



The Cross Keys Practice

June 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 up-to-date, high-quality medical care to all our patients within a friendly, supportive and relaxing environment.

We are committed to maintaining the enduring values of the "Family Doctor" - continuity, compassion, and personal connection - while embracing innovation and remaining at the forefront of developments in General Practice.

We continuously review and improve our services to ensure they are safe, effective, and responsive to the needs and expectations of our patients.

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.

Thursday 18th June

Wednesday 15th July

Tuesday 15th September

Thursday 15th October

Staff News

We currently have a vacancy for a locum GP to cover Dr Parkes' maternity leave from late June. Patients will be updated with further information in due course.

Ordering Medication

We'd like to remind all patients that repeat prescriptions can take up to two weeks to process from the time of request to collection.

This time includes reviewing and approving your prescription, processing by the surgery and dispensing time at your chosen pharmacy.

We are receiving a high number of urgent requests, particularly towards the end of the week, from patients who are running out of medication or are about to travel. Unfortunately, we cannot always accommodate last-minute requests safely.

To avoid delays or inconvenience, please order your medication in plenty of time and check your supply regularly, especially before holidays. If you require additional medication due to traveling, please outline this in the comments section of the NHS App repeat prescription ordering service.

Thank you for your cooperation.

Appointment Cancellations

If you need to cancel your appointment, we kindly ask that you let us know as early as possible, ideally no later than the day before. This allows us to offer the slot to another patient who may be waiting to be seen.

Patients can cancel appointments quickly and easily using our automated telephone service, by using the link in your reminder text message, or visiting the reception team.

If you are unable to give advance notice, please still contact us to cancel, even if it is only a couple of hours before your appointment time. Cancelling, even if late, is always preferable to not attending at all.

Thank you for helping us make the best use of appointments for all our patients.

May Figures

Patient List Size: 15,310

Calls Answered: 3,442

Klinik Forms Completed: 3,264

Patients Seen Face to Face: 3,769

Telephone Consultations Held: 1,865

Medications Prescribed: 19,312

Appointment DNA's: 89

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Cross Keys Practice
Church Road
Chinnor
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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

Blood Test Results

To help you access your results quickly and conveniently, we ask all patients to check their NHS App for blood test results.

Unfortunately, we're not able to contact every patient individually with their test results.

If you're not yet set up to view your results online, you can request access by completing an online access form and handing this in to reception. Once this is completed and approved by your GP, you'll be able to view your results securely through the NHS App.

Carers Week 8th-14th June 2026

Carers Week is a national campaign to raise awareness of unpaid carers, recognise the important contribution they make, and help people access support. This year's theme is *Building Carer Friendly Communities*.

A carer is anyone who provides unpaid support to a family member or friend who could not manage without help due to illness, disability, mental health difficulties, addiction or frailty. Many people do not recognise themselves as carers straight away, but caring responsibilities can have a significant impact on physical health, mental wellbeing, work and finances. Carers Week aims to encourage carers to seek support earlier and ensure communities, workplaces and health services better recognise carers' needs.

Locally, Carers Bucks provides free information, advice and emotional support for unpaid carers across Buckinghamshire, including young carers and older carers. Services include wellbeing support, carers' assessments, support groups, practical advice, emergency planning and help navigating health and social care services.

If you help look after someone regularly and have not identified yourself as a carer before, it is important to let us know. Carers may be eligible for additional support, including flu vaccinations and signposting to local services.

NHS Lung Cancer Screening

The NHS is introducing a new targeted Lung Cancer Screening Programme for people aged 55–74 who have a history of smoking.

The programme is being rolled out gradually across different areas, and eligible patients in our area will begin to receive invitations from October 2026.

If eligible, you may not be invited straight away, as the programme is being introduced in stages. To help ensure eligible patients can be identified correctly, we ask that you make sure your smoking status is up to date on your medical record.

If you are attending the surgery for any reason, please let reception staff or your clinician know whether you currently smoke, used to smoke, or have never smoked, so we can update your records if needed.

Why NHS Screening Matters

NHS screening programmes such as cervical screening, bowel cancer screening, breast screening and abdominal aortic aneurysm (AAA) screening are designed to identify certain conditions before symptoms develop, helping people access treatment and support earlier where needed.

Screening can help detect problems earlier, when treatment is often more effective. However, screening tests are not perfect and sometimes further tests may be needed. Deciding whether to attend screening is always a personal choice, and patients are encouraged to read the information provided with their invitation so they can make an informed decision.

If you receive an NHS invitation for screening, we strongly encourage you to attend or complete the home testing kit where appropriate. We also have Easy Read guides for some NHS screening programmes available on our practice website under the Self Help section, to support patients who may benefit from information in a simpler format. If you have any questions about screening or your eligibility, please contact us or check the NHS website.

Our Spaces

Did you know you can view photographs and information about our practice buildings on our website before visiting?

We understand that coming to a GP surgery can sometimes feel unfamiliar or worrying, especially for children, neurodivergent patients, people with learning disabilities, or anyone who feels anxious about appointments.

Our “Our Spaces” pages have been created to help patients feel more comfortable by showing different areas of the practice, including waiting areas, consultation rooms and reception spaces.

Seeing the practice beforehand can help reduce uncertainty and support patients in preparing for appointments. Families and carers may also find it useful when supporting someone who may benefit from knowing what to expect in advance.

If you feel you may need any additional support when attending appointments, please let our reception team know. We will always do our best to help patients access care in a way that feels safe, supportive and comfortable.

Phishing Emails

We are aware that some patients are concerned that emails sent from noreply@yourhealthcareprovider.co.uk could be phishing attempts.

We would like to clarify that this email address is legitimate and is used to send official, automated patient communications generated via EMIS Web® on behalf of our practice.

Patients should continue to exercise caution and remain vigilant for any similar looking or altered email addresses, which may indicate phishing attempts.

Parking

When attending our practices, *particularly Chinnor*, please respect our neighbours and park with consideration ensuring you are not blocking residents driveways. Both our practices have carparks available to use when visiting. Thank you.

Your Feedback Matters!

In May 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.



Here is some positive feedback we received in May:

“I am a post-menopausal woman of 59. On February 17th, I started bleeding and called the Cross Keys surgery. I saw Dr Diane Leung later that day. She examined me, said she didn't want to scare me but was putting me on the fast track cancer pathway. Within two months, I had been referred for consultation, had tests, been diagnosed with pre-cancerous cells and on April 21st, I underwent a full hysterectomy. Dr Leung is a gentle, patient, understanding doctor and, if the practice has the chance to take her on, I'd highly recommend it. She was fabulous. And I am very grateful to the practice for fitting me urgently. As a result of this, I have been treated incredibly quickly and no longer face the risk of any uterine cancer. I am very thankful and happy for you to share this as an example of how good the NHS is and how good the Cross Keys practice is “

“I filled in the online form and was called back within half an hour, offering me an appointment within 30 minutes in Chinnor!! Brilliant service! I couldn't make that one as I was just about to go out, but I was offered one in Princes Risborough later that afternoon.”

“I recently moved into the area and registered with Cross Keys. I am so impressed with the level of service and care being given. It is so easy to book appointments. The staff are so friendly and helpful. The practice is clean and has a warm feeling about it. This is by far the best doctor's practice I have ever been to in all my years. Thank you SO much! The phones are answered in good time by friendly staff. “

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

Amy Kempster - Practice Nurse



I started working as a nurse at the surgery in January 2026 and prior to this I have done District nursing and practice nursing within other areas, locally and in Gloucestershire and Bristol. I qualified back in 2012 from Worcester university and have done various modules and learning since. I've been welcomed so well within the practice by staff and patients, and I really am enjoying my time here.

Outside of work I love to travel. I am very lucky that my nan lives in Spain and try and spend as much time here as possible. I also have started doing extreme day trips abroad, my aim is to see as much of the world as possible!

I also have a passion for holistic health and run my own business as a qualified sound practitioner. I hold sound baths in Bucks monthly and adore providing a safe space for people to relax for an hour in a very overstimulated world. All information for my sound baths can be found at www.solbrisasoundsanctuary.co.uk or on Facebook under solbrisa sound sanctuary.

I love keeping fit and have weight lifted for about 15 years! I have recently taken on the challenge of training for Hyrox, with securing a ticket for Birmingham in October 2026. I'm not a very keen runner, so I'm currently trying to increase my running skills!

As well as all the above, I am very lucky to have the most wonderful nephew who is the apple of my eye. I adore spending time with him and teaching him all the things I shouldn't!

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Open Mon—Fri

08:00 — 18:30



Scan the QR code using your mobile camera to provide feedback