



The Cross Keys Practice

February 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 8,883 calls!

Staff Training Dates 2025

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

Thursday 13th February

Wednesday 12th March

Staff News

We are pleased to announce the safe arrival of Dr Spanswick's baby girl, born on 13th January, weighing a healthy 7lb 8oz.

They are both doing well and are home enjoying the baby bubble.

Blood Tests

Please only book a blood test if you have been asked to do so by a GP or nurse. We cannot take bloods just because you have not had one in a while, without prior discussion with a clinician.

Home Blood Pressure Forms

Everyday we receive an abundance of home blood pressure forms. Please can we remind patients to only submit these on the correct blood pressure forms, which can be found on our website by clicking the "patient forms" tab, or printed copies can be collected from reception.

Receiving home blood pressure readings on scraps of paper (or sometimes post it notes or backs of envelopes) makes it very difficult for us to input the data correctly and efficiently, and may result in us asking you to repeat the readings.

It's The Little Things

We all have times when we feel low, anxious or overwhelmed. But there are lots of little things that can help us feel much better.

They don't have to cost money or take up a lot of your time, but little things like having a bubble bath, watching a funny film, grabbing a cuppa with a friend (preferably with cake) or going for a long walk are all little things that really add up to make a big difference.

Finding things you enjoy by learning something new or finding a hobby, can help you form a routine and ensure you find time for you.

If you're stuck for ideas, search Every Mind Matters online for free, NHS-approved advice and simple tips to help you look after your mental wellbeing. Every Mind Matters also provides a free tool to create your own tailor made Mind Plan, to help you implement positive changes in your life. 2 in 3 people who complete the Mind Plan programme report better mental wellbeing.

If you're concerned about your mental health, speak to your GP, who can provide further guidance and support.

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

NHS Health Check

Have you been invited for your NHS Health Check?

The NHS Health Check is a free check-up of your overall health. It can tell you whether you're at higher risk of getting certain health problems, such as heart disease, diabetes, kidney disease and stroke.

NHS Health Checks are split into two parts.

During the first part of your health check one of our healthcare assistants will obtain some measurements such as height, weight and waist circumference and take your blood pressure. They will also take a sample of your blood to test for diabetes and high cholesterol. During this consultation you will also be asked some health and lifestyle questions including if you smoke, drink alcohol and how much physical activity you do. This appointment usually takes around 20 minutes.

Your second appointment will likely be a telephone call. The purpose of this call is for the healthcare assistant to relay your blood results to you and present you with your Q-Risk score. This is a risk score of developing a heart or circulation problem over the next 10 years. Following your score, our HCA can discuss any further advice or intervention if needed. Your blood results, along with your measurements and the answers to the health and lifestyle questions, help to form your Q-Risk score.

Many of the warning signs for the conditions we check for, such as high blood pressure and high cholesterol, do not have symptoms. If you are made aware of this you can take action to improve your health.

If you're aged 40 to 74 and do not have a pre-existing health condition (such as hypertension, atrial fibrillation, or you take statins) you should be invited to an NHS Health Check by your GP every 5 years. If you think you are eligible but have not been invited, please contact us. For more information and to check eligibility, visit www.nhs.uk/conditions/nhs-health-check

Neurodiversity

At Cross Keys Practice we understand the struggles faced with someone who is neurodiverse. We have created a new space on our website aimed to offer support, advice and information surrounding the diagnosis pathway for ADHD for both adults and children. We are in the development stages for our Autism pages.

Pharmacy First

NHS PHARMACY FIRST		
Sinusitis 12 years and over	Infected insect bite 1 year and over	Acute otitis media (Ear Infection) 1 to 17 years
Sore throat 5 years and over	Impetigo 1 year and over	Shingles 18 years and over
Uncomplicated UTI Women 16 to 64 years	Oral Contraception & Emergency Contraception Adolescent up to the age of 55 years	Blood Pressure Testing & Monitoring 35 years and over

Patients can now get treatment for common conditions directly from their local pharmacy, without the need for a GP appointment.

Pharmacy First enables community pharmacists to supply prescription only medicines, including antibiotics and antivirals without prior consultation with a doctor. You can get treatment for these conditions by walking into the pharmacy.

By reducing the number of patients with common conditions visiting a GP, this allows more time for complex conditions to be consulted.

Buckinghamshire Council are conducting a survey on why residents access their local pharmacy services. If you have 5 minutes spare, please copy the link below into your web browser to take part.

www.shorturl.at/CzFca

Your Feedback Matters!

In January 97% 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 is an example of how we have implemented some concerns raised by patients in January:

Concern: "Someone needs to inform Jane and the doctors they need to write notes for us patients to take to reception and tell them what is needed. "

Resolution: Doctors and ANP's are already equipped with slips to be completed and handed to patients who require an additional / follow up appointment to be booked with reception following their appointment in the surgery. Clinicians have been reminded to ensure all eligible patients leave with a slip.

A few examples of positive feedback we received in January are:

"Efficient booking, text reminder, car parking space, and touch screen check-in, all made for a smooth professional process and appointment. Thank you."

"As always I receive very professional care from Cross Keys surgery."

"The Cross Keys Practice is fronted by a wonderful team of receptionists and the support that patients receive from doctors and nurses is absolutely superb and always comforting. "

"Cross Keys Practice is highly efficient at managing it's appointment structure. The medical staff - doctors, nurses etc are all highly professional, sympathetic, caring and friendly. It is never an issue to be seen by a member of the medical team if need be."

Emails

Please be reminded that our admin email address is for admin enquiries only. This includes change of addresses and to receive correspondence from third parties such as hospitals and care homes.

We cannot accept requests for appointments, health updates or clinical questions. These emails will be deleted without action.

If you have questions relating to appointments, your health, referrals or anything that is not an administrative task, please call reception on 01844 344488.

Injection Clinics

We now have set injection clinics for things such as RSV, Shingles and Pneumococcal. These will be held twice a month.

RSV vaccination

Everyone turning 75 years old on or after the 1st September 2024 will be offered a single dose of RSV vaccine. You can still get the vaccine up to the day before you turn 80.

Shingles vaccination

Everyone aged 70 to 79 is eligible for the shingles vaccine. From 1st September 2023, you're eligible for the shingles vaccine when you turn 65. You'll be offered 2 doses of the vaccine. These are given between 6 and 12 months apart.

You're eligible for the shingles vaccine if you're aged 50 or over and you're at higher risk from shingles because you have a severely weakened immune system.

Pneumococcal vaccination

Everyone aged 65 and over is eligible for a single dose of the pneumococcal vaccine. Children and adults under 65 who are at higher risk of pneumonia due to a weakened immune system, may also be offered the vaccine.

Please contact the surgery if you are unsure if you meet the eligibility criteria for any of the vaccines listed.

Raynaud's Awareness Month

Raynaud's phenomenon is where your blood stops flowing properly to your fingers and toes. It's common and does not usually cause severe problems.

You can often treat the symptoms yourself by keeping warm. Raynaud's affects your blood circulation. When you're cold, anxious or stressed, your fingers and toes may change colour.

Do You Have Raynaud's?

If you experience:

- ✓ Cold fingers and toes
- ✓ Colour changes in your skin in response to changes in temperature or stress
- ✓ Colour changes from white, to blue/purple and then red
- ✓ Numbness, tingling or pain in the affected area
- ✓ Stinging or throbbing pain upon warming or stress relief

It could be a common condition called Raynaud's.

1 in 6 people in the UK live with Raynaud's. The condition affects the blood supply to certain parts of the body - usually the fingers and toes.

To find out if you could have Raynaud's take our simple online test:
sr.uk.co.uk/testme



020 3893 5998 0800 311 2756 @WeAreSRUK /WeAreSRUK /WeAreSRUK
www.sruk.co.uk



We are here to offer support and information - contact us to find out more.

Registered Charity England and Wales No 1161828 © Scleroderma & Raynaud's UK 2023



In The Spotlight

Rachel Gray - Practice Manager



“I started my career as a small animal veterinary nurse. A few years later my passion for horses took over and I went to work for an International Show Jumper.

After settling down and having my children I joined Cross Keys as a receptionist in March 2009, thinking it would tie me over while my children were young. In January 2011 I was promoted to reception team leader and then in May 2023 I took on the role of practice manager, alongside Ann Lukas.

Fortunately for me, my daughter developed a love for horses, so I have been able to continue to be involved. Most weekends are spent travelling up and down the country to competitions or training sessions.”

There are some things you can do at home to help with the symptoms of Raynaud's.

Keeping warm, avoiding sudden changes in temperature and eating a balanced diet are a few of the simple steps you can take to alleviate symptoms. Quitting smoking and exercising regularly will help to improve circulation, in turn, lessening symptoms.

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