



# The Cross Keys Practice

## February 2020 newsletter

See our 'How to' leaflets'. Pick up a leaflet available in reception.

- How to amend your personal details
- How to book an appointment
- How to order a repeat prescription
- How to be seen as a temporary patient or as an 'immediate & necessary patient'
- How to get your test results
- How to make a compliment, comment or complaint
- How to register a death with the Registrar
- How to request Private / Non NHS paperwork

### Staff Training Dates 2020

The practice will be closed from 1.00pm on the following dates for staff training.

Tuesday 11th February

Thursday 19th March

Thursday 23rd April

Tuesday 19th May

Thursday 18th June

If you need assistance during these afternoons, please call 111.

### Staff changes

In December we welcomed Dr Lo back from her maternity leave. She is now working Wednesday, Thursday and Friday in surgery. We also said goodbye to Dr Brodie who we wish well in her new Practice.

From 1st January Dr Goldie-Brammer became a partner working with the other partners in making clinical and business decisions for the Practice.

There is no change to her working hours.

In February we have a new salaried GP starting, Dr Michael Keane who will be working Monday, Tuesday, Thursday and Friday.

Since our last time of writing we have also employed a new nurse who you may have already met, Ellie Lyons.

### Appointment figures for 2019

We wanted to share our appointment figures for 2019 and have included some past information as a comparison.

General Practitioner / Nurse Practitioner Appointments = 61,824  
Nurses / HCA / Phlebotomy Appointments = 28,344

**Total appointments for 2019 = 90,168**

Average appointment per patient in 2019 = 6.3 (90,168 divided by 14,300 registered patients)

Buckinghamshire average in 2018 = 5.9 (NHS digital data) & National average in 2007 = 5.3

### Lincoln House

As the Practice continues to grow and our number of patients increases, we have recently undergone renovations at Lincoln House, another building owned by the Practice. We already run a few clinics there but hope to run more clinics there in the near future.

The building is accessed from New Road and is located between the Barclays Bank car park and the Ashbourne children's day nursery.

There will be touch screens located in the reception area allowing you to check in so that you don't have to visit the main surgery before your appointment.

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Open Mon—Thurs

0800—1800

Fri 0800—1700

### How can our secretarial team help you?

*Written by Carol Newport, Secretary Team Leader*

The secretarial team at Cross Keys Practice have a combined service of over 50 years with the surgery, we are Carol (20 years), Julie (28 years), Lisa (4.5 years) and Jane (4 years) - **Please note figures in brackets are the number of service years worked, not our ages!** We work as part of a superb team who are the backbone of providing a very patient focused service. I have always found the job interesting but to describe it to you might, I think, send you to sleep so instead here are some useful facts connected to the job we do.

We process and monitor referrals to hospitals and clinics; most NHS referrals to hospitals are done electronically, via e-RS (electronic referral service) which at best gives the patient a choice of hospitals and they can book appointments. The secretaries monitor this process and can help with your queries although the idea is that the patient can control things themselves and won't need our help.....but we are here if you do.

We aim to process all referrals within 3-5 working days, however this lead time can double during really busy times. All urgent referrals are processed on the same day or next working day and all others are dealt with in date order.

Patients cannot always be referred direct to the hospital or consultant of your choice, some referrals have to go through an intermediate primary care service where the referral is triaged and the patient may be offered assessment in a clinic instead of a hospital, for example, your doctor may wish for you to see an orthopaedic consultant, say for a creaky hip or clunky knee, but they have to initially refer you to the

Musculoskeletal service who will contact you in the first instance by telephone and you may be assessed in one of their clinics in Wycombe, Aylesbury or Thame. The musculoskeletal service can also apply for funding on your behalf should you require an operation, such as a knee replacement. There are also intermediate clinics for cardiology, gynaecology, ophthalmology, pain management and rheumatology, all of which are referred via the electronic referral system e-RS.

Your GP/Clinician may use e-RS to ask for advice from a consultant, these electronic questions are answered much more quickly than the previous method of writing a letter and aids patient care by your GP being able to receive timely expert advice.

Some conditions require your GP/Clinician to apply for funding before you can be treated, these include conditions such as varicose veins, benign lumps, some hernias, tonsillectomy, etc. Your GP will apply for funding if they feel that funding for your individual case is likely to be granted, otherwise you may wish to seek a private opinion. GP's are used to providing private referral letters for patients. Private referrals do not take priority over NHS referrals.

We prefer to liaise with you regarding referrals via email where possible. If you are being referred please ensure that your GP has your current e-mail address together with your consent for us to contact you by this method. Otherwise we may call you to collect referral paperwork or post it out to you—emailing is speedier and less costly.

There are some services you can self refer to which can support mental wellbeing. **Healthy Minds** are a free service aimed at improving mental wellbeing in people who are anxious, depressed or stressed. You can text the word "talk" and your name to 07798 667169 or ring the service on 01865 901600. See website for

More information—

[www.oxfordhealth.nhs.uk>healthyminds](http://www.oxfordhealth.nhs.uk>healthyminds).

The **Live Well Stay Well service** is a free service that can help with things like losing weight, quitting smoking, getting more active and can also support individuals with emotional challenges linked to managing a long term condition. Their number is 01628 857311, see website for more information—[www.livewellstaywellbucks.co.uk](http://www.livewellstaywellbucks.co.uk).

Finally, we are always being asked about chasing up hospital/clinic appointments. It makes sense for patients to chase appointments themselves and below are some useful numbers which may help. We are always happy to point you in the right direction if you have any problems regarding your referral. If you do not hear anything about your referral after 3-4 weeks from seeing your GP, something may have gone awry and we will be only too pleased to check all is in order.

Bucks Hospitals appointment line

01296 315653

Oxford Hospitals appointment line

01865 231405

Bucks Hospital Radiology line

01296 316900 / 01494 425447

Diagnostic Centre, Cressex

0333 999 7636

Musculoskeletal Service, Cressex

0333 999 2586

## Social Prescriber

This is an exciting new role working for a small, rural and friendly PCN where the post-holder will join multi-disciplinary teams at our GP surgeries and create an effective and collaborative approach to patients becoming more involved in their personal care. Social prescribing can make a difference to people's lives by providing 1:1 personalised support, empowering them to take control of their health and focus on '*what matters to me*'.

This role helps people to work on their wider health and wellbeing, specifically addressing health access and outcome and wider determinants of their health, such as debt, poor housing and physical inactivity, as well as other lifestyle issues and low-level mental health concerns. Aiming to increase patient's active involvement with their local communities it will also help people with long-term conditions, (including mental health), or who are lonely, isolated or who have complex social needs affecting their well-being.

The Social Prescribing Link Worker will help build trusting relationships with people, create a shared personalised care and support plan, connect patients to local, diverse and culturally appropriated community groups, VCSE organisations and services.

## PATIENTS PERSPECTIVE

This year I will be celebrating my Golden Wedding and it got me thinking. I went online and found that using the calculator from the Office of Statistics (ONS), we can hope to have another 14 years together and I have 2.5% chance of making a hundred! In the last 50 years our life expectancy has increased by 10 years. Sadly, recently this trend has stopped and the UK is now experiencing a decrease in life expectancy. Whilst the jury is out why this is happening, it is clear that we can help ourselves by looking after ourselves. So we may be living longer but without a reasonable 'quality of life in old age' many will say is it worth it? As the saying goes 'you are only as old as you feel'. Researchers have found that remaining mentally active lessens the risk of dementia. Staying physically fit helps to maintain muscle strength as we get older, reducing the risk of falls and restoring coordination and balance. Physical activity also lowers the risk of developing diabetes, osteoporosis, some cancers and depression. So us oldies have a choice, view the aging process as inevitable and accept loss of mental and physical capabilities or do something about it and enjoy our senior years. The NHS is playing an important part in this and is developing programmes to encourage us to adopt a healthy lifestyle. I am sure many of us made our New Year resolution to lose weight, stop smoking, and exercise more. Sadly many of us fail in this because we don't get the help we need. So if you want to restart your New Year resolution, help is available from a variety of sources but look at Live Well Stay Well ([livewellstaywellbucks.co.uk](http://livewellstaywellbucks.co.uk)). It is a free service to help you achieve your healthy lifestyle goals. Alongside this, if you are aged between 40 and 74, you are eligible for a free NHS Health Check. If you haven't had a letter inviting you to have one, then, please contact the surgery who will check to see if you are eligible. We now have a 'social provider' working at the surgery; she can offer advice to support you. Particularly if you want to meet others and engage with the community. There is a lot going on in Princes Risborough and Chinnor. So I hope that by making changes to your lifestyle and using the support available from the Practice, you can help reverse the decline in life expectancy and continue to enjoy your senior years.

Four years ago, I said to the practice partners I would take over as Chair of the Patient Participation Group (PPG) for a year. I have so enjoyed it I am still doing this job supported by some great volunteers. Sadly, most of us on the PPG are over 50 and it would be great if we could have a more diverse group both by age and ethnicity. This would allow us to better understand the services you want from the Practice. Cross Keys provides us with outstanding care and a vibrant PPG can help ensure this continues.

Denys Williams

Chair Cross Keys Patient Participation Group (PPG)

We welcome new members, if you are interested leave your details at reception in the surgery or email [crosskeysppg@gmail.com](mailto:crosskeysppg@gmail.com)

### Flu vaccinations

If you have not had your flu vaccination this season, we still have vaccinations available. Please contact reception to book an appointment.