

The Cross Keys Practice

June 2023

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 14th June

Wednesday 12th July

Tuesday 12th September

Wednesday 11th October

Wednesday 15th November

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

Staff News

After working at Cross Keys for 19 years, Peter Yoxall is leaving the Practice in June. We wish him well for the future.

Our current Reception Manager, Rachel Gray, and our current Finance and Administration Manager, Ann Lukas, will step up to share the role of Practice Manager. They will take on this role from Monday 5th June.

In February Dr Victoria Margesson started as a salaried GP. She had previously been working as a locum at the Practice and has now taken over Dr Goldie-Brammer's patient list.

Dr Spanswick returns from maternity leave in July and we're sure her patients will be pleased to see her again.

In August we look forward to welcoming a new GP Partner to the Practice, Dr Dushan Hettiarachchi. He will be taking over Dr Koralage's patient list, who left us at the end of March.

We also have a Specialist Paramedic joining the Practice, Chris McGhie in August. He will be assisting the duty doctor with their emergencies.



Vacancies

Medical Receptionist. Please contact Elaine Bunce at e.bunce1@nhs.net for more details.

Medical summariser/administrator. Please contact Ann Lukas at a.lukas@nhs.net for more details.

Salaried GP and GP Partner. Please contact Ann Lukas or Rachel Gray at Ckpractice.manager@nhs.net for more details.

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Open Mon—Thurs

0800—1800

Fri 0800—1700

Risborough Carers

In March, the Practice received this email from Risborough Carers.

I am writing to advise you that of the imminent closure of Risborough Carers.

Since 1992, Risborough Carers has grown steadily and flourished into the very reputable and highly respected company that it is today.

Over the past 30 years, there have been many changes to the Health and Social Care sector along with other challenges which all businesses have been confronted with. Still, during those times, Risborough Carers embraced those changes and have always continued to deliver exceptional care to our local community.

However, the time has now arrived whereby the Managing Director will be retiring. Therefore, we are providing our clients with four weeks' notice to discontinue our services. Risborough Carers will cease trading at 17:00 on Tuesday, 28th March 2023.

Blood Pressure Readings

If your GP asks you to provide us with blood pressure readings, please submit these on the correct form. This can be found on our website under the tab 'online forms', or you can pick a form up from reception.

We often receive readings on scraps of paper and post it notes which are very difficult to read.

Weight Readings

We now have a set of scales in the Blood Pressure machine room at Princes Risborough. If your doctor has asked for a record of your weight, please use these scales and fill out the slip in the room which you can hand in to reception to record on your notes.

Be Healthy Bucks



Be Healthy Bucks is the new Buckinghamshire lifestyle service. The service is there to help people change their lifestyle for the better with a focus on creating long-lasting behaviour changes.

Their free services include:

Adult weight management

Child weight management

Reducing alcohol consumption

Smoking cessation

Community based NHS Health Checks.

If you feel you could benefit from their help, you can self-refer on their website.

[Home - Be Healthy Bucks \(maximusuk.co.uk\)](http://maximusuk.co.uk)

Changes to Local chemists

I am sure many of you are aware that the Lloyds Pharmacies in both Princes Risborough and Chinnor are being taken over.

We don't currently have any further news on the little Lloyds. However the Larger Lloyds has now been taken over by a company called Novus.

Our Future Health

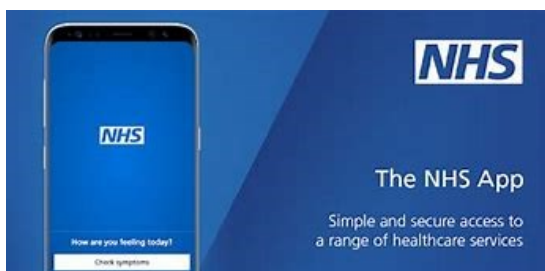
Our Future Health is the UK's largest ever health research programme. It is working in partnership with the NHS to build a community of volunteers to create a detailed picture of the nation's health. Their aim is to develop new ways to prevent, detect and treat diseases. For more information about the programme and how to sign up, please visit their website.

[Our Future Health](#)

Prospective access to notes

From 5th July 2023 all our patients with online access will be able to see all their prospective/future records online. This will include consultations, documents and results. If you don't already have online access and would like to be able to see your future records, all you need to do is download the NHS App and follow the registration process. If you do not have a smart phone, you can come into the surgery with 2 forms of ID, one needs to be a photo ID and one needs to have proof of your address. You will then be given log in details for the 'patient access' website.

We hope this will reduce the pressure on our telephone lines with patients phoning up to receive their results as they will now be able to see them online.



Health and Wellbeing

We all know eating healthily is important, but it's so hard to know what to do with so much information out there. Also, each person has their own habits, likes, and dislikes, culture and give food a different meaning.

One of our patients, let's call him Alan, worked with our health coaches to control his blood pressure. He also wanted to lose some weight and improve his energy levels. They also talked about some issues that were causing Alan some stress and implemented a few strategies to manage the impact of anxiety on his mental health.

Alan took on board everything he learned from the coaching sessions and changed his habits to improve his diet, move more, drink less alcohol, and sleep better. His blood pressure dropped significantly (from 143/83 to 130/79), he lost weight, and feels stronger. Finally, Alan reported he is feeling happier and more positive too.



If you're interested to find out what Health and Wellbeing Coaching can do for you, just ask at reception to pass your details to our health coaches from Phoenix Health Primary Care Network. It's a free service that Cross Keys Practice can offer to our patients.

Patient's view

Some 7 years ago, I attended my first meeting of the Patient Participation Group (PPG). I wondered why it was being run by the Practice Manager and there were very few people there? After the meeting I asked the Practice Manager why? I was told that the then Chair had given up. I rang him and he told me he thought it was a waste of time! I then said I was prepared to take it on and spoke to the Practice Partners and said I would do it for one year. So, what have I learnt over the past 7 years? To start with, we are lucky to have a good Practice. Now that is not to say things are perfect, they certainly are not! Like the rest of the NHS, Primary Care suffers from a lack of doctors and has not recovered from COVID. At our last PPG meeting one of the Partners said we needed another 2 doctors to meet the demand of our patients. You only have to read the papers to know they are simply not available and there will continue to be a shortage of GPs. Added to that, with a waiting list of over 7 million for secondary care, our GPs have to continue to manage the health of those waiting. It is no surprise therefore that it is hard to get an appointment. Whilst we are quite rightly told to get in contact with your Practice if you are unwell, there is a lot we can do to help ourselves. There is an interesting statistic that self-care accounts for 80% of care in the UK. It is estimated that some 57 million GP appointments a year are for conditions that can be self-treated! A worthwhile read is at: www.selfcareforum.org/about-us/what-do-we-mean-by-self-care-and-why-is-good-for-people/. In the near future, we will hear more about using your local pharmacist for minor conditions. These small changes will allow our GPs to look after those that need their attention. It may be you! The Practice staff do a great job behind the scenes. In particular, the receptionists have the daily challenge of dealing with us patients. They know, as they start their day, that they will not be able to make everyone happy. However, if you explain what you need, they will do their best for you. In the near future, there should be a new telephone system. This will allow automatic queuing and call back, so you will not have to wait in the 8 o'clock queue. I look forward to that!

By the time you read this, Peter Yoxall, the Practice Manager, will have left the Practice. Throughout my time as the PPG Chair, Peter has been very helpful to me and very supportive of the PPG and our involvement with the Practice. We now look forward to working with Ann Lukas and Rachel Gray as they take on their new role.

Finally, as I always ask/plead, the PPG is there to put the patients view to the Practice, we need more members! It is your Practice and, at present, we are a very aged few and not representative of the patient population. If you want to know more, please email me at crosskeysppg@gmail.com.

Enjoy the summer.

Denys Williams

Chair Cross Keys PPG
