



The Cross Keys Practice

January 2022

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 2022

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

Tuesday 15th February

Thursday 17th March

Tuesday 20th April

Wednesday 19th May

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

HAPPY NEW YEAR!!

I'm sure we all hope that 2022 will bring back a bit of normality for us all.

After a busy end to 2021 assisting in the government's plight to offer all adults a Covid Booster by the end of December, we feel the Practice is beginning to return to normal.

Throughout the pandemic we have been seeing patients face to face and continue to do this alongside our telephone appointments. It is interesting to hear that many of our patients now prefer a telephone appointment.

Our surgery doors are fully open but we do ask that whilst the OMICRON variant is still around, that you only enter the surgery if you have an appointment or need to collect something. All other queries can be dealt with by phoning reception and prescription requests can be dropped through the letterboxes in either Chinnor or Princes Risborough.

Staff News

Since our last patient newsletter we have welcomed some new staff to the Practice.

Dr Hayley Parkes and Dr Keran Vijayarajan have both joined us as Salaried GPs. Dr Parkes has taken over Dr Cumberworth's list of patients as Dr Cumberworth now only works with us on a Tuesday. Dr Keran has taken over Dr Keane's list of patients.

Dr Lo returns from maternity leave at the beginning of March 2022 after spending the last year looking after her son.

Jackie Spilman and Laura Cherrington have joined the nursing team as Practice Nurses bringing our nursing team back to being fully staffed.

We also congratulate Heather Wilson on completing her General Practice Nursing qualification so she is now able to carry out all General Practice Nursing duties.

PLEASE NOTE THAT THE WEARING OF FACE COVERINGS WILL STILL BE REQUIRED IN ALL OUR LOCATIONS UNTIL FURTHER NOTICE

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Princes Risborough
HP27 0AX

Cross Keys Practice
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Tel: 01844 344488

www.crosskeyspractice.co.uk



Open Mon—Thurs

0800—1800

Fri 0800—1700

New Audiology Clinic

The NHS has just launched a Self-Referral service, available only for audiology services for those who are over 55 years and suspect they may have age-related hearing loss.

For patients over 55 to arrange an appointment for a free hearing test and free hearing aids (where appropriate), or for further advice please call 01865 507280. Or patients can fill in the form or live chat on the website www.oxonbucks-nhs-audiology.com

The Audiologists are highly qualified and experienced, providing first-class hearing healthcare with unrivalled aftercare. They are able to see patients quickly, whether for a new assessment or ongoing service and only provide the very latest generation of NHS hearing aids.

The even better news is that there is a clinic running from our surgery at Cross Keys House in Princes Risborough. Cross Keys House is accessed through the first door on the left under the arch at the back of the Princes Risborough surgery.

Blood Pressure results

If you have been asked by a doctor or nurse to provide us with Blood Pressure readings you take at home, please complete the form to record these which can be collected from reception or found on our website under 'online forms'.

<https://www.crosskeyspractice.co.uk/online-forms-2>

Emailing the Practice

We know our telephone lines can be busy so sometimes sending us an email is easier if you have a general enquiry you would like us to assist with.

Please can we ask that when you email in you give us your name, Date of Birth and Address so that we can ensure we are checking the correct medical records. We do have a number of patients with the same name.

There are certain things that we cannot assist you with via email.

When **NOT** to email:

- to book an appointment (this can be done through appointments online or by phoning reception)
- to consult with a doctor or nurse (this can only be done through a booked appointment with a doctor or nurse)
- to send a photograph unless you have already spoken to a doctor and they have requested you to do so. We do have a secure system for accepting photographs. Our doctors or receptionists are able to send you a link to upload any photographs when you speak to them



Patient Access

Patient Access connects you to local health services when you need them most. Book GP appointments, order repeat prescriptions, view immunisations and discover local health services for you or your family via your mobile or home computer.

Some of our patients already use Patient Access to view their medical records. Hopefully from May 2022 our patients will also be able to use patient access to book GP appointments and order repeat prescriptions. Those already signed up to patient access can already order repeat prescriptions.

Patients that are currently using Appointments Online to book GP appointments and order repeat prescriptions will be sent new log in details to enable them to continue doing this through Patient Access.

This will mean that patients will only need one set of log in details in the future.

Moving to this system requires us to invest time in setting up a completely new appointments system so please bear with us while we are getting used to this new way of working.



NHS App

The NHS App can also be used to view your immunisations and order repeat prescriptions. From May 2022 you will also be able to book appointments via the NHS App.

Pneumonia and Shingles vaccines

65+

Did you know that if you are 65 or over you are eligible for a Pneumonia vaccine? This one-off vaccination is very effective at protecting you against serious forms of pneumococcal infection.

If you are over 70 you are also eligible to receive a Shingles vaccine. The shingles vaccine is given as an injection into the upper arm. Unlike the flu vaccine, you'll only need to have the vaccination once and you can have it at any time of the year.

Most people will only need 1 dose, but some people who cannot have the routine vaccine for health reasons will need 2 doses.

The shingles vaccine is expected to reduce your risk of getting shingles. If you do go on to have the disease, your symptoms may be milder and the illness shorter.

If you have not already had these vaccinations, please telephone the surgery to book in with one of our Practice Nurses.

Patient's view

As I write this, we are hopefully seeing a lessening of the impact of OMNICRON/COVID. Many of you will have had your jabs and boosters in our Princes Risborough Community Centre. We were fortunate that both Cross Keys and Unity Health Practices decided to work together to deliver a local programme to support their patients. It seems a long time ago in December 2020 when the Community Centre was transferred into our local vaccination centre. The AA provided road signs, the Practice staff got to grips with jabbing and the associated paper and computer work. I soon got 'volunteered' to run the volunteers helping with parking and initial check in. I had no problem finding willing volunteers to help and our respective Patient Participation Groups (PPG), PR Rotary, Community Impact Bucks and those just coming along to say 'Can I help?' provided some 80 individuals. The first tranche of patients arrived, nervous and apprehensive but received a warm welcome and came out smiling clutching that piece of paper with the vaccination details. Since then, there have been over 90 clinics and some 45,000 jabs have been given. The whole process soon sped up but the friendly welcome remained. There were many amusing and challenging incidents to recount, but our enduring memory is of the gratitude and good nature of all the patients. It was a great display of our community working together to get those jabs into the arms. So, I would like to say a personal thanks to all who supported our local vaccination centre, but most importantly, a big thank you to our Practice staff who had their day job looking after our medical needs, as well as helping to man the clinics.

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.

MATT



'It's our Christmas tradition. They do a beautiful midnight booster jab by candlelight'