



# The Cross Keys Practice

## July 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 10,321 calls!

### Staff Training Dates 2025

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

Thursday 15th July

Thursday 18th September

Wednesday 15th October

Tuesday 18th November

### Staff News

Dr Hayley Parkes returned to Cross Keys on Monday 23rd June. Many will remember Hayley as she worked for us a few years ago. We are thrilled to have her back!

Hayley is working as a salaried GP and has her own patient list. This list has been created by removing several patients from each of the existing GP's.

You will have been notified by email (if we have one on record for you) if Dr Parkes is now your usual GP. If you are unsure, reception will be able to advise you when you are next in the surgery. Please do not call to find out as this causes unnecessary delays on the phonelines.

### Unmatched Documents

Recently we have been receiving patient documents and/or samples with no identifiable information on. PLEASE, if you are dropping something into the surgery, make sure it has your name and date of birth clearly printed on it.

If we are presented with documents or samples with no patient data on, we cannot process them. Therefore they may be discarded.

### Woman's Health Drop-In Clinic

Unfortunately, our drop-in Contraception & HRT Clinic held on a Tuesday afternoon at Lincoln House will not be running for the time being. This means any future clinics are cancelled.

In the meantime if you need a pill check or your regular contraceptive injection, please contact the surgery to book this in with our Practice Nurse. HRT reviews are to be carried out by your GP for the time being until our clinics resume. If you are in need of a review, please contact reception.

We apologise for the inconvenience this may cause. We will keep you informed via our website and Facebook page on when the clinic will be reinstated.

### Stay Hydrated

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.

### Email Contact

Please check we have an email address on record for you. Important correspondence is now primarily sent by email, meaning you may miss out if we cannot email you.

Cross Keys Practice  
High Street  
Princes Risborough  
HP27 0AX

Cross Keys Practice  
Church Road  
Chinnor  
OX39 4PG

Tel: 01844 344488

[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

## NHS Health Talk



### **Free NHS Health Talk on Nutrition & Mindful Eating**

*delivered by health coach Tais*

**Princes Risborough Library  
Tuesday, 15th July 2025, 12 noon**

**There's no need to book your place,  
just come and learn.**

## Cryotherapy

As of October, we are no longer able to provide Cryotherapy as a service within Cross Keys due to NHS funding constraints.

Cryotherapy is an unfunded service within general practice in Bucks and it is becoming increasingly difficult to continue this service without it impacting the availability of other patient appointments. Any appointments already booked into this service will be honoured, but future bookings will not be taken.

If you have a new skin lesion and are concerned, please come and see your GP. Pharmacy staff in local chemists are able to advise on suitable over the counter treatments for warts and verruca's which are effective when used as directed.

## Automated Arrivals

Last month we installed a new automated arrivals screen to the front of Princes Risborough surgery, to replace the faulty machine.

After over a year of discussion with our supplier, we have been assured this will fix the faults we have been facing. Woohoo!

## Changes To Cervical Screening

How often people need to have cervical screening is changing in England from 1st July 2025. Improvements in HPV testing enables the NHS to now offer a more personalised approach to preventing cervical cancer, which means those identified as lower risk won't need to be screened as frequently, and those at higher risk will continue to be monitored more regularly.

At the moment, in England, women and people with a cervix aged 25-49 years are routinely invited for screening every 3 years. Now we have this better test for HPV, the UK National Screening Committee (UKNSC) has recommended that those testing negative, and with no recent history of HPV, won't need to come for a cervical screening quite so often – every 5 years instead of every 3.

If your cervical screening shows you have HPV, you may be invited for more frequent screenings to check HPV has cleared and if not, if any cell changes have developed.

This change is strongly backed by robust scientific evidence. Studies have shown that if a person tests negative for HPV they are extremely unlikely to go on to develop cervical cancer within the next 10 years. Research published by King's College London showed that 5-yearly screening is as safe as 3-yearly; the same number of cancers will be prevented and less frequent cervical screening tests are needed.

The positive impact of the HPV vaccination is also starting to be seen, with studies in England showing that the HPV vaccine stops 90% of cervical cancer cases. The latest HPV vaccine type introduced in the UK in 2021 is predicted to further reduce cases of women's cancer and HPV attributable deaths by 16% and 9%, compared to the previous vaccine type.

Even if you've had the HPV vaccination, it's important that you attend your cervical screening. Cervical screening saves lives.

If you think you are due but have not yet had an invitation, speak to a member of reception who will be able to confirm the date of your last smear test.

## Your Feedback Matters!

In June 95% 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 June:

Concern: *"I was given an appointment at Lincoln house. The signage for the building is really poor and if it's your first time, it can be very confusing. I walked into the first building and there was no map nor any signage to indicate if I was in the right place, nor anyone to ask."*

Resolution: We have added additional signposting within the building at Lincoln House to make it clear on where patients need to wait for our nurses. We have also installed signs for the doors to indicate which clinician is working inside the room. Lincoln House is shared between us and external agencies such as podiatry and physiotherapy, therefore we occupy rooms 4, 5 or 6. These rooms are towards the back of the building and can be accessed by either the front or back door. As the building is small, our nurses will find you in whatever seat you choose!

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

*"Staff are always helpful, lovely and smiley."*

*"Everywhere tidy and polite staff."*

*"All of the members of staff are very caring and professional, whilst dealing with me in a friendly manner. Equally importantly, they make me feel that I am important to them."*

## Self Referral To MSK Physio

To receive a clinical assessment or treatment at Practice Plus Group MSK, Buckinghamshire, you will need to be registered with a Buckinghamshire GP but do not need a GP referral. Self referral is quick and easy. More information can be found on our website under the "self help" tab.

Once you have completed the self referral form. Practice Plus Group will contact you to make your first appointment. Following that, they will send you a confirmation letter plus any other information relevant to your appointment.

They offer a range of clinical assessment and treatment services for patients including:

- Sports injury
- Hand
- Women's health
- Men's health
- Spinal clinic
- Telemedicine

## Patient Participation Group (PPG)

The Cross Keys PPG play a pivotal role in shaping their own healthcare experiences and to promote collaborative relationships between patients, healthcare providers, and communities. Members are invited to offer opinions in a constructive manner and to put forward ideas on behalf of other patients. The PPG meet quarterly for around 90 minutes with the Practice Managers.

We would like to invite new members to join. Anyone (18+) can become a member of the PPG, and we would love for our PPG to be as diverse as possible! Currently, our PPG are lacking members of working age and parents of young children. It would be great to see new faces if you can spare some time.

If you would like some more information, contact [crosskeysppg@gmail.com](mailto:crosskeysppg@gmail.com) or pop into the surgery!



## Beat The Heat

Climate change is already causing warmer temperatures in the UK. It is estimated that 2,803 people aged 65 years and over died due to the heat in England in 2022, and it is predicted that the number of heat-related deaths per year may triple by 2050.

Hot weather can increase the risk of heart attack, stroke, lung problems and other diseases. Older people, babies and young children are more likely to be unwell from hot weather because their bodies are less able to regulate temperature.

While many people enjoy warmer summer weather, hot weather can cause overheating, dehydration, heat exhaustion and heat-stroke. Here are some actions you can take to stay safe in hot weather:

- Keep out of the sun at the hottest time of the day, between 11am and 3pm
- Keep your home cool by closing windows and curtains in rooms that face the sun
- If you do go outside, cover up with suitable clothing such as a sun hat and sunglasses, seek shade and apply sun-screen
- Drink plenty of fluids and limit your alcohol intake. The Eatwell Guide recommends you drink 6 to 8 glasses of fluid per day, however this increases during hot weather
- Check on family, friends and neighbours who may be at higher risk of becoming unwell, and if you are at higher risk, ask them to do the same for you
- Know the symptoms of heat exhaustion and heatstroke and what to do if you or someone else has them

Stay safe this summer!

## In The Spotlight

### **Christine Richardson - Administrator**



*"Hello, my name is Christine and I am squirrelled away upstairs in the admin department. I process solicitor and insurance requests, as well as DWP paperwork. I also manage particular chronic illness recalls and help with day to day admin tasks within the office.*

*When I am not working at Cross Keys, you will find me practicing the 'Bowen Technique' on humans and our gorgeous canine friends within their own home. This is a gentle hands-on technique that stimulates the nervous system, sending a message to the brain to wake the body up and promote it to self-heal, helping with a plethora of ailments. A very amazing technique that's come all the way from Australia!*

*When I am not helping others, I have my children and dogs and you will find me wondering the woods or enjoying socialising with my friends."*

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