

# **Cator Medical Centre & Elm House Surgery – Combining of Patient Lists**

Cator Medical Centre will be formally joining together with Elm House Surgery from 1st January 2026 to operate as one practice. All patients will be notified of this change via letter in due course.

## **Why is Cator Medical Centre combining lists with Elm House Surgery?**

Both practices are co-located within Beckenham Beacon and have worked jointly since the inception of Cator in 2009. The practices already share room space, equipment and personnel. The combination of patient lists will pool staffing, resources, and expertise to help the practice's long-term sustainability, growth and resilience. It will help us work more smoothly, avoid duplication and make it easier for patients to get care.

## **Will the practice's name, location or opening hours change?**

The newly formed practice will be called Elm House Surgery. There are no plans to change the location of the surgery or facilities. The surgery will remain at Beckenham Beacon, 379 Croydon Road, Beckenham, Kent, BR3 3FD. The opening hours will remain the same.

## **Will you still be able to see the same GP or clinicians?**

There will be no reduction or change to staffing following the combination of patient lists – all clinicians who currently work at Cator Medical Centre will transfer over to the combined practice. You will still be able to see your preferred GP, however you will have access to a larger pool of doctors and medical professionals with specialist skills.

## **Will I need to re-register with the new practice?**

All registered patients with Cator Medical Centre will be automatically transferred to Elm House Surgery and there is no need to take any action to re-register. All patient records will be securely transferred in accordance with NHS data protection rules.

## **Will I need to re-register with the NHS App?**

There's a chance that patients currently registered at Cator Medical Centre may need to re-register with the NHS App. If patients do need to re-register we will provide support to ensure that the transition is as smooth as possible.

## **What benefits would the combining of patient lists bring to patients?**

The benefits we envisage for patients are as follows: -

- The development of a more resilient and sustainable practice will provide patients with added stability and continuity of care
- Patients will have access to a wider choice of healthcare professionals with varying specialist interests and skills
- Improved access to appointments through a more agile rota system and streamlined appointment book
- Economies of scale and the avoidance of unnecessary duplication will mean that we can focus all our efforts on delivering the best possible care to patients
- There will be less scope for administrative error as our staff will be working with one set of IT systems rather than two

## **Will there be a disruption to services during the combining of lists?**

We do not envisage any major disruption to services and the practice will remain open as usual.

Please note that Cator patients will be transferred over to Elm House Surgery from 9th – 12th January 2026 as the practices are merging. Within this time patients currently registered at Cator will not be able to access Anima. For any urgent problems that cannot wait, appointments on the day will be available by calling reception or visiting the practice. Access to Anima will be restored for existing Cator patients on Tuesday 13th January 2026. This is an automatic process and patients do not need to take any action.

## **Will the Anima system change?**

In line with NHS England's requirements, we will continue to use an online triage tool (currently Anima) for all medical requests. Our triage team will respond to all requests within 48 hours. Patients needing to be seen on the same day will be provided with an appointment. Patients with routine problems will be sent booking links or contacted via reception. We will aim to provide routine appointments within 2 weeks.