



The Cross Keys Practice

October 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 15th October
Tuesday 17th November

Staff News

We are pleased to announce we have a new GP registrar, Dr Kiran Sandhu, joining us on Thursday 29th October. We look forward to you meeting her.

Dr Victoria Margesson will be returning from maternity leave on 20th October. We can't wait to have her back!

Dental Treatment

Please be aware that GP practices do not provide treatment for dental problems. This includes toothache, dental infections, abscesses, broken or damaged teeth and other problems affecting your teeth or gums.

We are also unable to prescribe antibiotics for dental problems. Antibiotics are not a substitute for dental treatment, and dental infections need to be assessed and treated by a dentist.

If you have a dental problem, please contact your dentist or an NHS dental service for advice and treatment.

September Figures

Patient List Size: 15,301

Phone Calls Answered: 4,276

Klinik Forms Completed: 4,276

Face to Face Appointments: 3,908

Telephone Appointments: 1,974

Medications Prescribed: 21,367

Referrals Sent: 593

Blood Tests Completed: 641

Sick/Fit Notes Issued: 94

Appointment DNA's: 82

A Polite Request

As we head into the winter months, we've seen an increase in staff sickness, particularly with seasonal illnesses circulating.

If you are feeling unwell when visiting the practice, we kindly ask that you consider wearing a mask if you are able to. This can help reduce the spread of infections and protect our staff and other patients, particularly those who may be more vulnerable.

Wearing a mask is not a requirement, it is a polite request to help us keep our team healthy and in work, so they can continue providing care to our patients. If you would like to wear a mask, you will find them within our practices.

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HP27 0AX

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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

Klinik Forms

After using Klinik for a year, we have reviewed the process and are making a change to the way we manage online requests.

If you are able to access and complete a Klinik form yourself, we now ask that you do so rather than calling the practice and asking our reception team to complete it for you.

We appreciate that our reception team may have completed forms on behalf of patients in the past. Going forward, we will provide this support where there is a genuine reason that someone cannot access or complete the form themselves — for example, if they do not have access to the internet or have a significant accessibility difficulty.

If you need help getting to the Klinik form, our reception team can send you a direct link by text message, making it quick and easy to access.

Thank you for helping us make this change and ensuring that patients who genuinely need additional support can continue to receive it.

Don't Miss Messages From Your GP!

If you haven't already, please download the NHS App and make sure you have notifications switched on.

From 25th September, we will be sending you messages through the NHS App. This means you may start receiving messages from us directly in the app, rather than by text message.

Using the NHS App means you can see messages from your GP practice alongside your other NHS information, all in one place.

What do you need to do?

1. Download the NHS App on your smartphone or tablet.
2. Log in and make sure you are registered with our practice.

3. Allow notifications so you don't miss a message from us.
4. Check the app regularly for messages from the practice.

If you don't read a message sent through the NHS App within a set period, or have access to the NHS App, you may still receive the message by text.

If you haven't got the NHS App yet, now is a great time to download it. It gives you easy access to your medical record, instant access to Klinik, and will be one of the ways we communicate with you.

Your Feedback Matters!

In September 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.



Here is some positive feedback we received in September:

“The speed with which I was contacted with an appointment was super quick following my online appointment request. The doctor was brilliant and fitted me in the next day for an examination and has escalated things to ensure I have an investigation quickly. Having only just joined the surgery I am very impressed with the service.”

“Crosskeys staff are wonderful. Caring, helpful and informed.”

“I find the service from everyone at the practice is very good.”

CQC Inspection

We're delighted to share that following our recent "return to good" Care Quality Commission (CQC) inspection, Cross Keys Practice has been rated Good overall, with a Good rating across all five areas assessed: Safe, Effective, Caring, Responsive and Well-led.

What is a CQC "Return to Good" inspection?

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. They inspect GP practices to check that patients are receiving safe, effective and high-quality care.

A "Return to Good" assessment looks at whether the practice continues to meet the required standards and whether improvements made since previous inspections have been embedded.

What did the CQC say about us?

There were lots of things in the report that we're particularly proud of.

Safe care

The CQC found that our staff work together as one team across all three sites, despite working in different roles and locations. They recognised the training, supervision and ongoing development provided to our staff to make sure they have the skills and knowledge needed to provide safe care. They also found our premises and equipment to be well managed, with appropriate safety checks and risk assessments in place. During their visit, the premises and equipment they reviewed were noted to be visibly clean, with robust infection prevention and cleaning arrangements across our three sites.

Effective care

The CQC recognised that we actively support patients to manage their health and wellbeing and

work with our local community to help people stay healthier and independent for longer. They also highlighted the health information and campaigns we share through our website, social media and patient newsletters — so some of the things you see from us really are making a difference!

Caring and compassionate

This was an especially positive part of the report. The CQC found that our practice treats people with kindness, empathy and compassion, while respecting patients' privacy and dignity. They also found that this was reflected in feedback about our staff, which we gather via our Friends and Family feedback form you receive following an appointment. We're incredibly proud of this recognition and thank all of our patients for continuing to provide feedback.

Responsive and accessible

The CQC found that we were good at ensuring people could access the care and support they needed. They noted that our appointment system and clinical staffing are regularly reviewed in response to demand and that same-day appointments were available during their visit. They also recognised the work we do to make healthcare accessible to people who may face additional barriers. This includes providing home visits and weekly GP ward rounds to three local care homes, supporting people in vulnerable circumstances to register with the practice, and our work as a Safe Surgery and Veteran Friendly practice.

We're really proud that the work of our whole team has been recognised, and we're especially pleased that the report reflects the things that matter most to us: safe care, kindness, accessibility, and putting our patients at the heart of what we do.

You can read the full CQC report on our website.

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?

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)
- ChatHealth—Text 07312 263 127 to start a conversation. This is an entirely text based service. (24/7)

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.

In The Spotlight

Julie Elliot - Receptionist



"My name is Julie and I joined Cross Keys reception team 6 months ago. Before joining cross keys I worked in social care managing respite services for young adults with learning disabilities.

My favourite post within the reception team is at the front desk I thoroughly love the hustle and bustle and the little conversations with some of the lovely patients. Alongside Cross Keys I also am a massage therapist.

Outside of Cross Keys I have two children aged 10 and 8 and our favourite activity this time of year is an autumn hike through the Chilterns with our Cocker Spaniel, Spots! Summer times we spend with our family in Crete .

I enjoy art and paint when I can , I also have a keen interest in criminal psychology!"

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