



The Cross Keys Practice

August 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.

Tuesday 15th September

Thursday 15th October

Staff News

Following the retirement of Dr Tom Neale, he wanted to pass on his thanks to patients. "Thank you for all my lovely cards, the message book and presents. It has been wonderful and humbling to read such kind thoughts. I have thoroughly enjoyed my 28 years at the Cross Keys and it has been a privilege to be involved in the lives of so many people. I look forward to my new career as a magistrate and wish you all well."

We're delighted to share the wonderful news that Dr Hayley Parkes has welcomed her baby girl. Congratulations to Hayley and her family! Both mum and baby are doing well, and we wish them all the very best as they enjoy this special time together.

After many years of dedicated service, Maggie, one of our valued Prescription Clerks, will be retiring in October. We wish her a long, happy, and well-deserved retirement.

After 6 and a half years at the Practice, Selina Daly, one of our Healthcare assistants is leaving us. We wish her all the best for the future.

Our current GP Registrars, Dr Verma and Dr Fakher, will be finishing their placements with us on 3 August. We'd like to thank

them both for their hard work and wish them every success in the next stage of their training.

We'll be welcoming a new GP Registrar, Dr Annalize Brooks, to the team from 24th August. We look forward to introducing her to our patients.

July Figures

Patient List Size: 15,295

Phone Calls Answered: 4,180

Klinik Forms Completed: 3,825

Face to Face Appointments: 4,152

Telephone Appointments: 2,000

Medications Prescribed: 21,059

Referrals Sent: 667

Blood Tests Completed: 912

Sick/Fit Notes Issued: 95

Appointment DNA's: 129

Child Flu Vaccinations

From September, we'll be offering free flu vaccinations for 2 and 3-year-olds at the practice.

If your child is eligible, you'll receive an invitation with details of how to book their appointment.

Cross Keys Practice
High Street
Princes Risborough
HP27 0AX

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Church Road
Chinnor
OX39 4PG

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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

Appointment Requests

We're seeing an increasing number of patients calling the practice to ask our reception team to complete a Klinik Appointment Request on their behalf.

While we're always happy to help patients who cannot use the online system because of accessibility needs, language barriers, or other exceptional circumstances, many people are able to complete the form themselves.

Completing a Klinik request usually takes just a few minutes and gives our clinical team the information they need to make sure you receive the right care, from the right person, at the right time.

For safety reasons, our reception team cannot complete a Klinik form with you while you are driving. If you call us from your car, we'll ask you to complete the form once you have safely reached your destination or to call us back when you are no longer driving.

When our reception team complete forms over the phone for patients who are able to do them themselves, it can take considerably longer than a normal phone call. This means longer waiting times for everyone and fewer phone lines available for patients who need urgent assistance or who genuinely cannot access the online system.

How you can help:

- Please complete your own Klinik request whenever possible.
- Ask a friend or family member for help if you need support using the online form.

By completing your own Klinik request where possible, you'll help us keep our phone lines available for those who need them most and allow our team to help patients more efficiently. Thank you for your understanding and support.

Please note:

Appointments for Cross Keys Practice cannot be booked via the NHS App. We do not support this feature.

Discover Local Support with Joy

Did you know there are many local groups, activities and services available to support your health and wellbeing?

Our practice is pleased to signpost patients to Joy, an online directory that helps you find trusted local services quickly and easily. Whether you're looking for support with your mental wellbeing, help to become more active, advice about finances or housing, or ways to connect with others in your community, Joy can help you discover what's available near you.

The platform also offers instant referrals to a range of local providers, making it even easier to access the support you need.

Simply visit www.services.thejoyapp.com and enter your postcode to explore services in your local area.

Get Walking

The Phoenix Trail is a fantastic local walk linking Princes Risborough and Thame. The mostly flat, traffic-free route is perfect for walkers, cyclists and families, with plenty of colourful sculptures to spot along the way.

Whether you walk the full route or just a section, it's a great way to enjoy the fresh air and fit a little more movement into your day.

Viewing Documents On Your NHS App

Some patients may find that certain documents or letters in their NHS App won't open. This is due to a known technical issue between the system we use to upload documents to your medical record and the NHS App. At the moment, we don't have a timescale for when this will be fixed.

In most cases, you'll also receive a copy of your letter through the post, so you'll still be able to view the information. If you're expecting a document and haven't received it, or you need to access it sooner, please contact the practice and we'll be happy to help.

Getting Your Test Results

If you've recently had a blood test, urine test or other investigation, there are three ways to check your results.

Our preferred method is the NHS App, where many test results are available securely without needing to contact the practice. Using the app is quick, convenient and helps keep our phone lines free for patients who need urgent assistance. Please allow up to one week for your results to be received and reviewed by your GP before checking them.

If you have a question about your results or would like them reviewed by a clinician, you can submit a Klinik Request using the "Test Results" tab. This allows the most appropriate member of our team to respond. If you're unable to use either of these options, you can call the practice after 10:00am. It is your responsibility to check your results.

Please note:

- If your clinician needs to discuss your results or arrange further treatment, there will be a note along with your results.
- If your test results need to be discussed urgently, your GP will contact you.
- If your blood test or investigation was requested by a hospital consultant, the results will be sent back to the consultant rather than to the practice. Please contact the hospital team directly if you have any queries about these results.

Your Feedback Matters!

In July 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 July:

"If there were an excellent box I would tick that. Staff always friendly and efficient. I count myself lucky to be a Cross Keys client!"

"Easy check in, friendly, helpful, professional doctor who made me feel completely at ease and able to open up. Listened, advised, made recommendations with explanations and clear plans for follow up. Left feeling reassured and much more confident. Able to easily book blood tests through an equally friendly and helpful receptionist. An excellent experience."

"I gave this answer because I feel so many people put our doctors down. I think the doctors at this surgery deserve to be recognised as the caring and understanding people they are. I have always been shown respect and made to feel I'm the very important to them. Thank you."

"I made my Klinik request. I was called back within minutes and given an appointment that day. Mrs Wellbelove swiftly diagnosed the problem and prescribed the medication which I was able to start taking that same day. We are very fortunate to have the Cross Keys Practice on our doorstep. The support and sympathy of all the team cannot be too highly commended. Thank you again."

"5 stars. I couldn't have asked for a better experience!"

"I'm made to feel like I matter and the staff are always happy to go the extra mile to help."

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

Charlotte Grace - Receptionist



"Hi, my name is Charlotte and some of you may recognise me as I work in reception. I joined the team in September 2024 after finishing college, starting just checking people into their appointments to then moving into my current receptionist position in January 2025. I enjoy meeting new people and being part of a busy team, helping to create a welcoming experience for everyone who visits.

Outside of work, I spend most of my time with my new horse Annie whenever I get the chance, bringing her on and hopefully will start competing again soon, so most of my spare time is spent outdoors with my animals. I also spend most of my free time with my 9-month-old Springer Spaniel, who is full of energy and definitely keeps me on my toes! She loves exploring, running around, and getting into anything she can, so there's never a dull moment."

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