

The Cross Keys Practice

June 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.

Wednesday 13th July

Tuesday 13th September

Wednesday 12th October

Tuesday 15th November

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

Staff News

Since last writing we have been sad to say goodbye to Dr Parkes and in July will be saying goodbye to Dr Lo. Dr Parkes has moved on to pursue a Practice where she can train new GPs and Dr Lo and her family are re-locating to Derbyshire.



Along with other GP Practices we are struggling to recruit GPs so do not have replacements as yet. In the meantime their patients will be looked after by our current GPs along with our Locum doctors. You should not see any change to your patient care.

Healthcare Professionals

We are lucky to have other healthcare professionals working with us to help deliver your care. These include pharmacists, physiotherapists, mental health workers, social prescribers, health and well being coaches and care coordinators. These staff work across the practices (Cross Keys, Haddenham and Unity) in our primary care network and will have access to relevant parts of your medical record. Their roles are to help the surgery with patient care and assist the practice with patient specific medical needs. Their unique skill sets will help to complement the care your surgery provides. Please note that you may be called from a withheld number and that they can contact the relevant person in the practice to feedback on your care should the need arise.

We are very grateful to have them working alongside us at this busy time.

Face Coverings

NHS guidelines no longer require our staff and patients to wear face coverings in the surgery, however your personal preference may be to still wear one. You may still see some of our clinicians wearing them.

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Open Mon—Thurs

0800—1800

Fri 0800—1700

Flu vaccine eligibility 2022/23

Eligible cohorts for flu vaccination are based on the advice of the JCVI and Department of Health and Social Care.

Those eligible for NHS flu vaccine in 2022/23 are:

- those aged 65 years and over
- those aged six months to under 65 years in clinical risk groups
- all children aged two to 10 (but not 11 years or older) on 31 August 20221 (i.e. up to school Year 6)
- pregnant women
- those in long-stay residential care homes
- carers
- close contacts of immunocompromised individuals

Vaccination is also recommended for front-line healthcare workers and social care workers. This should be provided by employers as part of the organisation's policy to prevent the transmission of infection.

Cohorts that were eligible in the 2021/22 season but that are **NOT** included in the cohorts for 2022/23 are:

- those aged 50 to 64 years
- secondary school children in Years 7 to 11 (i.e. between 11 and 15 years of age)

Anyone not eligible for a flu vaccine that would like one can obtain one privately from local chemists.

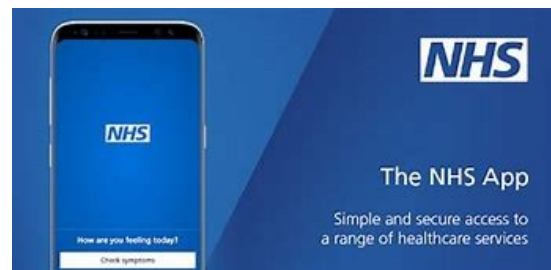
We will be running flu clinics on Saturdays 8th and 15th October. Appointments will be available shortly.

[National flu immunisation programme 2022 to 2023 letter - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/national-flu-immunisation-programme-2022-to-2023-letter)

NHS App

If you have downloaded the NHS App, did you know that you can view your immunisations and order repeat prescriptions through this. After requesting a repeat prescription through the App, this will be approved by your GP after which the prescription can be picked up from your nominated pharmacy.

We have suffered a delay in moving to our new appointments system but we hope that from September 2022 you will also be able to book appointments via the NHS App.



Local pharmacies

We are aware that some of our local pharmacies have been struggling recently with recruiting pharmacists and this has had impact on our patients receiving their prescriptions in a timely manner.

We have been advised that the situation is much improved and hopefully by the time you read this, they will be operating as normal again.

If you do have any problems with the local pharmacies, we're afraid that we are not able to assist with any complaints as they are private companies and not linked to the surgery. Once we have approved your prescription and sent it to the pharmacy for you, we are unable to chase this up.

Urgent Prescription requests

Since 7th of June 2022, the practice has implemented a new protocol for how we deal with urgent prescription requests.

Due to an increasing number of requests for repeat prescriptions to be issued urgently i.e. on the same day or less than 48 hours, we have had to review how we handle these requests in order to provide a safe and consistent service to all our patients.

Requests for prescriptions outside the normal prescription protocol impacts significantly on both doctor and administration staff time.

We require 3 full working days for prescriptions. Please try to order your medications in good time in case of unexpected delays.

Many medications can be safely missed for a few days. We will not issue urgent prescriptions for items that can be brought over the counter, or for non-essential medication, and you may be informed that your medication will be processed following the normal repeat prescription process. If your medication cannot be missed the item requested will be issued.

We apologise for any inconvenience this may cause and appreciate that you may find this frustrating. This step has been implemented as a necessity to make sure we can prescribe a safe service to all our patients.

This process will be continually reviewed and updated as need.

URGENT

Is my doctor able to expedite my appointment / tests / surgery / follow up?

Secondary care, like primary care is currently under extreme pressures due to increased demand, an ageing population and the pandemic, which is unfortunately far from over in terms of workload.



There are long waiting times for outpatient appointments, follow ups, scans and tests and surgery.

There are no special telephone lines or email addresses that GPs have access to in order to reach consultants to discuss waiting times. On the rare occasion where it becomes possible to speak to someone directly, the first question the GP is asked is to find another patient on the same waiting list whose needs are less than their patient.

Urgent slots are such that those who are occasionally moved forward into them are at greater risk of late cancellation, e.g. previous or same day due to the needs of a patient with an immediately life-threatening problem.

At Cross Keys we sympathise a great deal with our patients who are on waiting lists and can help in lots of other ways with regards to pain relief and practical and emotional support but we are regrettably not able to expedite secondary care processes.

Patient's view

In 2016 I became aware that Cross Keys Practice had a Patient Participation Group (PPG). Soon after I became the Chair having said I would do the job for a year! I have learnt many things, but most importantly realise how lucky we are with our Practice. More and more work that used to be done at secondary care level is now done at the surgery level. As patients, we can do a lot help ourselves. You are the best person to look after your health! If you are over 40, with no other pre-existing conditions you should be offered an NHS Health Check every 5 years. Many are offered but not all are taken up! The NHS also offers a number of screening programmes: breast cancer, cervical screening, bowel cancer, abdominal aortic aneurysm. I realised that as I am now 75, I no longer get sent a bowel cancer test kit automatically but it is still available on request. So do take advantage of these checks, it may be a life changer. Of course, there is the annual flu programme and, later this year, a COVID booster programme. Taking advantage of all these programmes reduces your chance of getting ill and allows the medical staff more time to deal with patients.

Perhaps the most contentious issue I am asked about as PPG Chair, is getting an appointment. Although the maximum number of staff are manning the phones in the morning, going on-line is a quicker way of getting an appointment. At present you can only book a telephone appointment on-line, but we are hoping that will change soon. What is changing is how you make your appointment. From September, the Appointments Online facility on the Practice website will be withdrawn and the Practice will be going over to using the NHS and Patient Access Apps. If you can, sign up and download these apps now and get used to them. There will also be a new phone system which, it is hoped, will make telephone bookings easier. I am sure the Practice will be providing an update beforehand.

Finally, the PPG is always looking for new members. We are an elderly bunch and it would be good to have some younger blood and parents with kids. This way we can help the Practice provide the service you need. Interested contact me on crosskeysppg@gmail.com.

Denys Williams

Chair Cross Keys Patient Participation Group (PPG).
