



The Cross Keys Practice

June 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 32,368 calls! That averages at 531 calls per working day.

Staff Training Dates 2024

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

Wednesday 5th June

Wednesday 10th July

Thursday 19th September

Staff News

After 20 years of hard work, sadly Dr Ally Wilson will not be returning to the practice. She will be greatly missed by staff and patients alike.

Unfortunately Dr Daniela Dinca has decided not to remain within the practice. We wish her all the best for the future.

We are delighted to announce Cross Keys Practice have employed 2 new GP Partners and 1 salaried GP.

Our GP Partners, Dr Dimitris Zachariades and Dr Rangah Niranchanan, will both be based in our Risborough surgery. Our new GP, Dr Rekha Sharma, will be based in our Chinnor surgery. We very much look forward to you meeting them if you haven't already!

NHS Friends and Family Test

In March 95% of patients rated us either very good or good, 94% in April and 96% in May. We analyse and distribute the feedback from the survey monthly and implement changes where possible. We appreciate all the feedback we receive.

Communication via email

We are now communicating with patients more via email where able, due to the funding being cut from the ICB for text messaging. Forms are available for you to sign up or opt out from reception or on our website under 'Patient forms'. Please ensure the email address we have is correct.

Patient Check-In Screens

As many patients have noticed, our check in screens used for the automatic arrival of appointments have been extremely temperamental for the past few months. While we are in constant communication with the company in charge of the machines, we are yet to receive a fix. We do urge you to try checking in using the screens first when arriving for your appointment and, where possible, arrive 5-10 minutes early to allow time for check in. We acknowledge and understand how frustrating this is, as in turn, it creates build up at the reception desk causing potential delay. We sincerely apologise for the inconvenience this is causing and are greatly appreciative of your patience.

Cross Keys Practice
High Street
Princes Risborough
HP27 0AX

Cross Keys Practice
Church Road
Chinnor
OX39 4PG

Tel: 01844 344488

www.crosskeyspractice.co.uk



Cross Keys GP Practice

Open Mon—Thurs

0800—1800

Fri 0800—1700



Scan the QR code using your mobile camera to provide feedback

Information for carers

Are you looking after someone who cannot manage without you?

It is important we are made aware that you are a carer to ensure you receive access to information, services and the help that is available. We know that carers are often “hidden” looking after someone or helping with day-to-day tasks and may not see themselves as a carer. If you are a carer please make us aware either by telling the clinician when you next see them or telling reception.

A carer is someone who, unpaid, looks after a partner, child, relative, friend or neighbour because they have a disability or illness, have poor mental health, are frail or have an addiction. A carer does not need to be related to, nor living with, the person they are caring for. The person you care for does not need to be a patient with us.

Covid-19 Spring Booster Campaign

In April we were part of the Covid-19 Spring Booster Campaign and successfully vaccinated 831 patients between our Risborough and Chinnor surgeries. Our team worked hard to ensure this was as smooth a process as possible meaning there was minimal wait time for patients. If you were unable to come to our Covid Clinic on the specified date and are eligible for your Spring Booster this can be booked by calling 119 or booking online via the NHS website.



Ask First

As you know, on 18th March we launched AskFirst for the practice with the aim of increasing accessibility for patients to obtain appointments and decreasing the 8am rush on the phonenumber. In February we had 2,329 calls between 8-9am as opposed to 1,593 in April between 8am-9am.

Through March and April we held several “drop in help sessions” to ensure people who needed assistance in downloading and using the app had access to first hand help. A stumbling block a few patients faced was the app not showing all of the services we offer or not recognising the correct practice. To fix this please email askfirst@sensely.com and they will very quickly rectify the problem. This is not something we can do our end unfortunately.

AskFist can be used to check your symptoms, book routine telephone or face to face appointments with a GP, medication reviews, cervical screening, asthma reviews, diabetes reviews, blood tests, vaccinations and more.

In April, 620 appointments were booked using AskFirst. We hope you agree, introducing AskFirst has been a welcomed change to the way appointments can be accessed.

Blood Pressure Readings

Please submit home 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.

Chasing a referral

Should you have an outstanding referral and are yet to hear from the hospital with an appointment you will need to call the appropriate department at Stoke Mandeville Hospital (where we send the majority of our referrals) on 01296 838888, this is the Bookings Appointment Line and the staff there will be able to give you an update on your appointment. Unfortunately, the Secretaries at Cross Keys Practice do not have any 'magic numbers' to enable them to get through any sooner.

Should you have issues trying to make contact with the Bookings Appointment Line you can also contact the Patient Advice and Liaison Service on 01296 831120.

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.

Safe Surgery

Cross Keys Practice is committed to tackling the barriers faced by many migrants in accessing healthcare. This means we are proud to be a 'safe surgery' and pledge to ensure that everyone in our community receives the equitable quality healthcare they are entitled to. We will also ensure that our practice offers a welcoming space for everyone who seeks to use our services.

Developed by Doctors of the World UK, the 'Safe Surgery' initiative aims to ensure that the lack of ID, proof of address, immigration status or language are not barriers to patient registration.

Named GP's

As a practice, we have decided to revert back to all patients having a named GP.

In 2022 patients under the age of 65 who did not have a chronic health condition were given a generic "Dr Cross Keys Practice" status meaning their care would fall under any doctor consulting that day. This decision was made due to staffing levels within the practice. This meant the workload could be distributed evenly amongst the doctors, while giving patients continued access to a GP.

Since hiring 3 new GP Partners and 2 new GP's we are now in a position to allocate all patients a "usual GP". This will aid continuity of care and build stronger relationships between GP's and patients.

The allocation process will take around a month. After this time, if you would like to know who your usual GP is, please ask when you are next in the surgery. Please do not call reception for this matter specifically.

For a full list of our GP's and GP partners please see our displays within the surgeries or visit our website and click the "Meet Our Team" tab.

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 book an appointment in the normal way. For clinic dates visit our website.

Advice from our Health & Wellbeing Coaches

I just can't get enough....

Sleep. We are told we are not getting enough, that lack of sleep isn't great for our health. And we know that not getting enough sleep leaves us feeling a bit jaded.

Yet often, it's hard to get a good night of deep, restorative sleep.

There are two very helpful websites, packed full of resources, to help you tackle this.

Why not take a look and see if you can find some tools to help you get comfy, relaxed and sleeping better?



The Sleep Charity has a host of information to help you get into a healthy sleep routine, and tackle any challenges you have with your sleep habits. Take a look at their sleep hub or their information section for adults, or children.

www.thesleepcharity.org.uk

The Sleep Foundation has a range of sleep tools too. It also has a very helpful section on *Sleep Products*, to help you get as comfortable as possible for a good night's sleep. Click on the tab for that section at the top of the website if you'd like information about mattresses, toppers, pillows, bedding, anti-snoring devices, and more.

www.sleepfoundation.org

We hope these websites help you take charge of your sleep and get a better night.

Patient's view

Many of you will be aware and have already used the ASK FIRST App, recently introduced by our Practice. This triage based App should help you get to the right clinician when, as in many cases, you don't have to see a doctor first. It should also ensure that where patients need to be seen or spoken to by a doctor it is done within an appropriate timescale. I have used it and found it does what it says. A big bonus is that it is available 24/7 so you don't have to wait anxiously for that 8 o'clock rush. So if you haven't yet downloaded the App please do. You can explore all the options and have a trial run using the Symptom Checker. But please stop when you are offered an appointment! There is also a training video for ASK FIRST on youtube. You can find this by searching "AskFirst (Buckinghamshire) - Full Patient demo". If you are using it for the first time you will be invited to 'Create an Account'. If you already use the NHS or PATIENT ACCESS Apps, I suggest you skip this and click on Log In. On the next page you will see a big blue box 'Sign in using NHS log in'. Use this and it saves creating yet another account and password! Last month the Practice ran 2 weeks of ASK FIRST introductory sessions. I helped at these and was impressed to see so many of us of the 'elder generation' easily getting to grips with the App. If there is further demand, further training sessions can be arranged. HOWEVER, it is recognised that many patients cannot use the App and you will always be able to book an appointment on the phone or by calling into one of the surgeries.

As ever, the Patient Participation Group (PPG) is looking for more members. At the moment we are not representative of the age and diversity of the Practice population. It's not onerous and we meet quarterly for about 90 minutes. Interested? Contact me at crosskeysppg@gmail.com.

Denys Williams, Chair Cross Keys PPG