



# The Cross Keys Practice

## September 2024

**We share our newsletter 3 monthly to keep you up to date with what is happening here at Cross Keys Practice.**

### 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, home address or email 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 access the survey anytime on our website, via the QR code below, or paper copies are available from reception. Results will be published in each of our newsletters.

### Inbound call statistics

Every day our reception team receive a huge amount of calls. In the last 3 months we received 20,587 calls! That averages at 332 calls per working day.

### Staff Training Dates 2024

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

Thursday 19th September

Thursday 17th October

Wednesday 13th November

### Staff News

It is with great sadness we announce the passing of Dr John Cahill. Dr Cahill was our previous senior partner, a superb doctor and friend. He will be missed and remembered by many. Our thoughts are with his family during this difficult time.

Sadly our GP Partner, Dr Dimitris Zachariades, has resigned from the practice due to a change in personal circumstances. He will be greatly missed by staff and patients. We are recruiting for a new GP Partner who will take on Dr Zachariades' patients. For the interim, locum doctors will act as a stand in position. They have worked with us many times before so will be familiar faces to some.

Our GP registrars Dr Wazir Afghan, Dr Jess Frost and Dr Hannah Wilson have also left the practice to move on to their next stage of training. We wish them all the best in their careers. Dr Lucy Hutchinson remains with us until October.

A new GP registrar has joined our team and will remain with us for 1 year. Dr Ed Hughes will be based in Chinnor, working and training alongside Dr Neale. We look forward to you meeting him if you haven't already!

Congratulations are in order, as our GP Partner Dr Lucy Spanswick is expecting her second baby, due January 2025. She will go on maternity leave in December. How exciting!

### Appointment DNA's

A DNA is when someone does not attend their appointment at the surgery and did not tell us beforehand, leaving the clinician waiting. Every appointment not attended costs the NHS £120.

We have seen an increase in the amount of appointments being wasted due to no shows. In the last 3 months 618 appointments were booked, and not used! We could have seen an additional 618 patients if those who had an appointment, cancelled.

We send reminder text messages for face-to-face appointments 24 hours before your appointment. When this reminder message is sent, there is an option to cancel your appointment.

We urge you to cancel appointments if you no longer need them via the "manage my appointments" section of the AskFirst app or by calling us. Frequent non-attenders are being monitored. Continued DNA's could lead to removal from our practice.

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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

## First Contact Physiotherapist

Did you know you don't need to see a GP to make a physio appointment? We have an in-house First Contact Physiotherapist (FCP) who can assess patients over the age of 16 with soft tissue, muscle and joint pain, and decide the most appropriate management pathway. They can organise further investigations, ongoing physio or medication if required.

Here is a summary of what the FCP's can help with:

- All soft tissue injuries, sprains, strains or sports injuries
- Arthritis - any joint
- Problems with muscles, ligaments and tendons such as tennis elbow, carpal tunnel syndrome or ankle sprains
- Spinal pain including neck pain
- Spinal related pains in arms or legs such as pins and needles or numbness
- Changes to walking
- Post-orthopaedic surgery

If in doubt, please book with the physiotherapist. They can signpost to the correct service if they are not right for you.

Appointments with our First Contact Physiotherapist can be booked via our reception team and do not need prior input from the GP.

## 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 clinic dates, please see our website.

## Your Feedback Matters!

In June 96% of patients rated us either very good or good, 96% in July and 94% in August.

We analyse and distribute the feedback from the NHS Friends and Family Test monthly, and implement changes where possible. Along with the digital form you are sent via SMS following your appointments, there are paper copies available for completion at reception if you prefer.

## 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.

AskFirst 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, blood pressure checks, vaccinations and more. Its easy to access and is available 24/7.

Patient feedback has shown introducing AskFirst has been a welcomed change to the way appointments can be accessed. Scan the QR code below to get started



## Thank you

We would like to thank our patients for their understanding during the national IT issue which effected all of our clinical systems on 19th July. Although this was a very challenging day for us, it was eased by the support and cooperation we received from the patients effected.

## RSV Vaccine

Respiratory syncytial virus (RSV) is an infectious disease of the airways and lungs. RSV infection often causes symptoms similar to a cold, including:

- cough
- sore throat
- sneezing
- a runny or blocked nose

It can also make you become wheezy or short of breath and lead to pneumonia and other life-threatening conditions. Every year thousands of older adults need hospital care for RSV, and some of them will die. RSV can be more severe in people with medical conditions such as heart or lung disease or a weakened immune system. In small babies this condition can make it hard to breathe and to feed. Most cases can be managed at home but around 20,000 infants are admitted to hospital with bronchiolitis each year in England. Infants with severe bronchiolitis may need intensive care and the infection can be fatal. RSV is more likely to be serious in very young babies, those born prematurely, and those with conditions that affect their heart, breathing or immune system.

A vaccine to help protect against RSV will be available on the NHS from 1 September 2024. You'll be able to get the vaccine if:

- you're aged 75 to 79
- you're 28 weeks pregnant or more – this will help protect your baby for the first few months after they're born

If you are aged 75-79 we will contact you about being vaccinated in our practice. If you are pregnant, from September, please speak to your midwife.



## Flu Vaccine

Flu season is fast approaching and we are preparing for our annual flu vaccination clinics. Our 2024 clinics will be held on Friday 4th, Saturday 5th and Saturday 12th of October. Flu vaccines can be booked quickly and easily via AskFirst. To check your eligibility visit [www.shorturl.at/qtKZV](http://www.shorturl.at/qtKZV)

## COVID-19 Vaccine

We are hoping to hold COVID clinics alongside our flu clinics. More information to come as we receive confirmation of vaccine delivery dates. Please keep an eye on our website and Facebook page for updates.

## Patient Check-In Screens

As mentioned in our previous newsletters, our check in screens used for the automatic arrival of appointments have been extremely temperamental since January. While we are in constant communication with the company in charge of the machines, along with contacts within NHSE and the ICB, we are yet to receive a fix. We have been advised a fix is not likely until late 2024.

To try to alleviate the pressure on patients and reception staff, we have employed additional reception staff on a temporary basis to help with the morning rush. These staff members are solely trained to check patients in for their appointments and cannot deal with any other queries. Currently they will be on reception between 9am-1pm. This will then be reviewed as some will need to return to study.

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.

We sincerely apologise for the inconvenience this is causing and are greatly appreciative of your patience. Thank you for your understanding.



### Advice from our Social Prescriber

Rather than a medical prescription maybe you need a social prescription!  
Introducing social prescribing.

Maybe you feel low, lonely, isolated, and not sure what to do about this.

Do you have housing issues, debt, benefits, or want to get out and be a part of your local community, whether this be a group, activity, or volunteering?

Unsure about care options, adult social care struggles, memory concerns, bereavement, or a carer, and don't know where to turn next for advice?

These are just a few of the many different issues that can impact your physical and mental health. Our team is here to discover what matters to you. We have the time to discuss what you want and look at ways to achieve these goals in partnership with you. We can signpost, refer, and offer information, guidance, and support through your journey. If this service seems like it could benefit you, ask a member of the surgery staff or your GP on your next visit, see our posters and leaflets for further information in the practice. We are a free NHS service.

Phoenix Health PCN

### Patient's view

Having been a patient for over 50 years, like some other Cross Keys patients, we know how the surgery has grown with the increase in our local population. We have seen so many staff changes and noticed how changes in systems have improved with the help of technology.

From a variety of procedures available and new apps being introduced such as the NHS App, it can be a mine field. Now we have another one to master, Ask First. These Apps can help us manage our own health so please use them if you can.

Despite all these new Apps, sometimes speaking to a member of staff is all that is needed, with patience often needed on both sides. Cross Keys recognise that not all of us can use digital technology, so you will always be able to make appointments, order prescriptions and get your test results etc by phoning or popping in to one of the surgeries.

Being on the PPG (Patient Participation Group) is interesting and rewarding, and a very small way to give help and feedback from patients and staff - good or bad. Sadly, most of our members are of the grey brigade so we would be delighted to welcome some younger members, especially parents with younger children. Statically, you are the second most users of the Practice and so we need your input.

Interested or would like some more information? Contact Denys, our PPG chair, at [crosskeyspg@gmail.com](mailto:crosskeyspg@gmail.com) or pop into the surgery!

Written by Marian Purdy

PPG Member

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