

The Cross Keys Practice

June 2021

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

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

Tuesday 13th July

Wednesday 15th September

Tuesday 19th October

Thursday 18th November

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

Staff News

Since last writing we have sadly said goodbye to a few members of staff.

Dr Richard Burkimsher has relocated to Cornwall with his family. Dr Kate Thilthorpe, who has been working with us whilst Dr Stephanie Cumberworth was on maternity leave, has moved to a new Practice in Milton Keynes. Sandra Hall, Cate Denson, Ellie Lyons and Julie Clowes have also all left our nursing team. We wish them all well in their new ventures and relocations.

Dr Lo is currently on maternity leave after having a baby boy in January and Dr Stephanie Cumberworth has recently returned from Maternity Leave.

Dr Amy George has joined the Cross Keys Partnership as a GP Partner and will continue to look after her current list of patients.

Dr Anwar Shahed joined us on 1st June and has taken over Dr Burkimsher's list of patients.

Heather Wilson has already joined us as a Practice Nurse and we have another nurse starting in August, Laura Cherrington.

We also have two new Phlebologists, Hannah Barrow and Rebecca Yoxall.

Covid Vaccinations

Since January we have been working with Unity Health Practice offering Covid vaccinations to those in Cohorts 1-9 at the Risborough Community Centre.

We are currently offering second doses to those we have already vaccinated with their first doses.

The Risborough vaccination centre will close on 30th June 2021. After this date the national vaccination centres will take over all covid vaccinations for our patients whether first or second doses.

We have had a great uptake and great feedback for our programme.

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Open Mon—Thurs
0800—1800
Fri 0800—1700

NHS App

We have been receiving a huge amount of queries regarding the NHS App.

The App is run by the NHS and not by GP surgeries so we don't have all the answers to your queries but will try to help as far as we can.

If you are wanting to use the App to view your Covid vaccinations you can do this without contacting the surgery. Follow the simple process on the App for which you will need Photo ID.

If you are wanting to use the App to view your medical records you will have to complete our 'Patients notes access form' which we can email to you. You will need to bring this completed form to the surgery in person with one form of Photo ID and something to prove your address. We will then contact you when this has been authorised.

Please email admin.crosskeyspractice@nhs.net to request this form or come to the surgery to pick up a form.

FAQ

Can I use the App without photo ID?

No, you will need photo ID to prove who you are

The App is asking for a Linkage ID, ODS code and Account ID?

You will only receive these details if you sign up to Patient Access by completing the form detailed above.

New Website

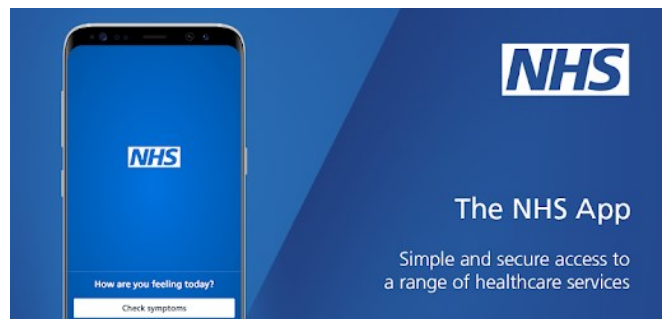
We have just launched our new look website and hope you like it and are able to easily find what you are looking for. Please visit it when you have the time.

National Data opt-out

You can choose whether your confidential patient information is used for research and planning.

Please click on the link on our website for more details.

Should you wish to opt out, the date for opting out has been extended until 30th September 2021



Equipment at home

It is always useful to have some medical equipment at home so that you are able to monitor your health and provide your GP with information as required.

Blood Pressure Monitor

This is a simple way of checking if your blood pressure is too high or too low. Home blood pressure monitoring can give a better reflection of your blood pressure, as being tested in a GP surgery can make you feel anxious and can affect the result.

Pulse Oximeters

This is a small, clip-like device that attaches to your finger. It measures the oxygen saturation levels in your blood. The purpose of this is to check how well your heart is pumping oxygen through your body. If suffering from Covid-19, patients can become seriously ill without realising if they are not monitoring their oxygen saturation levels.

Thermometer

Digital ear thermometers are an easy way to check your temperature. A temperature of 38C or more is usually considered a high temperature (Fever). It is not always easy to take a temperature accurately. If you feel hot or shivery, you may have a high temperature even if a thermometer says your temperature is below 38C.

Scales

Your Body Mass Index (BMI) uses your height and weight to work out if you are a healthy weight, underweight or overweight. A healthy BMI is usually between 20 and 25. You could use your BMI result as a starting point for further discussion with your GP if you feel you are under or over weight.

Patient View

Princes Risborough Vaccination Centre

In mid-December 2020 we were lucky that Unity Health (formerly Wellington House Practice) decided to set up a local COVID vaccination centre in our Community Centre. Soon after Cross Keys Practice joined them. Many of us have received our jabs there. As a volunteer, it has been great to be part of the team supporting our community. One can feel the sense of excitement for those arriving and their relief that they have been jabbed. Over the past 6 months the team of jabbers, admin staff and volunteers have done an outstanding job in delivering some 22,500 vaccinations to our local population. It has been a real challenge, especially for the admin staff who have had to arrange up 1200 appointments a day, sometimes at quite short notice. We are grateful for all their efforts. Now that the local COVID situation has improved and the majority of our most vulnerable have had their 2 vaccinations, the Practices have decided that the time has come to concentrate their resources on primary care. So, our local vaccination centre will be closing by the end of June. The remaining patients will then receive their vaccination invite from the NHS to attend a mass vaccination centre. We can be proud of our local Practices efforts; our Vaccination Centre was one of the first in the County and led the way for other Practices to follow. By the time the doors are shut at our Vaccination Centre doors, they will have vaccinated over 25,000 patients. Our 60 volunteers have helped for over 1500 hours marshalling traffic, helping master the car park ticket machine and checked in the patients. It has been a tremendous local effort benefiting our community and we thank all those involved.

Appointments

There has been a lot of press and tv coverage of the problem 'getting an appointment' at surgeries during the pandemic. Early on in the pandemic, NHS England instructed surgeries to instigate a total telephone triage system to reduce the footfall in surgeries. They DID NOT say that face to face appointments were to cease and these should continue when the clinician decided they were necessary. As you can imagine, it has been a real challenge for the staff and doctors at our Practice. I know that getting through to reception on the phone to make an appointment has been a little more difficult. Nevertheless, there have been very few occasions when patients have not been able to get a telephone consultation on the day when required. Following a telephone consultation some 20 % of patients were called in for a face-to-face consultation with a doctor. There have undoubtedly been pros and cons to this system but it did ensure that our Practice was able to deal with a higher average number of appointments during the pandemic. As we look forward to something more 'normal' in primary care, it coincides with an expansion of services becoming available at local level. Our Practice's clinical staff will have: pharmacists, social prescriber, wellbeing coach, physiotherapists and access to a paramedic to help with the GP workload. I know that the Practice is looking how to implement an updated booking system which will take into account the feedback from their COVID experience. They want to ensure that they continue to provide a modern, up to date, high quality medical care in a friendly, relaxing environment, to maintain the traditional values of the 'Family Doctor' and yet be in the forefront of future developments in General Practice. The Patient Participation Group (PPG) will work with the Practice as it moves ahead with a new appointment system and develops new services to best support patients.

New Members

Any patient can become a member of the PPG. We meet quarterly (virtually at the moment) and the Practice Manager and a doctor joins us. Sadly, the age of the present members is not a representation of the age of the patients. We need some younger members whose needs of the Practice are different from us oldies! Contact us at crosskeysppg@gmail.com to learn more. It is not onerous but we need your input.

Denys Williams

Chair PPG
