



# The Cross Keys Practice

## February 2026

We share our newsletter monthly to keep you up to date with what is happening here at Cross Keys Practice.

*Our aim is to provide modern, up-to-date, high quality medical care to all our patients in a friendly, relaxing environment, to maintain the traditional values of the "Family Doctor" and yet be in the forefront of future developments in General Practice. We are committed to continually improve the service we provide and to be responsive to patients needs and expectations.*

### 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.

### Staff Training Dates 2026

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

Wednesday 11th February  
Tuesday 17th March  
Tuesday 14th April  
Wednesday 13th May  
Thursday 18th June  
Wednesday 15th July  
Tuesday 15th September  
Thursday 15th October

### Staff News

We are excited to announce we have Dr Alice Appleby, a new registrar, starting with us on 4th February. Alice will be with us for 1 year to enhance her skills in general practice.

On 10th February, Elin William, a Social Prescriber will join the PCN. She will be working with Cross Keys patients providing help and support with social difficulties such as loneliness, debt, and housing. Social Prescribers build relationships, co-produce support plans, and help individuals gain confidence to manage life's challenges.

### MMRV

From 1st January 2026 MMRV is part of the NHS routine childhood vaccination programme, replacing the MMR vaccine.

MMRV protects against measles, mumps, rubella AND chickenpox (varicella). Chickenpox is very common and can sometimes lead to serious complications, so vaccination helps reduce the risk of serious illness as children grow.

For more information on eligibility and vaccination schedules see: [www.nhs.uk/vaccinations/mmr-vaccine](http://www.nhs.uk/vaccinations/mmr-vaccine)

### Blood Donations

Giving blood saves lives. The blood you give is a lifeline in an emergency and for people who need long-term treatments. Hospitals need new blood donors from all backgrounds to ensure there is the right blood available for patients who need it.

On Tuesday 2nd June, Princes Risborough Community Centre will be open for blood donations. You can check your eligibility and book online via [www.blood.co.uk](http://www.blood.co.uk)

### Links Sent From The Practice

We would like to remind patients that links sent from the practice (such as appointment booking links and blood pressure monitoring links) expire after 7 days. Should you need a new link due to expiry please contact us.

### January Figures

Patient List Size: 15,314

New Patients: 113

Calls Answered: 4,448

Klinik Forms Completed: 3,698

Patients Seen Face to Face: 4,287

Telephone Consultations Held: 2,099

Medications Prescribed: 19,476

Appointment DNA's: 111

Reviews Submitted: 656

Cross Keys Practice  
High Street  
Princes Risborough  
HP27 0AX

Cross Keys Practice  
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Chinnor  
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 Cross Keys GP Practice

Open Mon—Thurs  
0800—1800  
Fri 0800—1700



Scan the QR code using your mobile camera to provide feedback

## Ordering Your Repeat Medication

From 1st February, repeat prescriptions can only be ordered via the NHS App or by dropping your repeat prescription slip into the surgery. Unfortunately, we can no longer accept repeat prescription requests by email.

### How to Order Repeat Medication Using the NHS App

- Open the NHS App on your smartphone or tablet
- Log in using your NHS App details
- Tap “Request repeat prescriptions”
- Tick the medication(s) you need
- Confirm your request

That's it! Your request is sent directly to the surgery.

### How Do I Get the NHS App?

#### Step 1: Download the App

- On a smartphone or tablet, go to App Store (iPhone/iPad) or Google Play Store (Android phones)
- Search for “NHS App” and download

#### Step 2: Sign Up. You will need:

- Your NHS number (if you have it)
- An email address
- A form of photo ID (if you do not have photo ID we can provide you with a linkage key, ODS code and account ID required for sign up)

### Don't Have a Smartphone or Prefer Paper?

That's fine! You can still order your repeat medication by dropping a slip into either of our surgeries.

### I Have a Medication Query

Should you have a medication query, please complete a form on Klinik under the "medication query" tile. This can include things such as medication not showing on your NHS App or a question about dosage.

This will then be reviewed by our pharmacy team and passed to the relevant GP if required. We cannot process medication queries via email or telephone.

### Proxy Access

Proxy Access allows you to let someone you trust (such as a family member, friend or carer) use the NHS App on your behalf. This person must be also registered with Cross Keys.

This can be helpful if you:

- Do not use a smartphone or computer
- Find technology difficult
- Are under the age of 16
- Share an email with your spouse

With your permission, your chosen person can:

- Order repeat prescriptions for you
- View your medication list
- Help manage appointments

### How Does Proxy Access Work?

- You give permission for someone to help manage your NHS App
- The surgery checks and approves the request
- Your chosen person can then log into their own NHS App
- They switch between their details and yours within the app

Your proxy cannot see more than you allow, and access can be removed at any time. To set up proxy access please see our reception team. You will need to complete a form and provide proof of ID.

### Do I Need Proxy Access For My Child?

Yes. To enable you to order medication for a child under the age of 16, you must sign up for Proxy Access. This will allow you to order your child medication through your NHS App, without the need for your child to have their own log in details.

We understand a few process within the practice have changed recently, however we have procedures set out by NHS England and our local Integrated Care Board (ICB) we must follow. We appreciate your support and compliance whilst we make this change, and are here to support you if needed.

## GLP-1 & Hormone Advice

Weight loss injections such as Mounjaro® and Wegovy® are part of a group of medications called GLP-1 receptor agonists. They are very effective at reducing appetite, improving blood sugar control and supporting sustainable weight loss. One of the ways these medications work is by slowing stomach emptying. While this helps you feel fuller for longer, it can also affect how well oral (tablet) medications are absorbed — including oral HRT and oral contraception.

The main concern is the way oral hormones work alongside these medications. Progesterone is essential to protect the womb lining when taking oestrogen. If it is not absorbed properly, there are concerns over endometrial protection from potentially reduced absorption of oral progestogens.

If taking oral contraception, you may need additional contraception to ensure protection.

If taking oral HRT, The British Menopause Society has issued interim guidance for women taking Mounjaro®, Wegovy® and similar medications. Depending on your situation, this may mean:

- Switching oral oestrogen to a patch, gel or spray
- Using a non-oral progesterone, such as a Mirena® coil, which provides reliable womb protection
- If oral progesterone is continued, a dose increase may be needed when starting or increasing GLP-1 medication

Please do not change your HRT or contraception without medical advice.

Many patients receive GLP-1 medications privately, and we understand you may choose not to routinely share this information with your GP. However, if we are not aware, we cannot review this alongside your HRT or oral contraception to ensure it remains safe and effective. We are asking for you to please let us know if you are taking these medications.

For further advice, please contact reception to book an appointment in our Woman's Health clinic.

## Your Feedback Matters!

In January 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.



Below is a concern raised in January:

*"I was booked to go to Princes Risborough for a blood test. I took time off work to do so. In the end to be told that I must have blood taken in Chinnor, which is where I live. I am not sure why the person booked in Chinnor did not know this rule. It was a disappointing experience."*

Response:

Thank you for your feedback and we are sorry your experience fell short of our usual standard. Blood tests that have been requested by Oxfordshire Trusts such as John Radcliffe Hospital, must be taken at our Chinnor surgery. This is due to the way the bloods are collected after sampling.

At our Risborough surgery, bloods are collected by a courier and taken to Buckinghamshire hospitals such as Stoke Mandeville Hospital and Wycombe Hospital. In Chinnor, as well as a Buckinghamshire collection, we also have an Oxfordshire collection. This is specifically to collect bloods requested by Oxfordshire clinics.

Following receiving this feedback we urge patients to make us aware upon booking if your blood test has been requested by an Oxfordshire Trust, ensuring your appointment is in Chinnor. If booking your appointment via a booking link, please ensure your chosen appointment is in Chinnor. We apologise again for the inconvenience caused on this occasion.

Mental health is just as important as physical health, and small steps can make a real difference. We'd like to remind you to check in with yourself - how are you really feeling?

Simple habits such as getting enough sleep, staying connected with others, moving your body, and taking short breaks from screens can help support your mental wellbeing. It's also okay to slow down and rest when things feel overwhelming.

If you're feeling low, anxious, or stressed, you're not alone - and help is available.

### If You Need to Talk

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

- Samaritans - Call 116 123 (24/7)
- Bucks Talking Therapies - Text TALK and your name to 07798 667 169 (Monday-Friday)
- 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 seriously harm yourself, please seek urgent medical help. You can:

- Call 999
- Go straight to A&E if you are able
- Call 111 and select the mental health option 2, to be connected to urgent support.
- Contact your local crisis team, if you've already been referred to one.

### In The Spotlight

#### **Nicola Aldridge - Finance Manager**



*"Hi everyone my name is Nicola and I joined Cross Keys in 2018 following a long career with NatWest Bank. Some of you may remember me from the Princes Risborough Branch before it was sadly closed to the community. I am now the Finance Manager working alongside the Practice Managers Ann Lukas and Rachel Gray.*

*Outside of work I have one child, Harry, who is nearly 22 years old. He recently completed an apprenticeship with Ercol in Princes Risborough and is enjoying life working locally. When not at work he can be found on the golf course.*

*I recently returned from a bucket list holiday to Iceland and New York where my partner Andy surprised me with a proposal on top of The Empire State Building. I said YES. We enjoy going to the gym together and long walks at the weekend which must involve a large glass of red wine and a cosy pub as a reward!*

*I really enjoy my role at Cross Keys which gives me plenty of work life balance. I work alongside a brilliant team of clerical and clinical staff who are always ready to assist each other."*

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Cross Keys GP Practice

Open Mon—Fri  
08:00 — 18:30



Scan the QR code using your mobile camera to provide feedback