

16 January 2026

To patients registered with
Cauldwell Medical Centre

Primary Care Team

BLMK ICB
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Dear patient

For all patients registered with Cauldwell Medical Centre, South Wing, Kempston Road, Bedford MK42 9DJ

This letter is for everyone living at this address who is registered as a patient at Cauldwell Medical Centre. Please share it with other members of your household if they are registered with the practice.

We wrote to you in June 2025 to advise that East London NHS Foundation Trust (ELFT) had agreed to continue to deliver services and support the practice until the end of January 2026 whilst we found a new provider to deliver GP care at the practice.

We are now writing to you again to provide you with an update as the procurement process is now complete. We are pleased to confirm that The De Parys Group was the successful bidder. This means that from Friday 30 January 2026 Cauldwell Medical Centre services will be provided by The De Parys Group. The contract will provide long term stability and continuity of care for patients.

The De Parys Group is a well-established GP practice with a number of surgery locations. The practice is rated "Good" by the Care Quality Commission (CQC), so you can feel confident that the care you receive is safe, high quality and meet national standards.

What difference will this make?

You will still receive the usual services at Cauldwell Medical Centre on Monday to Friday from 8am to 6:30pm. In addition, you will have access to some of the same services at the other De Parys Group surgery sites, based on what is most convenient for you.

Enhanced access appointments (evenings 6.30pm - 8pm and Saturdays 9am - 5pm) are provided by Primary Care Networks (PCNs) and will be delivered at the Enhanced Services Centre and Church Lane surgery sites from 30 January 2026.

What happens next?

If you and other members of your family are registered at Cauldwell Medical Centre, you do not need to do anything - you will continue to receive services from 30 January 2026.

Contacting the practice:

You can contact the practice on telephone number 01234 673710 or online at <https://cauldwellmedicalcentre.com/>

Opening hours

The practice core opening hours will not be changed, core services will continue to be 8am to 6:30pm Monday to Friday.

You will still be able to book evening and weekend appointments (6.30pm - 8pm on weekdays and from 9am – 5pm on Saturdays) with the enhanced access service. You will be able to book these appointments by contacting Cauldwell Medical Centre reception team during normal opening hours. These appointments will be provided by North Bedford PCN, and delivered at the Enhanced Services Centre, Kimbolton Road and Church Lane Surgery sites.

Accessing Appointments and Services

To request a routine appointment, you should continue to:

- Contact the practice by ringing 01234 673710
- Use your [NHS account](#) (through the NHS website or NHS App) or [SystemOnline](#) to book an appointment, screening test or vaccination

If you require an urgent appointment (Monday to Friday), please contact the practice by ringing 01234 673710.

I would like to change my GP practice, what should I do?

We would encourage you to stay at Cauldwell Medical Centre however if you feel you want to seek alternative GP services you can find a list of practices which are close to your home on the *Find a GP - NHS* website: www.nhs.uk/service-search.

If you have a query or concern, or you would like this information in another format or language, please contact the primary care team by email on blmkicb.pccc@nhs.net or leave a voicemail message on telephone number 0800 148 8890 and someone will call you back.

Yours faithfully



Amanda Flower
Director of Primary Care and Community Integration
Bedfordshire, Luton and Milton Keynes Integrated Care Board