



The Cross Keys Practice

August 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 9,959 calls!

Staff Training Dates 2025

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

Thursday 18th September

Wednesday 15th October

Tuesday 18th November

Staff News

Dr Hughes will be leaving the surgery to take up his first post as a fully trained GP on Monday 4th August. Dr Hughes, our GP registrar, came to us on a years placement. As that time is now up, we wish him all the best in the future and know he will be missed by all.

On Wednesday 6th August we have 2 new GP registrars, Dr Fakher and Dr Verma, joining the practice. A GP registrar is a fully qualified doctor who is training to become a general practitioner (GP). They have completed 1-2 years of postgraduate experience, often in hospitals, and are now specializing in general practice under the supervision of our GP's. Dr Fakher and Dr Verma will be with us for 1 year.

Dr Keran, who has been our maternity cover for Dr Spanswick, will be leaving on Friday 8th August. His role will be replaced by Dr Rajapaksa from Friday 5th September until 19th January when Dr Spanswick returns.

It is with deep sadness we announce our Nurse Manager, Brenda, is retiring on Thursday 11th September. Brenda has worked for Cross Keys for almost 11 years and will be greatly missed by staff and patients alike. If you would like to pass on well wishes before Brenda's

departure you can do so by popping a note into our prescriptions box with the heading "Brenda's retirement".

We have a new practice nurse joining our team on Monday 8th September. Sophia will be working 3 days per week. We very much look forward to you meeting her.

DNA's

In July there were 142 missed appointments due to patients not attending or cancelling prior. This means 142 other patients could have been seen. Of these appointments, 72 were with our GP's and 70 were with our nursing team. DNA's contribute greatly to our battle with demand for appointments.

We urge you to cancel appointments no longer needed. This can be done by calling the surgery and choosing option 0. Appointment reminders are sent via text 24 hours before your appointment, which includes a link to cancel.

Although face to face appointments automatically change to a DNA status 11 minutes after the appointment time, clinicians will generally still call the patients name in the waiting area in case of a checking in error. If the clinician is able to see a patient late, the DNA status will be changed to "seen" and this will not be included in our figures.

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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

COMING SOON CONTACT US ONLINE

With our new online consultation service you can submit any medical query, including requests for an appointment, at a time when it suits you.

KLINIK
HEALTHCARE
SOLUTIONS



Appointment Booking

We have listened to our patients' concerns regarding the struggles to obtain an appointment and our system is changing!

We are excited to inform you that a new appointment booking system will be implemented from Monday 1st September. This system (called Klinik) will require all patients requesting an appointment to complete a triage form which will be available on our website. The system will help identify urgent symptoms or conditions ensuring those with the most pressing needs are prioritised. All requests will then be reviewed by a member of our clinical team and directed to your best suited staff member in the appropriate timeframe. As well as appointments, Klinik will be your one stop shop for administration queries such as paperwork requests, changes to your personal details and requesting a fit note.

If you are unable to complete the form online, our reception team will ask you the necessary questions on the phone or face to face and complete the form with you on your behalf. The same form will be completed, whether you go online, phone, or visit the surgery ensuring all patients have equality of access.

How does Klinik work?

The patient triage tool uses AI to support clinicians to optimise their workflow and patients' experience of care. The technology helps streamline patient enquiries into a single integrated system, prioritising these in order of urgency. This helps us to see the right patient at the right time and ensures that anyone that doesn't need to see the GP is triaged to the right place.

Can I submit a request on behalf of someone else?

Yes! The great thing about our new system is you can submit a form on someone else's behalf. So long as the patient is registered with us, anyone can complete the form on their behalf with consent.

Do I need to have login details?

No! *phew* There is no need for log in details, meaning you do not need separate accounts for your spouse/child etc. You just click the weblink and complete the form. The system will then ask for some personal details to confirm the patient is registered with us. However, you are offered the option to complete the form using your NHS app login details if you wish. This then removes the need for you to put your details in at the end. This is an optional feature.

What about AskFirst?

This appointment booking will replace AskFirst, meaning as of 1st September AskFirst will no longer be available to use.

I'm worried I won't know how to use it...

Do not worry. We will be holding some drop in sessions once we go live in both Risborough and Chinnor (as we did for AskFirst) to help those who feel they may struggle to complete the form. Dates for these sessions will be advertised nearer the time and will be held by our IT Support Lead, Hannah. We will continue to provide information about Klinik in the weeks leading up to its launch.

Your Feedback Matters!

In July 97% 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 July:

"I'm over 50 and work and can never get an appointment"

"Saw Dr Keran I think, who was excellent, just wish it was easier to get an appointment"

"It's regrettable that I have to give poor as the staff are fabulous. The problems are getting an appointment, after being on the phone for up to an hour and in a queue of over 30 people you are told there is nothing available."

Resolution:

As stated on our previous page, we have listened to your concerns and are introducing a new appointment booking system that we believe will streamline processes and better manage patient demand.

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

"I am always satisfied with all staff members, their cheerful attitude and great efficiency."

"Receptionist very welcoming and polite. Doctor very pleasant and efficient."

"Thankyou for the opportunity to say how well the NHS is there for us all, when we need them. I was lucky enough to get an appointment with my ...GP who I feel has my best interest at heart, & put me at ease, with his kind words & understanding. We know not everything is perfect in today's health sector but if you live in Princes Risborough then you could not wish for a finer surgery than the Cross Keys Practice. First and foremost every receptionist meets and greets with genuine politeness, and while we are all aware of the challenges in booking appointments their support is invaluable in assisting you to see a Doctor. From my early days at the Cross Keys with Dr Maisey to the modern day following our return to Risborough eight years ago my doctors have always been understanding."

"Great experience. Well informed. Efficient booking and prompt appointment. Much appreciated. Thank you!"

"Always cheerful and supportive. I'm so grateful to you all for the quality care my family and I all receive."

Woman's Health Drop-In Clinic

Unfortunately, our Woman's Health Drop-In Clinic continues to be suspended for the time being.

We understand this is a valued service and aim to have it back up and running as soon as we can. We would like to remind you that pill checks and contraceptive injections can be booked with our practice nurse and HRT reviews can be carried out by our GP's in the interim.

Thank you for your understanding.

Going Paperless

We encourage you to sign up for the NHS App if you haven't already. Doing so means you can have your test results, consultations and hospital letters at your fingertips, as well as receive correspondence from us. To do this, please visit the surgery and speak to reception.

We are moving towards going as paperless as possible and will only be printing test results or copies of letters for patients in exceptional circumstances.

Research Studies

Cross Keys Practice is research-active and you may be invited by email or text message to take part in a clinical research study at some stage (depending on eligibility). These studies are completely optional, and it is your decision whether to take part or not.

We work with research teams who are exploring questions that are important and relevant to general practice. These teams help us to identify suitable studies for our patients. All studies are reviewed by the NHS Health Research Authority to ensure they are ethically approved and comply with UK legislation and guidelines.

Clinical research means patients get access to new treatments, interventions and medicines. Investment in research means better, more cost effective care for patients.

If you decline an invitation, your care will not be affected in any way. We will always respect your choice. You have the right to let us know if you would prefer not to be contacted for research purposes.

Blood Pressure Monitoring

We encourage blood pressure readings to be recorded using the link provided by our reception team or clinicians, which is sent directly to your mobile device. This is the safest and most efficient way to record your blood pressure. If your link has expired please ask reception for another.

Where patients do not have access to the internet on a mobile device, readings can be recorded on a paper form. This form can be found on our website or provided by reception. Paper forms are discouraged if you are able to record your readings on your phone.

We would like to remind you these forms are only to be used to monitor your blood pressure when requested by a clinician.

In The Spotlight

Olive Gronow - Practice Nurse



"Hi, I'm Olive, one of the practice nurses here at Crosskeys. I joined the team in November 2023 and currently work part-time."

I did my nurse training in St Albans, followed by midwifery training in Hemel Hempstead. I worked as a midwife for a number of years, which I really enjoyed, but managing shift work alongside raising my children became difficult. I then moved into Practice Nursing, which gave me more flexibility and the chance to work with a wide range of patients and conditions, something I continue to enjoy."

When I'm not at work, I spend a lot of time outdoors with my 9-month-old working cocker spaniel, Ernie. He's full of energy and keeps me on my toes. I also enjoy playing golf each week and going on holiday with my husband. I have two grown-up children and am due to become a grandparent for the first time in September."

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