevents people parking there outside of normal business hours.
- NSMC has entered into a contract with with Neyzen (the Restaurant on the opposite side of the road to the surgery) to rent parking space from them, 10-20 spaces Monday to Friday until 5pm. The spaces are not used by the restaurant before 5pm. This arrangement will commence 1st January 2026. This should alleviate the need for staff and patients to park on Parkside Avenue (except for the parking space that already exists on the driveway at No.01 Parkside)
- It's envisaged that Parkside would only operate during normal surgery working hours 8am-6.30pm, no late sessions nor at weekends so the neighbouring residents shouldn't notice any significant difference in the amount of noise coming from our surgery.

The Need for Additional Clinical, Administrative, Educational & Green Space

- The patient list size at NSMC has increased gradually over the years.
- In 2005 there were around 12000 patients registered at NSMC. The original building was already extended in the 1990s to accommodate the increase in patient numbers.
- Over the last decade several practices in the nearby locality have shut down or merged with NSMC, thereby increasing our patient list size further. It is now close to 21000 patients.
- Housing development continues in Romford and it's likely that NSMCs patient list size will continue to grow significantly as a result.
- We now also house additional allied healthcare professionals such as pharmacists, physiotherapists, dieticians, paramedics, physician assistants and social prescribers who give access to a wider range of services to our patients.
- We also provide joint injections and minor surgery and GP practices across Havering refer their patients to have minor surgery carried out at our centre.
- We have recently enabled an ultrasound scan service to be provided from our current building – this service is enormously popular with our patients.
- Our current clinical footprint is limiting our ability to recruit the number of clinicians that we need to provide an outstanding service to our patients. We need

to build more clinical rooms so that we can hire more clinicians to provide more appointments.

- Creating more clinical space in the community is also in line with the government's 10 Year Plan for the NHS – one of the ambitions of which is to move some services out of hospitals and into the community, closer to where patients live.
- NSMC is also a training practice – we train future generations of GPs and nurses. Each trainee requires a clinical room to see patients in.
- We need to re-instate our Education & Training facility – which is currently housing a large proportion of our administrative staff. Our admin staff help us to ensure that our patients receive an excellent service. They make sure that referrals are sent off in a timely fashion and that our patients who are living with long-term conditions get their blood tests done and are invited for their review appointments on time, and also that we adhere to the high standards set by the Care Quality Commission (CQC)
- We intend to create a Memorial Garden in memory of our deceased senior partner, Dr Stephen Newell, who we sadly lost to Motor Neurone Disease. This will be a tranquil retreat from the buildings where both patients and staff can sit with nature. There is good evidence that spending time in outdoor green spaces promotes wellbeing. There is also an opportunity to develop activities for patients – for example gardening time for patients with learning disabilities.

MS works in construction and attends Havering Council meetings. He has a lot of experience of observing planning applications being approved and rejected. He couldn't find any fault with our plans and encouraged us to submit them again, as is, but with the addition of an explanation of what we want to achieve and why. He is confident of a further application being successful, as it is in the best interests of our patients and we have addressed the parking issue.

The next Havering planning meeting will be on 29th January 2026. MS advised the application may not actually be processed until February 2026.

Plan

- MS will advise his contacts at Havering Town Hall and our local MP that we are planning to resubmit the planning application and that he believes it is in the best interests of the patients of NSMC for it to be approved. **Action: MS (target date Monday 8th December)**
- The minutes or a summary of this meeting will be distributed to the neighbouring residents by email and by hard copy through their letterboxes, inviting feedback/comments. **Action: NSMC Operations Manager Aaron Fernandes (AF) (target date Monday 15th December)**
- The minutes or a summary of this meeting will be copied to Healthwatch Havering, informing them of our intentions and inviting feedback/comments. **Action: AF (target date Monday 15th December)**
- 2 weeks after sending the summary out to neighbouring residents the planning application will be finalised and resubmitted **Action: DS & AF (target date 29th December).**