

# ***Cross Keys Practice***

## **Information Sheet**

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 patient needs and expectations

### ***Clinical Staff***

We have eight GPs, one Registrar, two Nurse Practitioners, four Practice Nurses and four Phlebotomists looking after you.

### ***Appointments***

We offer approximately 6900 appointments per month across our clinical staff. Unfortunately over 200 people a month fail to attend for their booked appointment and a third of patients arrive late, thus delaying the clinician they are seeing. Please let us know if you cannot attend or will be late.

### ***Repeat Prescriptions***

Please allow two working days for your prescription to be processed. We do not accept requests over the phone but they can be ordered in person, by post, Fax or email ([www.crosskeyspractice.co.uk](http://www.crosskeyspractice.co.uk))

## **GP**

Approximately 40% of the appointments are available to be pre-booked up to 4 weeks in advance. All other appointments are released on the day and can be booked from 8:30am.

## ***Nurse Practitioner***

30% of the appointments are available to be pre-booked up to 4 weeks in advance and the others are released on the day.

## ***Nurses***

90% of the appointments are available to be pre-booked and the others are released on the day.

## ***Phlebotomists***

All are available to be pre-booked

## ***How to make an appointment***

Please contact reception, either in person, or via the telephone. (option 2) The Receptionist will be able to book your appointment and we endeavour to deal with your request with one phone call. If your own GP is not available you will be offered an appointment with another GP, if available, or the Nurse Practitioner. If all these appointments have already been booked, then you will be offered a telephone consultation with your own GP or the triage GP. They will call you back and if required arrange for you to come in and see them in the surgery, normally at Princes Risborough. Chinnor patients may be seen by the Chinnor GP, but this is not always possible. The Triage GP may also book you with the Nurse Practitioner or Nurse depending on their discussion with you. The Nurse practitioners are very experienced and can prescribe drugs, order investigations, or refer as appropriate.

### ***Extended Hours***

From July 2008 we have been offering an extra 7.25 hours per week of appointments outside of our normal working day. These appointments vary from week to week and are made up of early mornings from 7am, evenings until 8pm and Saturdays, normally from 8am to midday. They are also split between the Risborough and Chinnor locations. All appointments are **pre-booked only**. We are unable to offer any walk-ins or emergency appointments and we would ask that you use the normal out of hour service.

**Bucks Urgent Care – 0300 130 3035**

### ***Telephoning the surgery***

Princes Risborough – We have 10 lines coming into the surgery and at busy times 5 receptionists answering the phones. Normally it takes approximately 45 seconds to book an appointment, but can take up to 3 minutes depending on the complexity. We appreciate the frustration of getting through but please be patient as we answer calls as quickly as possible.

### ***Nurse Practitioner***

Jayne Wellbelove and Ian Peach have recently passed their prescribing exams and can sign their own prescriptions. Both are very experienced Nurse Practitioners and are able to see all patients attending the surgery, so PLEASE make good use of them.

### ***Practice Nurses***

Our Nursing team is very experienced and recently we have introduced a nurse led Asthma and COPD (Chronic Obstructive Pulmonary Disease) review clinic. Sophie and Beverley may contact you if you have one of these conditions. Karin has been running a successful Diabetes clinic for some time. Sally, based at Chinnor, is our team leader and can cover all aspects of the nursing team for our Chinnor patients.

### ***Phlebotomist***

We currently have 4 phlebotomists who are responsible for taking bloods, Blood Pressure, smoking status, weight (BMI) and two are trained to take ECGs. Princes Risborough has a phlebotomist available every morning and Chinnor every morning except Wednesday.

### ***Stop Smoking***

We now run smoking cessation clinics. Please speak to reception or your own GP.

### ***Home Visit***

We endeavour to visit our patients who are unable to come to the surgery for medical reasons. However, the procedure to book home visits has now changed and the Receptionist will NO longer be able to confirm a home visit. Instead a message will be put on to the relevant GP's / Triage message page. The GP will ring and discuss the request and attend as required.

### ***Contact Numbers***

### ***Princes Risborough/Chinnor***

Phone	01844 344488
Fax (Risborough)	01844 271606
Fax (Chinnor)	01844 355777
Bucks Urgent care (out-of-hours)	0300 130 3035
NHS Direct	0845 4647
District Nurses	01844 274967 / 274765
Health Visitors	01844 346803
Lloyds Chemist	01844 347095
Lloyds Vantage	01844 343321
Rowlands Chemist	01844 342282
Chinnor Lloyds Chemist	01844 351340

### ***Normal Opening Hours***

8:30am – 6.30pm Monday to Thursday

8:30am – 5.00pm Friday

For security reasons the door will be locked at 6pm. Please ring the bell for attention.