



The Cross Keys Practice

December 2022

See our 'How to' leaflets' on our website on the 'online forms' 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 2023

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

Wednesday 18th January

Tuesday 21st February

Wednesday 15th March

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

Staff News

At the end of October we said goodbye to Dr Goldie-Brammer and we wish her all the best for the future.

In January we look forward to welcoming Gulsah Sener to join our nursing team as a Phlebotomist.

We have a number of long term locum doctors working with us who are all continuing to work with us into 2023. They are very experienced and are able to consult in the same way as our Cross Keys GPs so please accept an appointment with them when offered.

We are also offering our patients the option to speak to a remote working GP on the telephone which offers our patients an extra 32 appointments each week. These can be booked when patients do not need to be seen by a GP face to face.

Our Primary Care Network, Phoenix Health PCN, are hoping to offer GP evening appointments in December. This will be confirmed shortly.

Our PCN nursing staff are also offering additional Health Check and Dressings appointments on Saturday mornings.

You may not be aware that we have a number of Physiotherapists working for the PCN. They are offering our patients appointments which can be booked directly by our receptionists without having to see a GP first. We currently have both weekday and Saturday morning clinics available to book. These clinics run from Cross Keys in Princes Risborough, Unity Health in Princes Risborough and Haddenham Surgery.

Vacancies

We currently have an administrative vacancy for a full time Medical Coder / Summariser. Please contact Ann Lukas at a.lukas@nhs.net for more details.

We are also looking for a Salaried GP and GP Partner. Please contact Peter Yoxall at p.yoxall@nhs.net for more details.

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Open Mon—Thurs

0800—1800

Fri 0800—1700

Flu vaccines

If you have not received your flu vaccine yet this autumn, **please telephone the surgery to book an appointment or book online.** We still have appointments available.

To check your eligibility, please visit the link below. Healthy 50-64 year olds have now been added to the list of those eligible.

[National flu immunisation programme 2022 to 2023 letter - GOV.UK \(www.gov.uk\)](#)

Covid vaccines

If you are eligible for a Covid Autumn Booster and have not yet had one, you are able to book these online at one of the large national vaccination centres.

Please go to the following website to book or telephone 119.

[Book or manage a coronavirus \(COVID-19\) vaccination - NHS \(www.nhs.uk\)](#)

Prescription delivery services

Many of our patients now use prescription delivery services who deliver their repeat medication directly to their door.

These services can be of great benefit for those who find it difficult to collect their medication from their local chemists.

Due to the postal strikes planned in December, please ensure you have ordered your medication in enough time to be delivered to you as there may be delays in them getting to you. We are unable to assist with any queries relating to undelivered medication, you will need to contact your provider directly.

Booking appointments online

We successfully moved to a new appointments system at the beginning of September.

Most patients have now signed up to Patient Access or have downloaded the NHS App enabling them to book GP appointments online, view immunisations and order repeat prescriptions. If you are yet to sign up please visit www.patientaccess.com or download the NHS App.

If you are unable to see any available appointments online, it will be because there are none available at that current time to book online. You could either phone the surgery instead or check the following day to see if more have been released. Not all available appointments are available to book online.

Appointments to see one of our nursing team are only available to book via phoning the surgery due to the large number of different types of appointment on offer.

Patients who use Patient Access may sometimes see appointments on their schedule that they have not booked. These will be GP reminder appointments for GP use only to do something related to your patient care. These will not be a booked appointment for you to attend the surgery.



Thank you

Thank you to all those patients who have been courteous to our staff and have passed on their thanks for all the hard work we are doing.

As with other GP surgeries we are experiencing difficult times with GPs leaving the Practice and high levels of staff sickness due to Covid and other seasonal illnesses.

Please be assured that our staff will always do their best to help you and are as frustrated as you when they are not able to offer you the appointment you are wanting.

Updating your personal details

Please ensure that all your personal details are up to date such as your address, telephone number, email address and any name changes. If we do not have your up to date details you could be missing out on important screening invitations or other information from the Practice.

Emailing and texting

More and more we are communicating with our patients by text and email. This allows us to work more efficiently especially if we haven't been able to contact you by phone or we need to send you referral information by email.

Even if we have your mobile number and email address on our system, we are not able to use them without your consent. If we don't already have consent to use this information please complete the form below or come into the surgery to complete it.

[Bucks Combined Data Sharing Options Form V2 0 NM \(2\) \(1\).pdf](#)

Cancelling your appointment

With demand for appointments currently so high, if you can no longer attend your appointment please ensure you cancel it either by phoning reception or cancelling it online. At the time of writing this newsletter we had 13 patients not turn up for their appointments yesterday.

Health Coaches

We would like to introduce you to Health and Wellbeing Coaching. It's a free NHS service provided to the patients of Cross Keys Surgeries by Phoenix Health Primary Care Network.

We help patients to improve their health by guiding them to make small sustainable changes to their lifestyle that, when compounded, make a significant difference to their health.

We focus on healthy eating, physical activity, mental wellbeing, sleep, and self-care. We can give patients time to reflect and to plan those changes, supporting them on a 1-2-1 basis. If you think this could be helpful for you or someone in your family, you can ask anyone in the practice for a referral.

Our best wishes for Cross Keys patients in December

Tais & Viv (Health Coaches)

[Home - Phoenix Health PCN](#)



Patient's view

I wonder how many patients are aware that ALL Practices are required to have a Patient Participation Group (PPG)? Sadly, many Practices do not have a PPG. The Standard General Medical Services Contract (GMS) is the contract between NHS England and the Practices who deliver our primary care. It is a challenging read at 239 pages! This contract requires Practices to engage with their PPG and 'make reasonable efforts to implement such improvements to the services delivered by the Contractor as are agreed between the Contractor and its PPG'.

This is a very strong statement and empowers our PPG to act on your behalf. We are fortunate there is an excellent working relationship between the Practice and the PPG. Both the Practice Manager and Dr. Wilson attend our quarterly meetings.

So, what is a PPG? PPGs work with the Practice to offer the patients perspective on the service it provides. It is **our** opportunity to advise the Practice on what matters most to us and to help identify solutions to the problems. We work to represent the needs of the all the Practice's patients and it is made up of volunteer patients and representatives of the Practice.

Sadly, our group is not representative of our patient population. It is almost exclusively made up of white retirees. So, we would welcome more patients who are not in this category, so we can best represent you and have a better insight into the primary care services you need.

It will come as no surprise that the main comment/complaint we receive is the challenge of getting an appointment. You only have to read the papers or watch the news that this has now become a national problem. It is so sad when Health Ministers have to promise we will get an appointment in 2 weeks! We, as patients at Cross Keys, are now experiencing the same problem in getting an appointment. This is, in main, due to a lack of doctors along with significant increase in demand. The 7 million hospital waiting list also means our doctors are having to manage patients awaiting more specialist treatment. Prior to COVID all appointments were available to be booked online. Now the majority of appointments can only be booked in person or by phone. This puts a lot of pressure on the reception staff and it is not their fault when they have to say 'there are no appointments available, please try again.' The PPG is working with the Practice to try and address this problem to ensure that patients get the treatment they need in a timely manner. This may mean greater use of the non-doctor specialists that are available such as nurses, physiotherapists and pharmacists.

Please feel free to contact me via crosskeysppg@gmail.com and I will be happy to talk to you.

Denys Williams

Chair Cross Keys PPG

**We would like to wish all our patients a Happy Christmas
and best wishes for the New Year**

