

The Cross Keys Practice

March 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 9,702 calls!

Staff Training Dates 2025

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

Wednesday 12th March

Thursday 24th April

Thursday 15th May

Wednesday 11th June

Thursday 15th July

Staff News

Unfortunately our receptionist, Helen, will be leaving on Wednesday 5th March. We wish her well in her new job.

Charlotte joined our reception team on Monday 24th February as a permanent member.

Charlotte was initially employed on a temporary basis to help us with checking patients in for their appointments while our automatic machines are out of order, so will be a familiar face to many. During her time here she has formed tremendous relationships with the reception team and is eager to learn new skills. We couldn't be happier to have her join us permanently.

Zero Tolerance

We would like to remind our patients that we operate a zero tolerance policy against verbal and/or physical abuse, and all calls are recorded.

We urge you to remember our reception staff are only human, and always aim to help patients as much as possible. We are constantly looking to review our appointment availability to best meet demand. Our staff follow strict guidelines set out by NHS England, the ICB, and our GP Partners.

Emergency Contacts

In case of an emergency, such as calling for an ambulance for you, having emergency contact details on record enables us to inform someone of the incident that has occurred as soon as possible. This could be a family member, neighbour or friend.

Please note, this does not allow people to discuss your medical information, the purpose of an emergency contact is for emergencies only.

To complete a form, please pick up a copy from reception or download a digital copy from our website under the "patient forms" section.

When Should I Call?

As you are aware, the busiest time to call the surgery is at 8am, as this is when most patients are requesting an on the day appointment. But if you have a general enquiry or want to book a routine appointment, when is the best time to call?

Figures from last month show the average queue time between 8am-9am is 12 minutes, as opposed to an average queue time of 1 minute or less between the hours of 3pm-6pm.

We urge you to call during these times for general enquiries.

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

Spring Covid Booster



We will once again be taking part in the Spring Covid Booster rollout and will be offering the vaccine to all eligible patients. Our clinics will take place on Friday 4th, Saturday 5th and Saturday 26th April. To be eligible for the vaccine you must be aged 75 (or turning 75 by 17th June 2025), living in a care home, pregnant, or clinically at risk.

You will be contacted to book your vaccine during the last week of March. **Please do not contact us before this time as appointments will not be on our systems.**

Checking Appointments

Did you know you can check existing appointments booked with us by calling the surgery and selecting option 0. This will put you through to our check and cancel feature. This saves you time waiting on the phone and allows for a smooth and quick confirmation of your appointments.

Remember, you can also view and cancel your booked appointments on the NHS App.

NHS App

Do you have your notifications on for the NHS App?

The NHS App not only allows you to see your medical records and appointments, order medication and view referrals, it also allows us to send you messages. To be notified of these messages, please ensure you have your notifications switched on.

To do this, log in to your NHS App account and select the account icon in the top corner. Then click settings, and manage notifications.

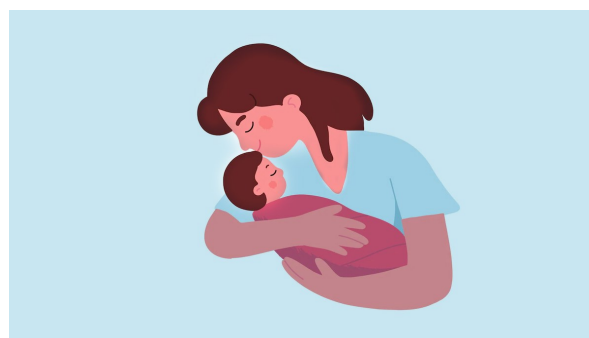
Expectant Mums

Firstly, congratulations! With an abundance of tasks to tick off of your many lists, this is a gentle reminder to ensure registering your baby with Cross Keys is one.

When your baby is born please complete our registration forms, which can be found on our website or collected from the surgery, and pop back to us along with your babies red book or birth certificate.

Your baby does not need to be legally registered to be a patient with us. Their legal name can be updated once you have the birth certificate. In the interim they will be registered as "Baby (mothers surname)". Early registration enables you to book vital appointments for you and your baby in the correct timeframe.

Once your baby is a registered patient with us, we recommend booking in the 6 week check, as well as your babies first set of vaccinations, given at 8 weeks old. Our nurses can not vaccinate your baby prior to their 6 week check so it is vital this is booked in as soon as possible. We recommend booking at least 4 weeks in advance, when your baby is 1-2 weeks old.



Emails

Please be reminded that our admin email address is for admin enquiries only. This includes change of addresses, change of name and to receive correspondence from clinics, hospitals and care homes.

We cannot accept requests for appointments, health updates or clinical questions. These emails will not be actioned.

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

Your Feedback Matters!

In February 96% 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 February:

Concern: "The nurse was unable to go ahead with the cervical smear test as I had used my HRT gel that morning. I wasn't told that this would cause a problem when (or after) I made the appointment - only when I arrived - which was very disappointing and a complete waste of my (and her) time. Perhaps you could look to advise patients of this before the actual appointment?"

Resolution: You do not need to discontinue most HRT prior to a cervical smear test, however you should avoid using any vaginal medicines, lubricants or creams containing oestrogen in the two to three days prior to your cervical smear as these can affect the result. Our reception team will now remind patients of this via text message after booking.

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

"Brilliant patient experience."

"Blessed to have Cross Keys as my surgery."

"Always wonderful service at our practice and has been since moving to Chinnor in 1983."

Tackling Your Worries

Worrying is part of life. We cannot eliminate it completely or control everything, but if your worries feel overwhelming there are lots of things you can try to manage or overcome them.

1. Write them down

Sometimes just getting things out of your head and down onto paper or a notes app on your phone can help you clear your mind and make it easier to work through concerns one by one.

2. Set aside worry time

If you find that your worries are taking over your day, it can help to try to manage this by setting yourself some "worry time" – a short period, say 10 or 15 minutes, every day or so before bed to write things down and try to find solutions.

3. Accept the worries you cannot control

For any worries you have identified as ones you cannot do anything about, try to acknowledge and accept this. Often, even just knowing we've spent time thinking about a worry properly and assessing the options can help dampen them. Try not to dwell on one worry for too long – either move on to dealing with another, or find ways to shift your focus, distract yourself, relax or clear your mind.

4. Focus on the present

In time, following these steps should make it easier to deal with the worries we can do something about and stop the ones we cannot from becoming overwhelming. But if anxiety is creeping in, it's really useful to have some go-to strategies – like exercise, yoga, or breathing, mindfulness or meditation techniques – to help calm us down and bring us back to the present moment. These can take time and practice to get used to, but they really can help you feel more in control of your thoughts and feelings.

For more Mental Wellbeing tips, CBT techniques and useful videos, search NHS Every Mind Matters.

World Down Syndrome Day 2025

Friday 21st March marks World Down Syndrome Day 2025.

World Down Syndrome Day is a global awareness day which has been officially observed by the United Nations since 2012. The goal is to help people understand and support people with Down Syndrome better.

Down syndrome (or Trisomy 21) is a condition in which a person has an extra chromosome. Most people have 23 pairs of chromosomes – 46 in total. People with Down syndrome have an extra chromosome added onto the 21st pair – 47 in total. Chromosomes act like an instruction manual that defines how our bodies look and how they work.

Around 1 in every 800 babies will be born with Down syndrome.

To mark World Down Syndrome Day, Cross Keys will be taking part in the “Lots of Socks Campaign”. By wearing odd or bold socks, the idea is to start a conversation. When people ask about your socks, you can tell them, “I’m wearing them to raise awareness of Down syndrome”.

Why not join us and put on your bold or odd socks?

Comic Relief 2025

Friday 21st March marks Red Nose Day. This year celebrates 40 years of Comic Relief.

Comic Relief support local community organisations here in the UK and across the globe. Donations help fill the shelves of community food centres, fund vital community-led services like health workers, local youth safe-spaces, and ensure safe passage for people escaping danger.

In The Spotlight

Jane Wood - Secretarial Team Leader



“I have worked at The Cross Keys Practice since January 2016, initially in Administration then promoted to the secretarial team in July 2018 and again in January 2024 to the role of Secretarial Team Leader when Carol Newport retired. I work with a great team, we all get on, help one another processing referrals, assisting the GP’s where we can and also our patients.”

I previously worked in Windsor as an Office Manager/PA for a corporate computer games publisher.

In 2024 after putting it off for many years I finally learnt to swim. For relaxation I love embroidery mainly cross stitch and really enjoy making gifts for friends. I love to cook, particularly Thai food when I can. My husband and I are travelling to Bangkok in 2026 and will be trying some cookery classes – I cannot wait!”

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