



The Cross Keys Practice

May 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 10,764 calls!

Staff Training Dates 2025

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

Thursday 15th May

Wednesday 11th June

Thursday 15th July

Thursday 18th September

Wednesday 15th October

Staff News

We are pleased to announce Dr Zakia Sultana joined us as a GP on Monday 28th April. Dr Sultana will be working 3 days per week. We look forward to you meeting her!

As stated in our last newsletter, 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! She will be working 2.5 days per week.

Following Dr Lazz's departure, her patients will be allocated a usual GP of either Dr Sultana or Dr Parkes.

Wasted Appointments

If you do not attend your appointment, it is documented on your medical record and monitored. Multiple missed appointments could result in your removal from the practice.

So far in 2025, 533 appointments have been wasted due to patients failing to attend or cancel prior.

Appointments can be cancelled easily over the phone using our automated service, in person at reception or using online services such as AskFirst.

Medication Reviews

A Structured Medicine Review (SMR) is a confidential meeting between you and a clinical pharmacist or another clinician to discuss your medicines and your general health. Clinical pharmacists are experts in medicines and work alongside your doctors to make sure your medicines are right for you and used safely.

The aim of the review is to check that you are prescribed the most appropriate medicines for your health conditions, making sure your treatment is effective, safe and tolerated without affecting your daily routine. It is also a good opportunity to adjust your prescription if required, remove unnecessary items or make changes if you aren't getting on well with the current medicine.

Annual blood test monitoring may be ordered to check your general health. You may be asked for your blood pressure to determine whether the medicine is working. You may also be asked for health parameters such as weight, alcohol intake & smoking status.

If you do not book a medication review when requested, this could result in restrictions to ongoing prescriptions until a medication review has been completed. This is to ensure that we are prescribing safely.

Cross Keys Practice
High Street
Princes Risborough
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Cross Keys Practice
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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

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.

Travel vaccines

If you're planning to travel outside the UK, you may need to be vaccinated against some of the serious diseases found in other parts of the world. To check which vaccines you need for your destination, please visit www.travelhealthpro.org.uk/countries



Certain travel vaccinations are free of charge on the NHS because they protect against diseases thought to represent the greatest risk to public health if they were brought into the country.

The free vaccines available are:

- Hepatitis A
- Typhoid Fever
- Polio (as part of tetanus/diphtheria/polio booster)

These free vaccines can be provided by Cross Keys. If required, please book an appointment with our practice nurse at least 6 weeks before your departure.

If you need alternative travel vaccines you will need to visit a private travel clinic.

Please note, we are not travel vaccination specialists, therefore we cannot provide travel advice.

Covid vaccines

We have now completed our covid clinics for this season. We successfully vaccinated 1242 patients over 4 days.

We would like to thank all patients who attended for your cooperation, kind words and positive feedback. It really does make the extra hours worth while!

If you are yet to receive a covid vaccine, they are being offered locally in various locations such as Rowlands Pharmacy Risborough, Chinnor Pharmacy and The Vicary Pharmacy Haddenham.

Your Feedback Matters!

In April 98% 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.



Below are some concerns raised in April:

Concern: *"Came in for a blood test but the sign-in screen wasn't working. There was a growing queue with most people simply wanting to sign-in. Once signed-in, via reception, I discovered that there was a working terminal in the nurses area. For people simply checking-in it might help to replace the basic "out of order" sign on the downstairs terminal with "out of order - Please use the one up the slope to sign-in." Just a thought".*

Resolution: Thank you for your suggestion. We have now amended our sign on the broken check in screen, situated by reception, to signpost patients to the terminal up the slope.

Concern: *"I have no idea about staffing changes, or the name of my GP."*

Resolution: Staffing updates are published monthly in our patient newsletter. This is emailed to patients who have signed up to receive emails from us. The newsletter can also be viewed on our Facebook page and website, as well as paper copies being available in our waiting areas. We have displays in the surgery which show our clinical staff names, along with their picture and reception are happy to inform you of your usual GP if you are unaware.

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

"From the Nurse who did my bloods, to the Reception Staff who dealt with me, extremely welcoming and warm members of staff. I am a new patient and if my first visit is anything to go by, I'm so delighted that Cross Keys is my Practice."

"The whole process was the polar opposite of the things you read on an almost daily basis about how difficult it is to get a GP appointment!"

"Five Star treatment"

"Polite, helpful, respectful and an all round positive experience. Just as it should be. Thank you."

May Measure Month

May Measure Month is a time dedicated to raising awareness of the importance of checking your blood pressure.

Detecting high blood pressure early can help prevent more serious health conditions developing such as cardiovascular disease, stroke, diabetes, and dementia.

You can check your blood pressure any time using our automatic machine within our Risborough surgery. Find out where else you can check your blood pressure for FREE in Bucks here:
www.buckinghamshire.gov.uk/love-your-heart

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 smartphone.

New Patient Transport Service

From 1 April 2025, EMED Patient Care will be delivering the free non-emergency patient transport service for eligible patients living in Buckinghamshire and Oxfordshire. This will replace the service we previously received from South Central Ambulance Service.

EMED Patient Care are registered and regulated by the Care Quality Commission (CQC). As a result they are subject to the identical CQC quality standards as all of the NHS Ambulance Trusts in England. This means the service you receive from them ensures patient safety is at the core while providing a reliable and reassuring service.

Patient transport is available for those who require assistance in getting to their appointments or place of care, because:

- They have a medical need such as requiring oxygen or specialist equipment to travel safely
- They have limited mobility (e.g. needing a wheelchair or stretcher)
- They have a cognitive or sensory impairment

The call handler will guide you or your doctor/ nurse through some straightforward questions to check if you are eligible.

www.emedgroup.co.uk/bobf

Booking line: 0300 777 3333

Stroke Awareness Month

Stroke Awareness Month takes place every May to highlight the realities of stroke. Stroke can be life-changing. It can happen to anyone of any age and affects everyone in different ways. A stroke happens when the blood supply to part of the brain is cut off, killing brain cells.

There are three different types of stroke:

Ischaemic stroke - An ischaemic stroke happens when a blockage cuts off the blood supply to part of your brain. It's the most common type of stroke.

Haemorrhagic stroke - Haemorrhagic stroke is when you have bleeding in or around the brain.

Transient ischaemic attack (TIA) - A transient ischaemic attack is the same as a stroke, but the symptoms last a short time. You might feel like you're fine afterwards, but it's vital to get medical help right away.

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

- Face weakness: Can the person smile? Has their mouth or eye drooped?
- Arm weakness: Can the person raise both arms fully and keep them there?
- Speech problems: Can the person speak clearly and understand what you say? Is their speech slurred?
- Time to call 999: if you see any one of these signs.

There are other signs and symptoms that you should always take seriously. These include:

- Sudden weakness or numbness on one side of the body, including legs, hands or feet.
- Sudden blurred vision or loss of sight in one or both eyes.
- Sudden memory loss or confusion.
- Sudden dizziness or unsteadiness.
- A sudden, severe headache.

If you spot any one of these signs or symptoms, don't wait. Call 999 straight away.

In The Spotlight

Hannah Barrow - IT Support & Digital Content Lead



"I first joined Cross Keys in April 2018 working as a General Administrator. After expressing an interest in a more clinical role, Cross Keys enrolled me onto a venepuncture course and I became a Phlebotomist.

In August 2021, I suffered an ischemic stroke aged 27 due to a heart defect called a PFO, which has now been surgically fixed. Following a further diagnosis of a Pulmonary Aneurysm in November 2023, I decided to take a step back from my patient facing role to allow for treatment and management. This then led me to my current role of IT Support and Digital Content Lead.

Outside of work I have a very busy homelife with my 2 children, aged 14 and 8, my fiancé and my miniature sausage dog. I love to travel, be outdoors, eat good food, and try new experiences.

Following my stroke, I told myself I would not let it hold me back, and during my recovery I made a "30 before 30" list. This was 30 things I wanted to achieve before my 30th birthday, which was in June last year. From small things like writing a will and taking my kids fishing, to larger goals like running a half marathon, climbing a mountain and surfing. Continuing to push myself, I am taking part in a Tough Mudder this month to raise money for Different Strokes, a charity that helped me tremendously after my stroke. If you would like to donate, please visit www.justgiving.com/page/cross-keys-differentstrokes2025

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