



The Cross Keys Practice

March 2024

We share our newsletter 3 monthly to keep you up to date with what is happening here at Cross Keys Practice and include helpful information from relevant external organisations.

Up to date information

Please could we remind all patients to ensure we have the correct contact details for you. If you change your mobile number or address please let us know.

Your feedback matters!

From January 2024 patients attending an appointment will receive a text message the following day to complete a patient survey. Please do take the time to complete this as it provides us vital insight to help improve our services. You can also access the survey on our website or paper copies are available from reception.

Inbound call statistics

Every day our reception team receive a huge amount of calls. In the last 3 months we received 22,266 calls! That averages at 383 calls per working day.

Staff Training Dates 2024

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

Wednesday 13th March
Wednesday 17th April
Tuesday 14th May

Staff News

After 7 years of hard work, our Receptionist Karen Collins retired at the end of February. We would like to thank her for her outstanding service over the years and wish her all the best for the future.

We have since recruited 2 new Receptionists, Rachel Robertson and Lesley Rawlings. Lesley also works as a phlebotomist within our nursing team.

We are delighted to announce Dr Niranchanan will be joining the practice as a GP Partner on Wednesday 1st May. We look forward to welcoming her to Cross Keys.

NHS Friends and Family Test

In January 2024, patients began receiving a text message asking to complete the NHS Friends and Family Test following their appointments. In January 91% of patients rated us either very good or good and 95% in February. We analyse and distribute the feedback from the survey monthly and implement changes where possible.

Correspondence via email

We have noticed there has been a significant increase in communication to the surgery via email. Please note we do not book appointments via email, nor are we able to forward messages to clinicians unless requested. This includes updates on your health or asking for medical advice. Our emails are processed by staff members who are not clinically trained. If we receive emails such as this it is likely they will not be actioned resulting in a delay in your care. Our mailbox needs to stay free for clinical correspondence from outside organisations such as hospitals and district nurses.

Emailing and texting

We are now communicating with patients more via text and email. Forms are available for you to sign up or opt out from reception or on our website under 'Patient forms'.

Patient information screens

You may have noticed we have recently installed TV screens to our waiting areas. These will be regularly updated with useful information and resources. If you have any suggestions on what you'd like to see please let us know!

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Cross Keys GP Practice

Open Mon—Thurs

0800—1800

Fri 0800—1700



Scan the QR code using your mobile camera to provide feedback

MMR

The UK Health Security Agency's (UKHSA) Chief Executive has reported an increase in measles across the country. Millions of parents and carers in England are being urged to book their children in for their missed measles, mumps, and rubella (MMR) vaccine as part of a major new NHS drive to protect children from becoming seriously unwell. Before booking please ensure you check your child's Red Book to see if they've received MMR vaccinations as scheduled. This will help to avoid wasted appointments.

Pharmacy First

Pharmacies can now help with 7 common conditions without needing a GP appointment!

What is Pharmacy First?

Pharmacy First will enable community pharmacists to supply prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP.

What are the seven common conditions?

- Sinusitis (age 12 and over)
- Sore throat (age 5 and over)
- Earache (age 1 to 17)
- Infected insect bite (age 1 and over)
- Impetigo (age 1 and over)
- Shingles (age 18 and over)
- Uncomplicated urinary tract infections in women (age 16-64)

What will happen when I arrive at the pharmacy?

The pharmacist will be able to speak to you privately in a separate consultation room. They may perform an examination or ask to view a summary of your medical record. The pharmacist will be able to recommend the best course of action on an individual patient basis, including by issuing prescriptions for antibiotics or antivirals where necessary.

How will this reduce NHS waiting times?

By reducing the number of patients with common conditions, needing blood pressure checks or oral contraception visiting a GP, Pharmacy First aims to free up 10 million GP appointments a year by next winter for more complex diagnosis. This will give GPs time and space to see patients with more complex conditions.

Will I have to pay for my medication?

Usual prescription charges will apply for the seven common conditions. Patients that were already exempt from prescription charges will still be exempt.

Advice from our Health coaches

A habit is not a destination; rather, a long drive. So, decide first what kind of person has the habit you're intending to master. It's not about the number of books you read, but to become a reader, or a runner, or a person who eats healthily.

Then, what kind of behaviours this type of person has? Perhaps, they read a page or 2 everyday, maybe they are part of a running group and run twice a week? Possibly, they stock their fridge and cupboards with healthy foods.

Now, think about a 2-minute version of a habit this person practices daily. For instance, spend 2 minutes organising your desk, or 2 minutes preparing a healthy salad dressing; or even, 2 minutes practising squats. Perhaps, you want to become a calmer person? You could spend 2 minutes practising conscious breathing every time you put the kettle on.

The idea is to build consistency in your practice and once it's too easy, then move to the next level up. A new habit needs to be not too hard, not too easy; just right.

"Nudge yourself a little, so you're no longer bored, but not so much that you're failing each time." *James Clear*, from *Atomic Habits*.

If you wish for support to implement new habits towards a better health, please speak to your practice for a referral to the free NHS Health and Wellbeing Coaching service.

Woman's Drop in clinic

Our Woman's Drop in clinic has been a huge success and is seeing growing numbers each week. The HRT and Contraception drop-in clinic is on selected Tuesdays 14.15 - 18.00 at Lincoln House in Princes Risborough. No appointment necessary.

The clinic will cover the following:

- Pill checks
- Contraception - initial consultations, queries, counselling and initiation of any contraception methods
- Provision of Depo-Provera injections
- HRT - initial consultations, reviews and queries

Please note this is not a diagnostic clinic.

For all other queries please contact reception to book an appointment in the normal way. For clinic dates visit our website.



Blood Pressure Readings

Please submit BP readings on the correct form. This can be found on our website under the tab "patient forms", or you can collect one from reception. We often receive scraps of paper or post-it notes which are very difficult to read and copy to your medical records. Alternatively we can send a link to your phone to enable you to submit your blood pressure readings electronically, meaning the readings go straight to your medical record. If you would prefer this please speak to your clinician or the reception team.

Ask First

As of mid March we will be using Ask First to enable patients better access to appointments and administrative requests. We encourage all patients over the age of 16 who are comfortable using online systems to use the Ask First app. We will announce on Facebook and our website when we are live so keep your eyes peeled!

What is Ask First?

AskFirst provides patients with trusted advice when a patient is needing help from their GP. The AskFirst app is free to download and features an interactive symptom checker which triages the patient to the most appropriate onward care service (self-care, NHS111, A&E or your GP) within appropriate timescale, effectively helping patients to choose the right service in Buckinghamshire. The App is available to access 24 hours a day, 7 days a week.

Why are you introducing Ask First?

Our GP surgery has been experiencing a significant number of calls and patient visits to the surgery, in turn making the 8am rush frustrating for patients. We believe this change will significantly improve your experience by cutting down waiting times and making appointments more readily available.

Can I book an appointment with a GP?

For patients that need to see a GP, Ask First is able to prioritise into more urgent appointment slots based on their needs and offer less urgent needs a later appointment. Patients are able to directly book an appointment without having to call the practice. In addition, a transcript of the questions and answers is sent to the patients practice, helping to make the consultation more efficient and effective. You will also have the ability to book a range of nursing appointments such as blood tests, blood pressure checks, B12 injections and cervical screening.

Process of registering a death

When a Patient passes away, there is a legal process that the Practice follows.

If a patient passes away in a Nursing/Care/ Residential Home, the home informs the Practice. The GP will complete what is known as a Notification of Death To Medical Examiner Service Form (ME Form) and it is sent to the Buckinghamshire Medical Examiner Services. Once approved, the Medical Certificate of Cause of Death (MCCD) can be completed by the GP (must be a GP) and then emailed to the Registrars. The secretaries contact the next of kin (NOK) to advise that the MCCD has been sent and the NOK can contact the Registrars to make an appointment to formally register the death.

If a patient passes away at home unexpectedly, the death may be referred to the Coroner and a report will be sent by the GP. Once the Coroners have agreed on a Cause of Death, the MCCD can be completed and sent to the Registrars as above. If the death at home is expected then the Notification of Death To Medical Examiner Service Form will be sent, and the same process as above followed. If a death occurs late at night, it may not be verified until the day after, in this case the verification of death date will be used for the MCCD.

If a patient has not been seen by a GP within the 28 days preceding the death this will need to be referred to the Coroners before it can be registered which may delay a death certificate being issued.

Patients who pass away in hospital will have the necessary paperwork completed by the hospital and given to the NOK. We would be grateful if NOK or family member could inform us of the death to enable us to amend our records.

Patients requiring a cremation will require what is called a Crem 4 Form, this is completed by the GP and sent to the Funeral Directors. For burials, there is no additional paperwork to be completed by the Practice.

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The Government website does state that a death has to be registered within five days and as a Practice we do our utmost to do this but it is not always possible for reasons beyond our control.

Our secretaries are available to assist you should you need it.

Patient's view

As I sit in Lanzarote sheltering from the rain, I have some time away from the sun to write this article! It came as a surprise that besides a name, I also share an ailment with the King. Like many men I suffer from prostate problems. Like many other ailments, if caught and treated early they need not be life threatening. However, they can only be caught early if we are prepared to go and see a doctor if you feel something is not right. During COVID we perhaps thought we were helping to 'Save the NHS' if we kept away from our surgeries. Sadly, this has resulted in many missed or late diagnoses. There are lots of 'free' screening programmes for a variety of life threatening conditions. Sadly, many patients do not use them. So my message to all patients is that the best person to look after your health is yourself. If in doubt, please see a doctor. I know the doctors at Cross Keys won't think you are wasting their time!

Denys Williams, Chair Cross Keys PPG

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