

The Cross Keys Practice

December 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!

Patients attending an appointment will receive a text message the following day with a link to a 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 32,046 calls! That averages at 485 calls per working day.

Staff Training Dates 2025

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

Tuesday 14th January

Thursday 13th February

Wednesday 12th March

As we near 2025, we would like to take this opportunity to wish all of our patients a Merry Christmas and a happy and healthy new year.

This year we raised just over £400 for our chosen 2024 charity, Sepsis UK. We raised money through a variety of social events, practice lunches and sweepstakes. We are yet to choose our 2025 charity.

Chinnor in December

Please be aware, our Chinnor surgery will close at 1:30pm on Tuesday 24th and Tuesday 31st December.

Staff News

Sadly, our phlebotomist Jo Cook has left the practice due to relocating. She will be greatly missed by all. We are currently holding interviews for a further phlebotomist/HCA.

You may notice that Jo Disberry, our lead HCA, won't be in clinic as often as usual. This is because she is completing her Nursing Associate Degree. Part of this degree requires Jo to take part in placements at hospital and attend study days at university. Once completed, Jo will be qualified to carry out extra procedures within the practice. We don't doubt she will do brilliantly!

Dr Keran Vijayarajan, a locum GP, will be standing in for Dr Lucy Spanswick while she is on maternity leave. Dr Keran will be a familiar face to some as he was previously one of our salaried GP's. We very much look forward to having him back.

Appointment DNA's

Every appointment not attended costs the NHS £120.

We urge you to cancel appointments no longer needed. You can call us and use our new automated check and cancel feature on our phonelines. This allows you to check and cancel existing appointments. 107 appointments have been cancelled and 291 checked using this service since we launched it in October. Frequent non-attenders are being monitored. Continued DNA's could lead to removal from our practice.

Medication & The Festive Period

Please only submit an early repeat prescription request if you do not have enough medication to last you until the new year. If you request medication too early, your prescription will not be issued. If you need more medication to last you over Christmas, please put your request in to us by Monday 9th December.

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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

Patient Emails and Letters

We would like to remind our patients that letters and emails sent to the practice are seen as non urgent. Meaning they may not be processed same day. If your letter or email requires action or a response from a clinician, you will need to book an appointment via the usual routes.

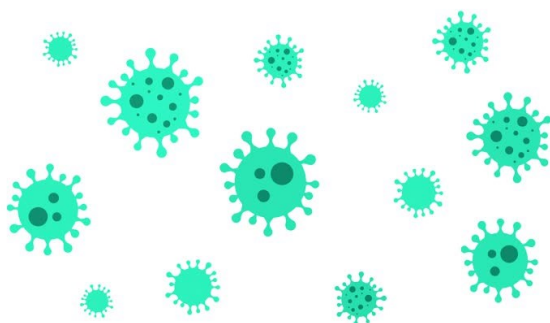
“So what happens to my letter?”

Letters handed to our reception staff go through a series of events before being reviewed by a doctor. Firstly they are added to a tray for scanning by our general office team. This tray is often only cleared once a day. The letters are then scanned onto your notes and decided if they need to be reviewed by a doctor. If needing a review they will then be sent to our workflow team to extract the essential information and code any relevant data onto your medical records and lastly, the letter will end up in your usual GP’s general electronic inbox. This inbox may not be checked for several days depending on working patterns and annual leave.

Please do not send us any correspondence via email unless requested by a member of staff.

Flu & Covid Clinics

We successfully administered 2758 flu vaccines and 894 covid vaccines during our autumn booster clinics. We would like to thank you all for your positive feedback and co-operation during our weekend clinics. If you still require a covid vaccination, please visit the NHS website, click the “live well” tab, then “seasonal health” and finally “winter vaccinations” for information on where to book. Flu vaccines can be booked at the practice while stocks last.



Your Feedback Matters!

In September 98% of patients rated us either very good or good, 97% in October and 97% in November.

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.

On The Day Appointments

If you are in need of an on the day appointment and would like to book this over the phone or in person at our reception desk, please be aware these appointments become available at 8am (8:30am if arriving at the reception desk). We have had a few cases of patients being under the impression we release afternoon appointments after 2pm and would like to confirm this is not the case.

Urine Samples

When dropping in a urine sample to the surgery, please can you ensure they are in a medical grade container and dropped to us before 12pm. If your urine requires testing at the lab, this will be collected by the hospital at 12:30pm.

We cannot test nor send samples that are incorrectly stored. We have previously had urine samples arrive to us in an array of food containers and we simply cannot accept them, regardless of if you have sterilised them at home. Please collect a sample pot from us, should you need to provide a sample.

If you have symptoms of a UTI, please do not drop a sample off without first requesting an appointment or speaking with a member of our reception team. If our nurse cannot see a reason for your sample, it will be discarded without prior notification or testing.

Remember, if you are a female aged 16-64 and have symptoms of a UTI, this can be treated at the pharmacy without the need for an appointment!

Hospital Appointments

When calling the outpatients department please have your name, date of birth, NHS number and/or hospital number ready. Please call 01296 838888 and choose from the following options:

1. Dermatology or Cardiology
2. Obstetrics and Gynaecology
3. Oral Surgery
4. Orthopedics
5. National Spinal Injury Centre
6. Any other services
 1. Breast, Diabetes, Endocrinology, ENT, Gastroenterology, General surgery, Neurology, Plastics, Rehabilitation, Respiratory, Rheumatology, Trauma and orthopedics, vascular and urology excluding flexible cystoscopy
 2. Ophthalmology
 3. Flexible cystoscopy for urology

If you have an outstanding referral and are yet to hear from the hospital with an appointment, the staff at the outpatients department will be the best people to provide you with an update.

“Just A Quick Call”

“Just a quick call” equals an appointment. Patients are to be reminded that even a quick call from the GP requires time and documentation. Examples include having a question about medication, providing an update on your health or requesting a referral. All of these, amongst many other “quick” requests require an appointment, whether that be face to face or over the telephone.

Sharps Bins

We are unable to accept patient sharps bins, even as a one off. To arrange a collection of your sharps bin from home, see below.

Risborough: Call 0300 131 6000 (option 6 then 3) or visit www.buckinghamshire.gov.uk/waste-and-recycling/request-a-healthcare-waste-collection-from-home/apply-for-a-sharps-collection/

Chinnor: Pop in to our Chinnor surgery and make us aware you have a sharps bin that needs collecting. We can then arrange for this to be collected from your home.

Patient Check-In Screens

To try and alleviate the pressure on patients and reception staff, we have employed additional staff on a temporary basis while our check in screens are faulty.

Where possible, please arrive 5-10 minutes early to allow time for check in. We acknowledge and understand how frustrating this is and are in frequent conversations with NHSE, EMIS and the ICB to try and get a fix.

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



Christmas Jumper Day

This year, we are taking part in Save The Children's Christmas Jumper Day on Thursday 12th December. Cross Keys staff will be dusting off their Christmas jumpers to raise money for children across the world facing poverty, hunger and war. To donate £5 in December to The Cross Keys Practice fundraising page please text KEYS5 to 70050.

You'll be billed £5, plus your standard network rate. Save the Children receive 100% of your donation. By texting, you agree to calls about fundraising appeals, campaigns, events and other ways to support. Include NO after the team text code to opt out of phone calls e.g. KEYS5NO.

Home Blood Pressure Readings

Please can you ensure all home blood pressure readings are inputted on the correct form if recording on paper. If blood pressure readings are handed in on anything but the correct form, you may be asked to redo them. The form can be collected from reception or printed from our website under the “patient forms” section.

A Message From Our PCN Pharmacists

Why isn't my medication review with my GP?

At the practice you may be referred to the PCN pharmacist for your medication review. This is an opportunity for you to discuss any issues or queries you have about your medicines. One of the primary goals of a medication review is to enhance medication safety, ensuring that they are working effectively and are prescribed at the optimal dose for you.

Pharmacist appointment times are longer, allowing time to focus solely on medications in detail and can include discussing personal practical considerations, for example, when do you take your medicines? Do you need to take them with food? Can you swallow them properly? Have we prescribed the correct quantity? Has your health changed because of taking these medicines? Has your body weight changed? Are routine blood tests needed? Do we need to adjust the dose accordingly?

The pharmacists at the practice have access to your clinical notes and can highlight problems for example adherence issues, side effects or interactions including over the counter medicines which you may not have considered before. If we find any clinical concerns, we can quickly raise these with your GP. This collaboration enhances the quality of care and supports the overall health and well-being of patients.

Phoenix Health PCN



Patient's View

Self Care

Self-care is the actions that individuals take for themselves, on behalf of and with others in order to develop, protect, maintain and improve their health, wellbeing or wellness.

There is much we can do to help ourselves but there is also wide range of support besides seeing your doctor. For, example your local pharmacy can now treat: Sinusitis, Sore Throat, Earache, Infected Insect Bite, Impetigo, Shingles and UTIs in women. If they are concerned about your condition, they will refer you back to your doctor. There is also a range of help available from our Primary Care Network (PCN). Our local PCN supports the Cross Keys, Unity Health and Haddenham Practices. Phoenix Health PCN have a variety of professionals that are there to help support you to help you with your health and well-being needs. These include: Health & Wellbeing Coach, Social Prescriber, Care Coordinator and a Paramedic. To access these services, you can enquire in the normal way through reception.

A Personal Message

I spend quite a lot of time talking to Cross Keys patients both in the surgeries or when out and about. The feedback I get from you is that you are happy with the service you receive and the doctors and staff are very caring. No doubt, the biggest concern is getting an appointment. I think the introduction of a triage system based on Ask First is a step in the right direction, ensuring that patients are treated in the timeliest manner for their condition.

I would like to say a big thank you to all the staff at Cross Keys for their hard work and wish them a very joyful Christmas and a restful New Year - ready to treat us patients in 2025.

Denys Williams

Chair of Cross Keys Patient Participation Group

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