

The Cross Keys Practice

October 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 answered 4,780!

Staff Training Dates 2025

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

Wednesday 15th October

Tuesday 18th November

Staff News

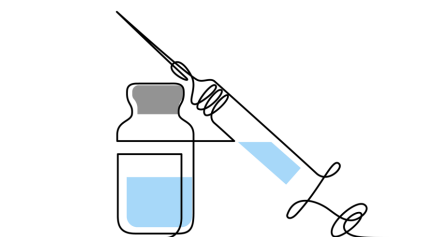
From Monday 3rd November Dr Neale will be stepping down from his role as Senior GP Partner to a salaried GP.

In doing so, Dr Neale will be reducing his working days to Mondays and Wednesdays meaning his patient list size will be changing. Patients will be informed via text message if their usual GP changes from Dr Neale to another Chinnor GP.

Flu & Covid

As we approach Flu & Covid season, we prepare to vaccinate over 2,300 children and adults. As well as mid week clinics and adhoc flu vaccinations, we are holding 3 weekend clinics on Saturday 4th, Saturday 11th and Saturday 18th October.

Please can we remind patients attending their vaccinations to wear clothes that provide easy access to the upper arm, and to remove outer layers such as coats and jumpers prior to seeing the clinician. This helps greatly with efficiency and wait times.



Unfortunately we have a limited amount of vaccine delivered each season. If you are in need of a covid vaccination and are not booked into one of our clinics please contact your local pharmacy, call 119 or visit www.nhs.uk/book-a-coronavirus-vaccination/enter-name to book an appointment.

Woman's Health Drop-In Clinic

Great news, our Woman's Health Clinic will be returning in October!

Due to a back log of patients, we are holding the first 3 clinics as appointment only. This is to reduce wait times for patients during the drop-in sessions. Please visit our website for clinic dates and contact reception to book.

Nurse Appointments

Currently all nursing appointments such as blood tests, vaccinations and chronic illness reviews are NOT live to be booked via Klinik. If you require an appointment with our nursing team, contact the reception team on 01844344488 to book.

This feature will be live in the future so please keep your eyes peeled in upcoming newsletters or on our Facebook page.

AskFirst

AskFirst is no longer in use for our practice. Please remove this app from your mobile devices.

Cross Keys Practice
High Street
Princes Risborough
HP27 0AX

Cross Keys Practice
Church Road
Chinnor
OX39 4PG

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

Different Strokes

Different Strokes is a national UK charity run by younger stroke survivors for younger stroke survivors. They are the only UK charity specialising in stroke in working-age adults and children. They have personal experience of the realities of life after a stroke. Most of their staff, volunteers, and trustees are stroke survivors, family members, or have a close personal connection to stroke. Different Strokes is established and overseen by younger stroke survivors and this unique insight allows them to deliver information and services that are both relevant and from the heart.

There are 100,000 strokes in the UK each year with 1 in 4 happening to somebody of working age or younger. Different Strokes aims to promote independent stroke recovery and help these younger stroke survivors reclaim their lives.

We have been raising money for this worthy charity all year long and are almost at our target. If you would like to donate or read our reasoning for choosing this charity, please scan the QR code below or visit www.justgiving.com/page/cross-keys-differentstrokes2025



Klinik

Woohoo! That's our first month of Klinik (our new appointment system) done. Firstly, thank you for your support, patience, optimism and kindness during our first month. We understand change will always bring some feelings of uncertainty but hope this has been diminished after using Klinik and having a positive outcome.

As a practice, we have monitored the figures during our first month and are delighted! Inbound calls have reduced, appointment availability has increased and despite us all finding our feet, we've received some really positive feedback!

Below are some examples.

"Easy new appointments system. Got a call back straight away. "

"The appointment system works well for me and I saw the doctor and got done what was needed very efficiently."

"Quick and easy to book!"

"Really like the new triage service."

"I was very impressed with the new Klinik appointment system, it worked well for me."

"Very rapid response to my enquiry with a next morning appointment."

"I wasn't sure when I heard about the new appointment system but I actually think it's a very good idea. Maybe a bit long winded but I understand that's so you know who needs to be seen most urgently."

"I used online appointment system for first time, and within an hour I had an appointment."

"Having filled out the klinik form, I received a call in 10 mins giving me an appointment that afternoon (after school) which was perfect. "

"Now the new system is in place it's so much easier to get an appointment. "

Contact us online

Get help from your GP with our online service, easier and quicker than calling the surgery. You can submit any medical query, including request for an appointment, at a time when it suits you.

Access our service online:
www.crosskeyspractice.co.uk

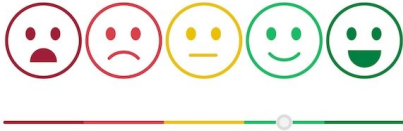


Klinik Healthcare Solutions is responsible for the technical implementation of the service
KLINIK ACCESS

Your Feedback Matters!

In September 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.



Below is a concern raised in September:

“As a newbie, confusion arose where to sit and wait for a nurse. Eventually she found me and all was well. Perhaps better signage for your waiting areas would be helpful.”

Resolution:

Thank you for raising your concern and we are sorry for the confusion. Our nursing team work from 2 areas within our Risborough surgery, so the correct place to sit is dependent on their location. As a rule of thumb, if your appointment is in our Risborough surgery, you should wait in the top waiting area or outside of the Cooper and Fenoughty rooms. Both of these locations are signposted on yellow signs. If you are in doubt, our staff will be more than happy to direct you.

Some positive feedback received from new patients in September is:

“A warm, welcoming atmosphere greeted me on my first appointment with the practice since moving recently to Princes Risborough. The receptionist was so lovely and helpful. My appointment was on time, to the minute-brilliant!! The nurse who I saw was very caring and put me at ease immediately. Thank you! I’m very happy to have found Cross Keys practice.”

“I cannot thank the staff and doctors enough. After moving my daughter from my surgery because of inadequate care and lack of compassion, I have never had such a positive experience every time we’ve come. Each person we’ve come across has been thorough, kind, knowledgeable and timely!”

Macmillan Coffee Morning

On Friday 26th September we held a Macmillan Coffee Morning and raised an outstanding £279.23 for the charity. Thank you to those who attended.

Home 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.

NHS App

The NHS App gives you a simple and secure way to access a range of NHS services.

With full access you can:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- view your GP health record to see information like your documents, test results and consultations
- register your organ donation decision
- manage referrals
- view your NHS number
- receive messages from your GP

To gain full access to the NHS App please present to reception with photo ID and complete our “online Access” form.

Once set up, please ensure your notifications are turned on so you don’t miss any important information from us.

Stoptober

Be Healthy Bucks

Ready to start your quit smoking journey?

We're hitting the road for Stoptober — a month dedicated to supporting YOU to quit smoking for good! Come and meet the team for a chance to enter a prize draw!

Join us

- Market Square, High Wycombe Town Centre**
Saturday 11 October
10:00am - 4:00pm
- Health on The High Street, Unit 33**
Saturday 25 October
10:00am - 3:00pm
- The Space, Friars Square Shopping Centre, Aylesbury**
Saturday 4 October
09:00am - 1:00pm
- High Street, Chesham**
Saturday 18 October
10:00am - 3:00pm

Start your smoke-free life today with our FREE support

bhb.maximusuk.co.uk/stop-smoking

maximus NHS Buckinghamshire Council STOP TOBER

Funded by Buckinghamshire Council and the NHS, this service is delivered by Maximus. 25-5006

In The Spotlight

Cheryl Morgan - Healthcare Assistant



"I moved to Princes Risborough in 1999 from Richmond in Surrey where I worked as Deputy Practice Manager and Head of Reception. I joined Cross Keys within a week of moving here and started on Reception, then moved into the nursing team.

I have 2 Children Jay and Ryan. I set up a Girls Football Team when my Daughter Jay was 8 and took my Level 1 coaching. Later Jay played for MK Dons and then for Tottenham Ladies which meant a lot of traveling to and from games. My Son Ryan became the Lord Lieutenant Cadet for Buckinghamshire which was amazing for him, I was a very proud mum.

I joined the Risborough Festival Team in 2001 and helped arrange Festival days and fancy dress competitions which I really enjoyed.

I am a councillor for the Risborough Town Council and belong to Princes Risborough Charity which arranges and deliver the Christmas hampers to elderly and families in need. If you know of anyone who may benefit from this please let me know.

I am very thankful to have worked in Risborough and met so many wonderful people."

Ready to stop smoking and want to give yourself the best chance of success? Stoptober is the perfect time to shake that bad habit!

You could be eligible for 8-12 weeks of free, personally tailored support – to help you quit for good.

Be Healthy Bucks' trained health and wellbeing coaches are experts in behaviour change and they fully understand how difficult quitting smoking can be.

Studies show that people who use a stop smoking service are 3 times more likely to quit than people who try to do it alone.

For more help and support, and to sign up for this service see the above pop up days or search "Be Healthy Bucks Stop Smoking".

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