



The Cross Keys Practice

April 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.

Tuesday 14th April
Wednesday 13th May
Thursday 18th June
Wednesday 15th July
Tuesday 15th September
Thursday 15th October

Staff News

Sadly, our Senior GP Partner Dr Lucy Guest, will be retiring in October. Details of staffing changes to accommodate this will follow in the coming months.

Meningitis Outbreak

You may have seen recent reports of a Meningitis (MenB) outbreak in Kent. The UK Health Security Agency (UKHSA) has confirmed that this was a localised outbreak, with around 20 confirmed cases and a small number of deaths.

As our practice is not located within the affected area, we have not received any guidance from public health authorities to implement a local vaccination programme. Should you wish to seek vaccination privately for reassurance, meningitis vaccines are available through a number of private providers on a self-funded basis.

We are closely monitoring all guidance provided to us and will update patients if advice changes. For the latest updates, please visit the NHS website or UK Health Security Agency. You can call 0344 225 3861, Monday to Friday from 9am to 5pm, if you have no symptoms but are concerned you have been in contact with a confirmed case or have a general enquiry.

March Figures

Patient List Size: 15,280
New Patients: 99
Calls Answered: 4,040
Klinik Forms Completed: 3,826
Patients Seen Face to Face: 4,458
Telephone Consultations Held: 2,133
Medications Prescribed: 20,949
Appointment DNA's: 122
Reviews Submitted: 643

Appointment Requests

We understand that not everyone is able to use online services. For patients who do not have internet access or who need additional support, our reception team are always happy to help by completing the form over the phone.

However, we kindly ask that patients who are able to use the online system, or have someone who can do it on their behalf, do so whenever possible.

This can be done using your own device, or by popping into the surgery and using one of our iPad's. This helps keep our phone lines available for those who have no access to a smartphone, tablet or PC.

Cross Keys Practice
High Street
Princes Risborough
HP27 0AX

Cross Keys Practice
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Chinnor
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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

Bowel Cancer Awareness Month

April is Bowel Cancer Awareness Month, highlighting the importance of recognising symptoms early and taking part in NHS screening.

Bowel cancer is one of the most common cancers in the UK, but it is highly treatable when found early. The NHS advises being aware of the following symptoms:

- Blood in your poo or bleeding from your bottom
- A persistent change in bowel habits
- Unexplained weight loss
- Ongoing tiredness
- Pain or a lump in your abdomen

These symptoms are often caused by something less serious, but it's important to speak to your GP if they last for 3 weeks or more.

The NHS bowel cancer screening programme is available to people aged 54–74 and involves a simple home test kit. Screening can detect cancer before symptoms appear and helps save lives.

Easter Bank Holiday

With the Easter Bank Holiday approaching, we would like to remind patients to plan ahead and make sure you have enough medication to last over the long weekend.

Pharmacies may have reduced opening hours during this time, which can lead to delays in processing prescriptions.

Please order your repeat prescriptions in good time and allow extra time for them to be processed and collected. It's also important to check your medication supply to avoid running out.



Covid-19 Spring Booster

Cross Keys Practice will once again be taking part in the Covid-19 Booster Vaccination Programme this spring. On Saturday 18th April and Saturday 25th April we will be holding clinics to vaccinate pre-booked patients.

Our clinics are now fully booked. If you did not manage to get an appointment, certain local pharmacies will be offering COVID-19 vaccinations.

Alzheimer's

Did you know there are many different types of dementia? Alzheimer's disease, vascular dementia, frontotemporal dementia and dementia with Lewy bodies are four of the most common forms of dementia, and they can all affect people differently.

Alzheimer's Society provides lots of useful information about types of dementia, and also signs and symptoms to look out for. Head to their website for more information: www.alzheimers.org.uk

This year Cross Keys Practice are actively raising money for Alzheimer's Society through practice lunches, social events and games. If you'd like to join us in raising funds please visit our JustGiving page: www.justgiving.com/page/crosskeys2026

Adult ADHD Referral Process

Our ADHD process has changed. For detailed information please visit our website. There is no requirement to visit a GP or Nurse Practitioner to discuss your ADHD concerns ahead of your referral.

Due to huge demand, the NHS pathway for Adult ADHD is currently closed. You therefore have the option of going through the Right to Choose pathway. We cannot choose a private provider for you, and our staff cannot assist you in vetting or assessing the suitability of these providers for you - you must do this yourself.

Once we have received all of the required documentation outlined on our website, a doctor will review them. We cannot commence a referral without all of the required documentation. Please ensure this is completed before contacting us.

Patient Participation Group (PPG)

Are you a parent, carer, or working-age patient at our practice? We're looking for new members to join our Patient Participation Group (PPG). We'd especially love to hear from younger patients and parents.

At the moment, a large number of our PPG members are retired patients—which is fantastic—but we want to make sure younger patients and families are represented too.

The PPG gives feedback on appointments and access, helps improve services for patients, shapes new ideas and changes, and represents the patient voice.

We only hold a few meetings per year with the option to join online. All meetings are friendly and informal.

Interested or want more information?
Email: crosskeysppg@gmail.com
Or speak to our reception team.

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.

Klinik Submissions

When submitting a Klinik form, please input your full name, as it shows on your medical records. Using nicknames means the system does not automatically link the request to your medical record, making the request more time consuming and leaves margin for error.

Stay Hydrated for Better Health

Drinking enough water is one of the simplest ways to support your overall health. Even mild dehydration can lead to headaches, fatigue, and difficulty concentrating.

Aim for 6–8 glasses of fluid a day, more in hot weather or when exercising. Water, milk, and sugar-free drinks all count. Try carrying a reusable bottle to prompt you to drink more frequently. If you feel persistently thirsty or notice changes in urination, it's worth discussing this with your GP.

Your Feedback Matters!

In March 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 March:

“Systems were down and I wasn't allowed to have my appointment”

Response:

Earlier this month, we experienced a complete network outage that led to a number of understandably disappointing patient experiences. We would like to sincerely apologise for the disruption this caused.

This issue affected multiple GP practices across Buckinghamshire and Oxfordshire and was related to the central NHS network, which is outside of the practice's control. During such outages, we lose access to essential clinical systems, including telephone lines, patient records, and appointment schedules meaning we are unable to safely consult patients.

Unfortunately, due to the nature of these incidents, we are unable to predict how long they will last. Previous outages have ranged from a few minutes to several hours.

Aswell as patient frustration, these situations are also extremely challenging for our staff due to delays and the inability to fulfil their roles effectively. We understand how inconvenient this is for patients, and we appreciate those who presented to us with patience and understanding.

Mental Health Support

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

Rachael Doody - Pharmacy Technician



I started my pharmacy career in community pharmacy at the age of 17 (a long time ago!) and qualified as a pharmacy technician in 2009. I went on to work in prison healthcare before coming to primary care which I absolutely love.

I have worked across multiple surgeries including Cross Keys since 2021 as part of Phoenix Health Primary Care network until October 2025 when I was fortunate enough to join Cross Keys full time. I work closely with the practice pharmacist, doctors, clinicians and prescription team to manage medicines which includes dealing with medication queries and improving medicine safety.

Outside of work, I live with my Son who has just turned 14 and Lily the cat, who will turn 19 in July! I enjoy spending time with my family, a good tv series, Lego builds and a bit of gardening (I love lavender!)

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