

The Cross Keys Practice

November 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.

Tuesday 18th November

Staff News

Following Dr Tom Neale Stepping down as Senior Partner, Dr Lucy Guest will be taking on this important role. Congratulations.

Dr Amy Wheelwright, previously a locum GP for us, has joined the Cross Keys Family as a salaried GP on a 1 years contract. Dr Wheelwright will be based in Chinnor and will have her own list of patients. If your usual GP is changed to Dr Wheelwright you will be informed via text or email.

We have a new Pharmacy Technician, Rachael Doody. Rachael previously worked for the PCN and we are very pleased to have her as a permanent member of our team.

November

November is an annual event in November that raises awareness and funds for men's health, including prostate cancer, testicular cancer, and men's mental health and suicide prevention.

Since 2003, Movember has funded more than 1,250 men's health projects around the world, transforming the way health services reach and support men.

Why not help raise funds and awareness this November by growing your moustache?

Flu & Covid Vaccination Clinics

That's a wrap on our Saturday Flu & Covid Clinics! Our amazing team worked tirelessly to ensure 3126 patients were quickly, safely and efficiently vaccinated across both of our sites.

Thank you for all of the positive comments we have received in person and via our Friends & Family form online. Thanks and praise are always passed on to our staff members and are greatly appreciated. If you missed the chance to provide feedback, you can do so via the QR code at the bottom of this newsletter.



Woman's Health Clinic

Our Woman's Health Clinic has now changed to appointment only going forward. To book an appointment, please contact reception.

This clinic covers things such as pill checks, contraception and HRT consultations and reviews.

For more information, see our website.

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

Klinik

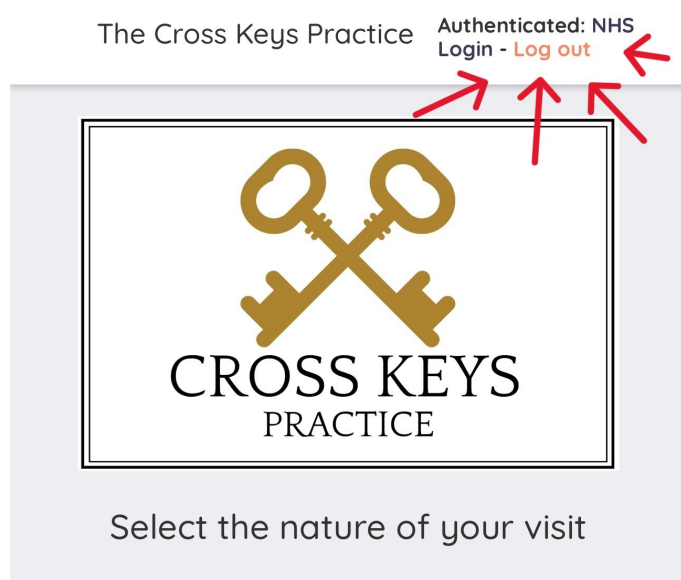
Completing a request on someone's behalf?

We are receiving an increasing number of appointment requests for the incorrect patient due to being logged in to Klinik using the NHS app login feature. This means Klinik auto-fills patient information of the person logged in such as name and date of birth and will not allow it to be changed to someone else.

Please do not sign into klinik using your NHS app login if you are completing the form on someone's behalf (for example a spouse, child or parent). Instead, please click the purple continue button. There is no need for any login details to be entered this way.

If you have signed in previously it may remember you for future klinik forms (even if you click the purple continue button), so please double check you aren't logged in before continuing to complete the request.

To check if you are logged in, and want to log out, there will be a small bit of text in the top right corner that says "Authenticated: NHS Login - Log out". Click "Log out" and this will confirm you are then logged out of your NHS app login and will allow you to submit a request on someone else's behalf correctly.



Chinnor

We have now installed a tablet in our Chinnor surgery for patients to use if needing to submit a Klinik request, and do not have access to the internet and/or a smartphone at home.

Nursing appointments

Currently all nursing appointments such as blood tests, cervical smears, vaccinations and chronic illness reviews are NOT live to be booked via Klinik. This feature will be available in the future.

If you are in need of an appointment with our nursing team, please contact reception to book.

How will I know if I have an appointment?

If you are offered an on the day appointment you will be contacted by telephone to book this in. If our team are unable to contact you after multiple attempts, they will leave a voicemail (if able) asking you to call back.

If you are offered an appointment in the future (for example within the next 2-4 weeks) our team will attempt to call you once. If they are unable to speak with you, they will book you an appointment and notify you of this via text message. If the appointment booked is unsuitable, please contact us to change it.

Training - Thursday 13th November 11am

We are holding one final education session for Klinik. The purpose of this is to help patients understand how to use Klinik independently. The session will start with a demonstration of Klinik, followed by a Q&A opportunity. We anticipate the session lasting approximately 1 hour. Following this, patients are welcomed to stay for longer if they require help with their mobile devices, but please be prepared to wait.

This session will be held in our studio, upstairs in Cross Keys House (Risborough) by appointment only due to limited space and seating. Please contact reception to book.

Your Feedback Matters!

In October 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.



Below is a concern raised in October:

"I came for a blood test and was told by the nurse she didn't have a pink top bottle which meant she couldn't do the blood test. I fail to understand why the form cannot be adapted for such circumstances since it's the same blood and only the colour of the container was incorrect."

Resolution:

We understand this situation can be very frustrating. Unfortunately our pink top blood bottles were on back order at this time, meaning we did not have any within our surgery. These have now been delivered and the patient has been contacted.

Pink top blood bottles are only used for particular blood tests such as Group and Save which is not a common test within general practice. Blood bottles have different coloured tops because each colour indicates a unique additive inside that is designed to preserve the blood sample for a specific type of laboratory test. Our 2 most commonly used blood bottles are yellow and purple top.

The yellow top tube is known as SST (serum separating tube) because it contains two additives that separate the serum from the blood's cellular components. The two additives are silica (a clot activator) and a separation gel that creates the physical barrier between serum and cells. This tube is used for a whole host of common tests such as U&E, LFT, Thyroid and many many more! The lavender (or purple) top contains the

additive ethylenediaminetetraacetic acid (EDTA). EDTA binds to calcium within the blood, which has an important role in coagulation, therefore preventing blood from clotting. This tube is used for tests such as Full Blood Count and HbA1c.

Due to the specific roles of each coloured tube, it is vital the blood is collected in the correct tube to enable accurate testing.

Some positive feedback received in October:

"You cannot get a better service than I had. Thank you."

"The management of Saturday's Vaccination clinic was amazing!! 10 out of 10 Cross Keys!!!"

"It's always been a great service and this was no exception. Thank you!"

Urine Samples

If requested by a clinician, samples such as urine and stool are to be dropped to the practice no later than 12pm midday.

Please ensure all samples are clearly labelled with the patients name and date of birth, and the sample is in an approved medical container.

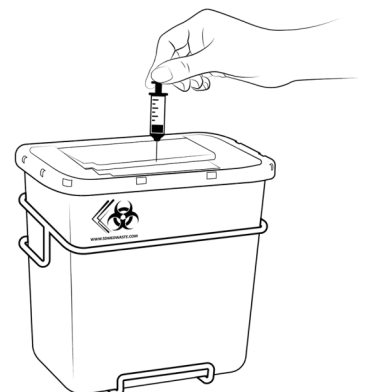
Samples that do not comply with these rules may be discarded.

Sharps Bins

We are unable to accept patient sharps bins, even as a one off. To arrange a collection of your sharps bin from home, please see below.

Risborough: Call 0300 131 6000 (option 6)

Chinnor: Pop in to the practice and make us aware you have a sharps bin that needs collecting. We will arrange for it to be collected from your home.



You're Not Alone

Mental health challenges can affect anyone, at any time. Whether you're feeling overwhelmed, anxious, or struggling with thoughts of self-harm or suicide, it's important to know that help is always available. You are never alone.

If You Need to Talk Right Now

Whatever you're going through, there are people who are ready to listen—day or night. These services are free and confidential:

Samaritans – Call 116 123 (24/7)

Shout – Text SHOUT to 85258 (24/7)

CALM—Call 0800 58 58 58 (5pm-12am)

If Your Life Is at Risk Right Now

If you feel like you might attempt suicide, or have seriously harmed yourself, please seek urgent medical help. You can:

Call 999 for an ambulance

Go straight to A&E, if you're able

Contact your local crisis team, if you've already been referred to one

For 24/7 Mental Health Help

Call 111 and select the mental health option (2) to be connected to urgent support.

Safe Haven: An Alternative to A&E

If you're in crisis but don't need emergency medical care, Safe Haven offers a calm, supportive space in your local community to visit.

Open every evening, 6.00pm – midnight
Aylesbury – Call 01296 453017
High Wycombe – Call 01494 218098

Whatever you're facing, please know there are people ready to help.

In The Spotlight

Elaine Bunce - Reception Manager



"My name is Elaine, I have worked at Crosskeys for 13+ years. I started on reception and am now Reception Manager. I have always worked with a lovely group of ladies that work very hard. I supply a lunch once a month for the staff where they make a donation to the years charity and have organised some fun get togethers whether it be a quiz night, flower arranging, pottery painting or a BBQ.

When not at the Surgery I help run the family Butchers shop in the High Street, My husband and brother do the day to day running and my sister-in-law and myself do all the paperwork behind the scenes, although you will catch us there on a Saturday and leading up to Christmas.

I also love spending time with my family and friends (especially my two granddaughters), I enjoy all sorts of crafting and have been lucky to have been on some lovely holidays."

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