

# The Cross Keys Practice

## June 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 9,809 calls!

### Staff Training Dates 2025

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

Wednesday 11th June

Thursday 15th July

Thursday 18th September

Wednesday 15th October

Tuesday 18th November

### Staff News

Jo Disberry hasn't been in clinic as often due to completing her Nursing Associate Degree. Part of this degree requires Jo to take part in placements at hospital and attend study days at university.

As Jo has now finished her current placement, she will be returning to her usual working hours until September when she will start a new placement. We are thrilled to have her back around more often!

### Presenting To Reception

When presenting at the front of reception in Princes Risborough, please be patient if there is nobody there. The staff member allocated to work the front desk may be away from her position briefly for a number of reasons.

Our reception area is covered by CCTV which is displayed behind reception for our staff to monitor, meaning they will be aware you are there. Whilst someone will be with you as soon as possible, the staff behind reception man the phones so they may be on a call. Please be patient.

Banging on the screen and shouting will not be tolerated.

### Requesting Urgent Prescriptions

Running out of a medication does not automatically warrant an emergency supply and can result in you not having medication for several days.

Prescriptions can only be issued urgently if the medication requested is listed within our urgent prescription protocol. This can be viewed on our website.

Prescription requests can be made online, in person or by email up to 2 weeks before your supply is due to run out. Please then allow 3 working days for the medication to be issued. This is our standard timeline. Help us to help you get your medication on time!



### Home Blood Pressure Monitoring

Please can we remind patients to complete their home blood pressure monitoring on the correct form.

If you are asked to monitor your blood pressure at home, please either request a text link to record these digitally or collect a form from reception. You will be asked to redo them if returned on a scrap of paper.

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High Street  
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Cross Keys Practice  
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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

## 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.

## Sleep Problems & Insomnia

Sleep problems are common, and the reasons we struggle to sleep are likely to change throughout our lives, for instance, illness, work or having a baby are possible causes. A few sleepless nights are usually nothing to worry about, but it can become an issue if a lack of sleep starts to affect your daily life.

If you're having trouble sleeping, knowing how to sleep better can make a big difference. Here are some tips to fall asleep faster and sleep better:

### 1. Have good sleep routine

Having a regular routine helps to improve sleep. A good sleep routine should include having a set time to start winding down – and a way to relax is important too. Going to bed and getting up at fixed times is another good sleep habit. Ideally, a sleep routine should be the same every day, including weekends.

### 2. Relax, unwind and try meditation to help you sleep

Remember, your sleep routine starts before you get into bed, so build in time every evening to relax. Avoid electronic devices at least an hour before bed, as mobiles, tablets and computers all throw out blue light that stops sleep. Reading, listening to soft music or a podcast, or sleep meditation can all help if you have trouble sleeping.

### 3. Try mindfulness for sleep

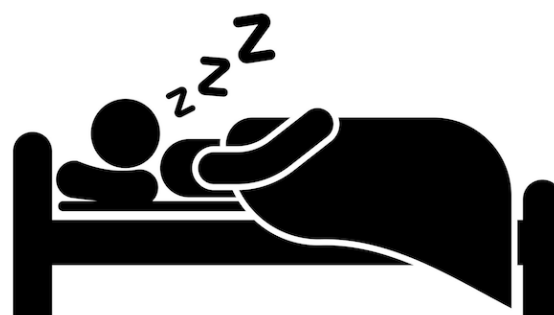
Anxiety, worry and stress can affect how well we sleep. Luckily, there are things you can do daily to help manage your worries, like talking to someone you trust or writing in a notebook about your concerns. If you often lie awake worrying, set aside time before bed to make a to-do list for the next day.

### 4. Do not force sleep

If you're lying awake unable to sleep, do not try to force it. If you're tired and enjoying the feeling of resting, then sleep may naturally take over. But if you cannot sleep, get up and sit in a comfy place and do something relaxing, like reading a book or listening to quiet music. Only go back to bed when you feel sleepier.

### 5. Improve sleep through diet and exercise

A good diet and regular physical exercise can help us to relax and get better sleep. And the opposite is also true: an unhealthy diet and lack of exercise can stop us from sleeping well. Avoid eating large meals close to bedtime. Try to also ditch the bedtime caffeine (like coffee), alcohol or nicotine if you can, because these are stimulants that make us more alert. Stimulants are a common cause of sleep problems.



How a pharmacist can help with insomnia:

You can buy tablets or liquids (sometimes called sleeping aids) from a pharmacy that may help you sleep better. Some contain natural ingredients such as valerian or lavender, while others contain an antihistamine. They cannot cure insomnia but may help you sleep better for 1 to 2 weeks. They should not be taken for any longer.

See a GP if:

Changing your sleeping habits has not helped your insomnia, you've had trouble sleeping for months or your insomnia is affecting your daily life in a way that makes it hard for you to cope.

A GP will try to find out what's causing your insomnia so you get the right treatment.

## Your Feedback Matters!

In May 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.



Below are some concerns raised in May:

Concern: *"I just felt that the area in which the blood test was taken was not very private. At Chinnor you see the nurse in her room with the door closed, at Risborough it was in a cubicle with no privacy and people walking past quite regularly."*

Resolution: Similar to hospital phlebotomy rooms or a blood donation centre, our phlebotomy rooms are kept somewhat open plan. Our phlebotomists work in separate rooms to allow for privacy and comfort but the sliding doors are generally kept open for ventilation, efficiency and speed. However, if you would like the door closed during your procedure, please make this known to the clinician at the time of your appointment.

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

*"I would like to say Cross Keys GP surgery in Princes Risborough is excellent according to their service. Their response was quick & a very helpful team."*

*"I can't fault the service I receive from the practice. Appointments weren't difficult to get and were on time. Staff were really friendly and helpful."*

*"I find the apps & IT systems work well and simplify my interaction with the practice."*

## Fundraising

Following on from our last newsletter, Hannah successfully completed a Tough Mudder to raise money for Different Strokes Charity. A big thank you to those patients who have donated to our JustGiving page. In particular Steve, who donated £100!



Next, Dr Neale and Dr Hetti are taking part in the Fan Dance Race in July. The Fan Dance is a gruelling 24km SAS Selection Test March located over Pen y Fan, the highest mountain in the Brecon Beacons. To make things worse, they will be required to carry a 35lb (15kg) weighted rucksack for the duration. Good luck!



If you would like to donate to our Practice fundraiser for Different Strokes, you can do so by scanning the QR code.

## Blood Tests

Please can we remind you to hydrate before your blood tests by drinking plenty of water (not caffeinated drinks) in the 24 hours leading up to your appointment. Water can still be drunk before a fasting blood test.

Staying hydrated helps keep your veins plump and easier to find.

## Blood Test Results

Results of your blood tests can be viewed on your NHS App or Patient Access App, usually within a few days of your test. If you do not have access to online services, you can call the surgery after 10am and reception will inform you of your results. If calling, please allow at least 7 days from the date of your blood test. This is to allow for the GP to view and comment on your blood results, ensuring reception relay the correct information.

Results for tests requested by the hospital will go directly to them. For these results please contact the requesting hospital.



## SANDS Awareness Month

SANDS (Stillbirth and Neonatal Death Charity) Awareness Month is a dedicated time to raise awareness and provide support for families who have experienced the loss of a baby through stillbirth or neonatal death. The campaign aims to break the silence surrounding these devastating losses and promote understanding.

Currently in the UK, 13 families a day suffer the heartbreak of losing their baby before, during or shortly after birth. And at least 15% of pregnancies end in miscarriage. Talking about pregnancy loss or the death of a baby can feel very difficult, but finding the right words at the right time can really help to support bereaved parents or families when they need it most.

We know that offering support can feel complicated, and sometimes you can't seem to find the right words. The most important thing is letting them know that you are here for them, whenever they need it. Saying something is better than not saying anything at all. Gently acknowledging what has happened can bring great comfort. A simple text, call, email or card goes a long way. If you know the person well, you might want to give them a call to ask how they are. It's ok to ask, 'How are you doing today?'. Regularly checking in with someone can make all the difference in helping them to feel less isolated and alone.

Sands supports anyone who has been affected by pregnancy loss or the death of a baby before, during or shortly after birth. Bereavement support is at the core of everything they do.

The Sands National Helpline provides a safe, confidential place for anyone who has been affected by the death of a baby. Whether your baby died long ago or recently, they are here for you.

Sands Helpline - 0808 164 3332  
helpline@sands.org.uk

The team are available to speak to on the phone from 10am to 3pm Monday to Friday and 6pm to 9pm Tuesday, Wednesday and Thursday evenings.

## In The Spotlight

### **Dr Tom Neale - Senior GP Partner**



*"After training in London, I did my house jobs in Shrewsbury where I met my wife, Fiona, who is also a GP and Senior Partner. We did our GP registrar year in Oxford. In 1998, I became a partner at The Cross Keys Practice and Fiona started work at the Water Meadow Surgery in Chesham. I was initially taken on to look after the families at Strike Command, but soon moved to work in Chinnor. It was very different at that time with the GPs covering nights and weekends but with much fewer patient appointments and paperwork. After Dr Cahill retired, I became senior partner.*

*I have developed a special interest in skin and worked as a dermatologist at Stoke Mandeville Hospital. I also started GP registrar and medical student training which we have now done for 20 years.*

*In 2020, I did a tropical medicine course in preparation for Fiona and I taking our sabbatical in Zambia in 2022. We worked for a small NGO 'On Call Africa' and were based in a small village, Kanyanga, helping at the clinic there and more broadly trying to help develop rural healthcare in Zambia.*

*I swim regularly with the Masters swimmers at Tring and enjoy mountain biking. Our two children did not follow us into medicine with our daughter a solicitor in Paris and our son a political TV producer for the Peston programme.*

*In the summer Dr Hetti and I will be attempting the Fan Dance Race which is a march over Pen y Fan twice in the Brecon Beacons carrying a rucksack. You may see me walking around Cadsden with a large rucksack and an excitable French Spaniel!"*

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