



# The Cross Keys Practice

## January 2025

**We share our newsletter 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 month we received 8,318 calls!

### 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

We would like to take this opportunity to wish all of our patients a happy and healthy new year. We hope you enjoyed the Christmas period and are heading into 2025 filled with positivity and motivation.



### New Year = New Resolutions

Maybe your aim this year is to quit smoking, cut down on alcohol or be a healthier weight?

Be Healthy Bucks have a variety of free health and wellbeing services to help you make simple changes. You just have to be a Buckinghamshire resident and/or be registered with a GP practice in the county. Visit [www.bhb.maximusuk.co.uk](http://www.bhb.maximusuk.co.uk) for more information.

Whatever your goal, remember - "New year: A new chapter, new verse, or just the same old story? Ultimately, we write it. The choice is ours." - Alex Morritt

### Staff News

We are pleased to announce we have Dr Ginikanwa Lazz-Onyenobi (known as Dr Lazz), joining the practice as our 7th GP Partner on Tuesday 7th January. Dr Lazz previously worked as GP Partner in a practice in Kent and has now relocated. She will be taking on Dr Zachariades patients. We very much look forward to her joining the team.

Daniella Annon will be joining our nursing team as a HCA/phlebotomist on Monday 6th January. Daniella previously worked for FedBucks in various practices across Bucks. We look forward to welcoming her.

### Receiving Our Newsletter

For 2025, we are trialing a monthly (as opposed to quarterly) newsletter. These newsletters will be emailed to all patients who have consented to receiving emails from us. If you would like to consent, or are unsure if you have previously consented, you can pick up a form from our reception team or print one online from our "patient forms" page. Equally, if you would no longer like to receive emails from us, please update your consent via the form. Paper copies will also still be available within our practices.

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[www.crosskeyspractice.co.uk](http://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

## 2025 Charity

Every year, Cross Keys Practice choose a charity to raise funds for through practice lunches, social events and games. This year we have chosen Different Strokes, as it holds a special place in one of our staff members hearts.

Hannah, our IT Support & Digital Content Lead, suffered an ischemic stroke in 2021 aged 27 while working for us as a phlebotomist. There were no warning signs prior to her stroke and she was fit and healthy, enjoying the summer holidays with her 2 children. After experiencing a sudden facial droop, slurred speech, weakness on one of side of her body, and loss of co-ordination, she immediately caught the attention of her children who called for an ambulance. Following this, Different Strokes provided vital support, age appropriate information and perspective when Hannah felt she didn't know where to turn.

Every year 100,000 people have a stroke and a 1/4 of these people are under the age of 65. That's 25,000 younger people whose lives are changed in an instant. Stroke is also the single biggest cause of disability in the UK, but it's not always the visible disabilities that stroke survivors have to contend with. Debilitating fatigue, cognitive problems and personality changes can also be a lifelong challenge, preventing survivors from returning to work or bringing up a young family.

Different Strokes have personal experience of life after stroke. Most of their staff, volunteers and trustees are stroke survivors, family members, or have a close personal connection to stroke. They recognise that younger stroke survivors and family members are the experts in stroke recovery and rehabilitation.

Stroke is a medical emergency that requires immediate medical attention. Every minute is vital. If you experience or spot any one of the symptoms, don't wait. Call 999 straight away!

The FAST acronym (Face, Arms, Speech, Time) is a test to quickly identify the three most common signs of a stroke.

Face: Can the person smile? Has one side of their face drooped? Can they fill both cheeks with air as if blowing a raspberry?

Arms: Can the person raise both arms and keep them there?

Speech: Can the person speak clearly? Is their speech slurred? Do they make sense?

Time: It's time to call 999 if you spot any of these symptoms!

The FAST test helps spot the 3 most common symptoms of a stroke, but there are other signs you should take seriously. These include: Sudden weakness or numbness on one side of the body, sudden blurred vision or loss of sight in one or both eyes, sudden memory loss or confusion, sudden dizziness or unsteadiness or a sudden and severe headache.

If you would like to donate to Different Strokes, our JustGiving page will be live all year as we continue to raise funds. Visit [www.justgiving.com/page/cross-keys-differentstrokes2025](http://www.justgiving.com/page/cross-keys-differentstrokes2025) or you can donate by scanning the QR code with your smartphone camera to be taken to our fundraising page.



If you'd like further information about Different Strokes' services or would like support, please visit their website [www.differentstrokes.co.uk](http://www.differentstrokes.co.uk) or get in touch using the contact details below.

Telephone: 03451307172 / 01908317618

Email: [info@differentstrokes.co.uk](mailto:info@differentstrokes.co.uk)

Facebook: Apply to join their closed Facebook support group if you are a working age stroke survivor or close family member. It is a space to talk to others effected by stroke, share experiences and find relevant information. Search "Different Strokes".

## Appointment DNA's

In December there were 144 missed appointments. 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.

Frequent non-attenders are being monitored. Continued DNA's could lead to removal from our practice.

## Your Feedback Matters!

In December 95% of patients rated us either very good or good.

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.

Here are examples of how we have implemented some concerns raised by patients in December:

Concern: "The service I received was on time, caring & attentively given. Just one comment, as my appointment was 8.07 I wasn't sure if front entrance would be open at that time, so checked website, but no mention there (unless I missed it) I went to back door just before 8am which was locked but stayed there. Perhaps a small notice on that door to say it would be unlocked at 8am would have confirmed I was in the right place "

Solution: Our opening hours are displayed on yellow signs at both our front and back entrances of our Risborough practice. We have now added access information to our website, under the "New Patient" page.

Concern: "My appointment with the doctor was running 35 minutes late and I was not made aware when I checked in".

Solution: Due to our check-in screens being faulty, often the delay times displayed are not accurate. Reception will now make you aware if you are expected to wait longer than 20 minutes over your appointment time, upon checking in with them. Please note, delays can happen unexpectedly due to complex patients or medical emergencies, and can occur after the time of your arrival. If you are waiting longer than 20 minutes for your appointment, please report to reception for an update.

## Christmas Jumper Day

This year, we took part in Save The Children's Christmas Jumper Day on Thursday 12th December. Cross Keys staff came to work in their Christmas jumpers (and scrubs) to raise money for children across the world facing poverty, hunger and war. As a practice, with the help of a few patients, we raised £81.





## Dry January

Dry January is an annual health campaign that encourages people to abstain from alcohol for the entire month of January. It's a voluntary challenge that has gained popularity worldwide as individuals commit to starting the new year with a fresh, alcohol-free perspective. Dry January is not only about giving your liver a break but also about promoting overall well-being, mental clarity, and healthier lifestyle choices.

Participating in Dry January is a personal commitment that can have lasting positive effects on your health and well-being. Here's how you can get involved:

- **Make a Pledge:** Declare your intention to participate in Dry January and set a goal to abstain from alcohol for the entire month.
- **Seek Support:** Share your commitment with friends and family, and encourage them to join you on this alcohol-free journey.
- **Plan Alcohol-Free Activities:** Explore alternative ways to socialize and have fun without alcohol, such as trying new hobbies, attending fitness classes, or enjoying outdoor activities.
- **Stay Hydrated:** Drink plenty of water and non-alcoholic beverages to stay hydrated and support your overall health.
- **Track Your Progress:** Keep a journal to record your experiences, emotions, and any positive changes you notice during the month.

Why not visit

[www.alcoholchange.org.uk/why-do-dry-january](http://www.alcoholchange.org.uk/why-do-dry-january) for more information, or follow "Dry January" on Facebook.

## In The Spotlight

### **Chris McGhie - Specialist Paramedic**



*I have been working at the Cross Keys practice since August 2023 and thoroughly enjoy my role here. Both staff and patients have made me feel so welcome and I consider myself privileged to be part of this close-knit team.*

*I originally started my health service journey with the ambulance service in 2001, qualifying as a Paramedic with South Central Ambulance Service (SCAS) in 2007. Over the course of my frontline ambulance career I went on to spend 3 years as a Team Leader followed by the latter 7 years as a Specialist Paramedic in Urgent Care. This gave me further knowledge and valuable experience of working within primary care, an area that I developed a great passion for and ultimately led to where I am now. I am continuing my studies in this area and am currently in my last year of a Master's degree in Advanced Clinical Practice.*

*Outside of work, I am a keen artist, with a history that included drawing for the Beano and Dandy comics, as well as designing the cartoon characters for Yoplait Wildlife yoghurts. I also like to keep active, particularly through mountain biking and running with my dogs, and I am due to run my first marathon in May of this year (without my canine companions, which I'm sure they're both very relieved about)!*

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