

The Cross Keys Practice

April 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 **10,370 calls!**

Staff Training Dates 2025

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

Thursday 24th April

Thursday 15th May

Wednesday 11th June

Thursday 15th July

Staff News

Unfortunately Dr Ginika Lazz-Onyenobi has decided not to remain with Cross Keys Practice. Her last working day was Friday 28th March. We wish her well for the future and know she will be missed by staff and patients. Dr Lazz's patients will be looked after by all of the GP's for now.

Dr Hayley Parkes is returning to Cross Keys on 23rd June as a GP. Dr Parkes worked for us previously, so we are very much looking forward to having her back! We are currently recruiting for 1 more GP to join our team and we hope to have an update for you very soon.

We are very pleased to announce that we have Clare Holland joining our team as a Clinical Pharmacist on 15th April. Clare will be carrying out medication reviews, managing hypertensive patients and much more. Clare previously worked for the PCN across Unity Health, Haddenham and Cross Keys within their pharmacy team, so some patients may have spoken to her before. We are very pleased to have her as a permanent part of our clinical team.

Woman's Drop in Session

Cross Keys offers its patients a HRT and contraception drop in clinic at Lincoln House most Tuesdays between 2:15pm - 6:00pm. This clinic is run by our woman's health specialist Jayne Wellbelove.

The clinic covers pill checks, contraception consultations, queries and initiation. Aswell as this it covers HRT consultations, reviews and queries.

To attend this clinic you do not need an appointment, nor do you need to have been referred by a GP. If you would like to discuss contraception or HRT, just pop along! For clinic dates please see our website or speak to reception.

Please note, this is not a diagnostic clinic. For all other woman's health queries please book an appointment via the usual routes.

Risborough Pharmacies

The small Risborough Pharmacy (next to Wainwrights) closed permanently on Friday 21st March. All patients who had Risborough pharmacy as their nominated pharmacy for prescriptions will automatically be transferred to Novus Pharmacy. Novus is the large pharmacy located directly next door to us. If you have any queries, please contact Novus Pharmacy.

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High Street
Princes Risborough
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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

Spring Covid Booster

We are holding our covid vaccination clinics this month and would like to remind patients to come to their appointment on time and be ready to be vaccinated.

This means upon arrival please remove additional layers such as coats and jumpers and if possible, wear short sleeves. Our vaccinators need access to the upper part of your arm, and being prepared means we can run our usual streamlined vaccination service. Both our front and back entrances will be open and manned by staff to assist and direct you.

Our Chinnor surgery will be closed on Friday 4th April due to staff being in Risborough for our first covid clinic day.

We have prioritised inviting patients over the age of 75 and have had an overwhelming uptake, meaning not all patients in the other "at risk" groups will receive an invite from us.

Covid vaccines are being offered locally at Rowlands Pharmacy Risborough, Chinnor Pharmacy and The Vicary Pharmacy Haddenham. Please contact one of these pharmacies to book if you have not been invited by us.

Bringing in ID

We have encountered a few occasions whereby copies of identification has been dropped into our prescriptions box, with no explanation as to the reason. Although sometimes upon investigating we can figure out why this was dropped in, a lot of the time we are unaware.

Please, if you are bringing in identification or paperwork, pop a note on it or let a member of the reception team know why it is being dropped in.

Zero Tolerance

We operate a zero tolerance policy against verbal and/or physical abuse. All incoming and outgoing calls are recorded.

We urge you to remember our staff are only human, and always aim to help patients as much as possible. Please be kind.

Stress Awareness Month

Stress Awareness Month is an annual event observed every April since 1992, dedicated to increasing public awareness about the causes and cures of stress.

Stress is the body's reaction to feeling threatened or under pressure. When we are stressed, our body releases a hormone called adrenaline (often called the "fight or flight" hormone), which usually gives us a boost or motivates us to act quickly.

Too much stress can affect our mood, our body and our relationships – especially when it feels out of our control. It can make us feel anxious and irritable, and affect our self-esteem. Experiencing long-term stress or severe stress can lead to feeling physical, mental and emotional exhaustion, often called "burnout".

Why not try these self-care tips to manage stress? They may make a big difference!

Try positive thinking

Positive thinking can help with stress relief, so take time to think about the good things in your life. Each day, list 3 things you're thankful for, however small.

Talk to someone

Trusted friends, family and colleagues, or contacting a helpline, can help us when we are struggling.

Split up big tasks

You might feel less stressed if you can take practical steps, such as breaking a task down into easier, more manageable chunks. And give yourself credit when you finish a task.

Be more active

Being active regularly can help you to burn off nervous energy, so it could be a way for you to deal with stress. Exercise might also help you manage or reduce stress.

Plan ahead

Planning ahead for upcoming stressful days or events – creating a to-do list, planning your journey and listing things you need to take – can really help to relieve stress.

Your Feedback Matters!

In March 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.



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

“Superb service, very diligent and really felt valued as a patient.”

“Thank you for introducing Ask First, which is brilliant for non urgent face to face appointments, which mine was and you get to see the Doctor of your choice. Also so many appointments to choose from.”

“I left feeling reassured and 100% satisfied with my experience. Also want to add that the reception team are very welcoming and helpful . As a hospital receptionist myself I know the importance of a friendly and helpful reception team. It puts patients (often nervous) at ease from the start. I also want to mention the pleasant surroundings in the surgery. I like the way that the seating areas are dotted around and not in uniform rows! It doesn't feel as though everyone is herded together passing germs around. The little seating area in back garden is a great touch! Love it. Thank you for a good experience.”

“I think the addition of a physiotherapist to the surgery is a wonderful idea and relieves some pressure from the doctors appointments.”

“Excellent care given by the practice and the GP.”

Home Blood Pressure Monitoring

Please can we once again ask that patients use the correct form when monitoring their blood pressures at home.

We have pleaded before but there are still lots and lots of home blood pressure readings being brought in by patients on scraps of paper, backs of envelopes and post it notes. This makes it extremely difficult for us to read and put through our scanner to enter onto your medical records.

The form can be picked up from reception or printed from our website under the “patient forms” section. Alternatively we can send you a mobile link so you can input your readings daily via your phone.

Heidi Health AI

Cross Keys Practice is currently trialling a new software called Heidi Health AI to help our clinicians in their clinics.

Heidi AI is an advanced AI medical scribe designed to transcribe patient consultations, generate clinical notes, fill out documents, and dictate letters. This tool allows the clinician to focus more on you, the patient, rather than on typing and administrative tasks.

Heidi AI has been approved by NHS as it adheres to stringent UK compliance frameworks, including the Data Protection Act, GDPR, and NHS standards. This ensures that your personal information is handled securely and confidentially.

If you do not wish for this to be used in your appointment please make the clinician aware.

Child Immunisations

It's important that vaccines are given on time for the best protection so below we have listed your child's vaccination schedule.

8 weeks:

6-in-1, Rotavirus & MenB

12 weeks:

6-in-1, Rotavirus & Pneumococcal

16 weeks:

6-in-1 & MenB

1 year:

Hib/MenC, MMR, MenB & Pneumococcal

3 years and 4 months:

MMR & 4-in-1

As your child gets older further vaccines will be offered at school, rather than the GP practice.

Appointment DNA's

If you do not attend your appointment, it is monitored and documented on your medical record. We would like to remind patients that multiple DNA's may result in your removal from the practice.

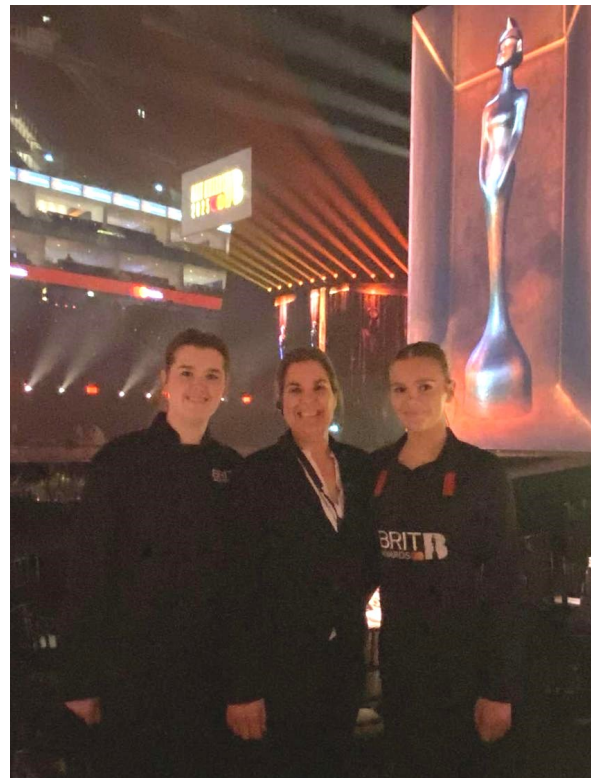
"I don't need an appointment, just a call"

Please can we remind patients that "a quick call" from the GP requires a telephone appointment to be added to their work list. If a GP is fully booked for that day, unfortunately you will need to book an appointment for another day. "A quick call" or "leaving a message for the doctor" requires time and documentation, which in turn, requires an appointment.

AskFirst offers plenty of telephone appointments via the "book routine appointments" tab. If you need help downloading or using the AskFirst app just pop in or contact askfirst@sensely.com

In The Spotlight

Ann Lukas - Practice Manager



"I joined Cross Keys in July 2011 as a Finance Assistant following the retirement of Anne Poote (previously Practice Manager). I was then promoted to Finance Manager in April 2020 and Practice Manager in June 2023, working alongside Rachel Gray. General Practice was new to me when I joined, and I have learnt so much over the last 14 years.

Prior to joining Cross Keys I worked for a catering and events company working at different venues in London with a few years based solely at The British Library in Euston. Once a year I return to this industry and work at the Brits Awards Ceremony at the 02. This year both my daughters joined me who loved watching and serving all the celebrities!"

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