

The Cross Keys Practice

Newsletter – December 2015

www.crosskeyspractice.co.uk

Staff News

Dr Rachel Moghal returns to work in December after her maternity leave. We look forward to welcoming Dr Moghal back, and say goodbye to Dr Laura Burkimsher who has been looking after her patients so well whilst she has been away.

We also have a new addition to our nursing team, Sandra Hall, who joins us with lots of experience working in General Practice.

Our new partner, Dr Lucy Spanswick, is running her first ever marathon in aid of Rennie Grove Hospice! Dr Spanswick will be taking part in the Virgin London Marathon 24th April 2016, after winning one of their Golden Bond places, raising sponsorship for Rennie Grove Hospice.

Rennie Grove Hospice is a charity providing hospice care at home and day hospice for patients with life-limiting illnesses, in Herts and Bucks. Lucy says "I am extremely excited to be running my first ever marathon for such a worthy cause. It will definitely be a challenge, but I am very keen to support the Rennie Grove Hospice, after seeing the invaluable work of the local Iain Rennie Nurses who give overwhelming support to patients and their families through difficult times".

You can sponsor Dr Spanswick at <https://www.justgiving.com/LucySpanswick>

Refurbishment programme update

We are currently looking to install disabled access to the front of the building in Princes Risborough. Our aim is to improve access for our disabled patients and those with pushchairs accessing the surgery from the High Street.

Christmas Opening Hours

We are open as normal over the Christmas period apart from the following days:

Thursday 24th December – Chinnor closes at 1.00pm, Princes Risborough open as normal

Friday 25th December – closed

Monday 28th December – closed

Friday 1st January – closed

If you need assistance while we are closed, please telephone 111 or visit the Health Help Now website.

www.bucks.healthhelpnow-nhs.net



iWantGreatCare

To continue and improve our care to all our patients, we'd love to hear your views.

Please visit the website:

www.iwantgreatcare.org

We welcome all comments that will be used to enable us to improve our service to our patients.

We have had 81 reviews in the last year and of those:

65 are extremely likely to recommend us

12 are likely to recommend us

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1 is unlikely to recommend us and
1 is extremely unlikely to recommend us
2 don't know

Some of the comments include:

"As a former nurse I have no doubts in my mind that I have got the right practice for me and my husband".

"Without doubt this surgery is the most caring place I have ever had the joy to be treated at".

"Everyone at the surgery, doctors, nurses and receptionists are always pleasant and helpful".

Flu and Shingles vaccinations



If you have missed our Flu clinics, we still have Flu and Shingles vaccines available. Phone the practice to make an appointment with one of our nursing team.

Anyone aged 70,71,72,78 or 79 on 1st September 2015 will be eligible for a Shingles vaccine. Anyone over 65 or 'at risk' will be eligible for a flu vaccination. Children aged 2, 3 or 4 are also eligible for a nasal flu vaccination.

Specimens

We have introduced a new system for collecting and testing specimens.

All specimen requests must go through GPs and the nursing team. You will be asked to collect the appropriate specimen container and printed brown envelope from reception. Your sample should be placed in the envelope and taken to the nurse's area before 12.00 midday. Please note, any samples not presented in the correct way will not be tested.

Stop Smoking for good



We have a new stop smoking adviser, Teresa. She offers a free Advisory and Support service to help you quit smoking for good.

Studies show that you are 4 times more likely to quit successfully with a combination of stop smoking medicine and specialist help and support from a stop smoking service.

Please ask at reception for more information.

HEALTH help NOW!

www.bucks.healthhelpnow-nhs.net

This is a free website to help people find the right service in Buckinghamshire for their health needs, especially when they need medical help fast but it is not a life-threatening emergency.

Many visits to Accident and Emergency departments (A & E) do not result in any treatment.

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That does not mean those people are all in the wrong place. It is important for some conditions to be checked in A & E even if no treatment is needed.

But national statistics suggest that thousands of visits to A & Es could have been dealt with better by a different NHS service – such as pharmacists, GPs, or minor injuries nurses.

Health Help Now has been developed with input from GPs, hospital doctors, and other health professionals. It lists common symptoms and offers suggestions for treatment. The one which works best for most people is listed first and the other suggestions follow in order. Health Help Now then links through to local services, and shows whether they are open or closed and their location.

For patients using an alternative to A & E could mean:

- more convenient services
 - little or no time in a waiting room
 - treatment by professionals who are experts in common illnesses and injuries – rather than A & E staff who specialise in emergencies
- www.bucks.healthhelpnow-nhs.net

Private services

We are pleased to announce the arrival of 'Evolve Pilates and Physiotherapy' to Cross Keys House at the rear of the Princes Risborough Surgery. Evolve offers Pilates, Yoga and Movement classes for all ages and abilities, and treatment options to help you whatever your condition or injury.

We also have a number of private therapists offering services at Lincoln House in Princes Risborough.

They include Acupuncture, Breastfeeding Support, Counselling, Cranial & Paediatric Osteopathy, Foot Care, Osteopathy and Physiotherapy. Please see our 'services available' page on our website or ask at reception for contact details.

Please note these are all private therapists and are not employed or endorsed by the Practice.



Lincoln House, New Road, Princes Risborough

Buckinghamshire CAMHS

Are you experiencing anxiety, stress or other emotional issues?

Are you aged 16-17?

Or a parent or carer of a 16-17 year old that you are concerned about?

You no longer need to see a doctor or other professional to make contact with Buckinghamshire Child and Adolescent Mental Health Services. You can now refer yourself directly.

The telephone number is 01865 901951 and is open from 8am – 6pm, Monday to Friday.

You will speak to a specially trained professional who will ask you some questions and talk to you about how they can help you.

For more information about the service please visit www.oxfordhealth.nhs.uk/children-and-young people.

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MyCare
Record



This is a new approach in Bucks to sharing patient records between clinicians and other professionals who may provide your care.

Information included in My Care Record:

- what medications you are taking, especially important if they are many and complex
- any allergies or details of any medication that hasn't agreed with you in the past
- a health condition that means you shouldn't have certain medicines
- any factors which need to be considered before discharging you from hospital

Please pick up a leaflet in reception or visit our 'Data' page on our website. Further information can also be found at

www.aylesburyvaleccg.nhs.uk

Patient participation group

Cross Keys Surgery has had a Patient Participation Group (PPG) for a number of years; sadly the membership has declined and is no longer representative of the patient population. Recently I was surprised to receive a letter from HMRC which showed me where my contribution of tax had been spent. Over 25% went on Welfare closely followed by **Health at 20%**. Fortunately, we can have some influence, at a local level, as to how our share of the Health Budget is spent. **Interested?** Well by becoming a member of the Cross Keys PPG you can do just that.

So what is PPG? PPGs work with the practice to offer the patient's perspective on the service it provides. It is **our** opportunity to advise the practice on what matters most to us and to help identify solutions to the problems. We work to represent the needs of the whole practice and it is made up of volunteer patients, (**perhaps you?**) and representatives of the practice.

So why have one? Well a good PPG can influence the way in which the practice is run, help bring about improvements and thus get a better service. (I do think though that the Cross Keys Practice already offers us a good service). The PPG will be consulted about arrangements for patient care before decisions are made and we will have a forum to suggest positive ideas and voice concerns. Finally we will be able to help plan services to increase their effectiveness.

The PPG will NOT be a forum to aid complaints or a vehicle for patients to resolve their own personal issues. (See complaints procedure on the website – Forms / Information).

So now all we need is a group of individuals who will represent the make-up of the Practice's patients. Besides the obvious cross section in the age range, we also need representatives for: parents and children, local care and nursing homes, those with long term conditions, ethnic minorities, carers and those with mental health concerns.

Denys Williams (Chair)

If you can help or are interested in finding out more, please let the Practice know by leaving your details with: a receptionist, the Practice Manager on 01844 271608 or email info@crosskeyspractice.co.uk