

# The Cross Keys Practice

## November 2020

See our 'How to' leaflets' on our website on the forms/ information page.

- 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
- Home visit policy

### Staff Training Dates 2020

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

Thursday 19th November

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

### Flu Vaccinations

Our flu clinics are currently running well and we are taking bookings for the following patient groups:

- any patients aged 65 or over
- patients with certain health conditions
- patients who are pregnant
- patients who are a carers
- children aged 2—3 years
- Patients who live with a shielding patient

At the time of writing this newsletter, we are still awaiting guidance from NHS England as to when we are able to start vaccinating anyone aged 50-64 not at risk.

Children over 3 until school year 7 will be vaccinated at school.

### GP and Nurse Practitioner consultations

We are continuing to offer telephone first consultations with our GPs and Nurse Practitioners.

When you telephone for a GP or Nurse Practitioner appointment, your details are taken by reception after which you are called back by a clinician at some time during the day. The clinician will talk to you on the telephone or via video link. If deemed necessary the clinician will ask you to come in for a face to face consultation.

Our reception team are still able to book nurse appointments for you over the telephone.



Cross Keys Practice  
High Street  
Princes Risborough  
HP27 0AX

Cross Keys Practice  
Church Road  
Chinnor  
OX39 4PG

Tel: 01844 344488

[www.crosskeyspractice.co.uk](http://www.crosskeyspractice.co.uk)



Open Mon—Thurs

0800—1800

Fri 0800—1700

### What to do if you are invited into the surgery for an appointment

To be able to follow government guidance with regard to Coronavirus and keep all our patients and staff safe, please follow the guidelines below:

- only arrive at your allocated time.
- Use the intercom button to gain access at Princes Risborough back door accessed from New Road. Chinnor and Lincoln House surgeries have their doors open
- Use the hand sanitiser before entering the building
- Wear a face covering
- Please maintain social distancing
- Sit on the designated seats
- Do not bring anyone with you to your appointment unless they are a carer or are a parent of under 16s

### Latest appointment statistics

During September 2020 our GPs and Nurses actioned 5941 telephone messages from patients. Our GPs also consulted with 1104 patients in face to face appointments and our nursing team saw 1385 patients face to face.

### Private letters

Our GPs are often asked by patients to write private letters for them.

We are happy to write these for our patients but please be aware that there is a £30.00 charge for this non-nhs service. Please allow 10 working days for any letter requests to be completed.

### Online appointments

We are receiving more telephone calls than ever at the moment and we apologise that you can be waiting on the line longer than usual. We are currently receiving an average of 400 telephone calls a day.

Are you aware that you are able to book a telephone appointment with your usual GP if you register for online appointments? This gives you the flexibility to book an appointment that suits you without having to telephone us.

To register for this please visit our website homepage and click on the green box on the top left hand side of the screen.

Once registered you will also be able to request repeat medications through this service.

[www.crosskeyspractice.co.uk](http://www.crosskeyspractice.co.uk)

### Emailing the surgery

We have a number of different emails addresses that we use within the surgery. Below are the details of which email address to use for a particular query.

Using the incorrect email address may result in a delay in your query being actioned.

#### **Repeat prescriptions:**

*crosskeys@nhs.net*

#### **Cancellation of appointments:**

*Appointment.crosskeys@nhs.net*

#### **General enquiries (non—urgent):**

*Admin.crosskeyspractice@nhs.net*

#### **Travel vaccinations:**

*Travel.crosskeys@nhs.net*

To book an appointment, please register for online appointments (see details above).

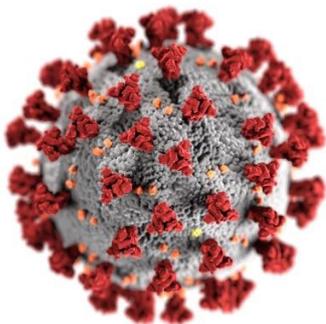
## COVID-19: How to avoid spreading the infection

### **DO**

- stay at least 2 meters (3 steps) away from anyone you do not live with
- Wash your hands with soap and water often—do this for at least 20 seconds
- Use hand sanitizer gel if soap and water are not available
- Wash your hands as soon as you get home
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards
- Wear something that covers your nose and mouth when it's hard to stay away from people

### **DON'T**

- do not touch your eyes, nose or mouth if your hands are not clean



## Private Referrals

Please note that these can currently take between 1-2 weeks.

## Hospital appointments

We are aware that some hospital appointments were cancelled during the spring and summer this year. If you are waiting for a hospital/clinic appointment, below are some numbers that may be useful:

### **Bucks Hospitals (Stoke Mandeville, Wycombe and Amersham)**

01296 315653

### **MSK Service (for physio etc.)**

0333 999 2586

### **Radiology Bucks Hospitals (x-ray / USS)**

01296 316900

### **Radiology Cressex (x-ray / USS / MRI)**

0333 999 7636

If you are experiencing any problems contacting Bucks Hospitals regarding your appointments, PALS (Patient Advice and Liaison Service) may be able to help you.

This is a 'one-stop-shop for patient, carers and relatives seeking advice and support on all aspects of healthcare.

The service is free and confidential and aims to support anyone with questions or queries about health-related issues. For more information visit the website.

[www.buckshealthcare.nhs.uk/feedback/share-your-experience/pals.htm](http://www.buckshealthcare.nhs.uk/feedback/share-your-experience/pals.htm)

### **PALS (Stoke Mandeville, Wycombe and Amersham Hospitals)**

01296 316042

## PATIENT VIEW

As we were walking up to town on market day, we passed a man and he moved aside to allow for social distancing. He remarked that passing by on the other side has now become the new 'norm'. I thought about the parable of the Good Samaritan where passing by on the other side as the wrong thing to do! We are having to adapt to new norms along with differing new rules and regulations. But I urge you to remember that behind their mask or someone passing by on the other side, is an individual who is facing many of the same challenges and not a COVID super spreader! For those who live alone, this may be their only opportunity of the day to see or meet someone, so a cheery hello or a few passing remarks would not go amiss. At a meeting the other day with our new Primary Care Network (PCN), we were introduced to their latest recruit, a social prescriber. You may well ask what is that? Good question! As the 2 social prescribers in our PCN and who will work with patients from Cross Keys are trying to find the answer! In the broadest term they will connect people with non-medical support, such as day centres, charities or community groups, in the community to improve their wellbeing and tackle social isolation. Sadly, due to COVID, many of these activities which we have in Princes Risborough and the surrounding area are on hold. This in turn will increase the loneliness and wellbeing of many. This is going to be a challenging winter for us all. For those that can help others please do so. For those that need help, it is available so don't suffer thinking you are saving the NHS. I know that the staff at Cross Keys are working hard to ensure the patients are getting the best possible medical and life style support that they can offer.

Denys Williams

Chair Cross Keys Patient Participation Group (PPG).

We are always looking for new members to the PPG. We meet via ZOOM every 2 months or so. We would like to have a wider range of patients so we are truly representative of the age and ethnicity of the registered patients.

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