

The Cross Keys Practice

February 2018 Newsletter

See our new 'How to' leaflets'. Pick up a leaflet available in reception.

- How to amend your personal details
- How to book an appointment
- How to order a repeat prescription
- How to be seen as a temporary patient or as an 'immediate & necessary patient'
- How to get your test results
- How to make a compliment, comment or complaint
- How to register a death with the Registrar
- How to request Private / Non NHS paperwork

Staff Training Dates

The practice will be closed from 1.00pm on the following dates for staff training.

Tuesday 20th February 2018

Tuesday 13th March 2018

Thursday 19th April 2018

Tuesday 15th May 2018

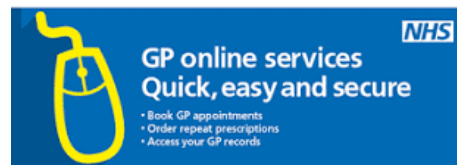
Wednesday 13th June 2018

If you need assistance during these afternoons, please call 01296 850011

Booking your appointment online

You can register for appointments online for booking appointments, medication, immunisations, allergies and messages.

Please go to our website and click the green button on the top left hand side. This then loads a new page where you can click—I want to sign up.



Login details will be emailed to you in about 5 working days.

You will then be able to book appointments for the day from 8.00am and pre book up to three appointments over the next 5 weeks.

Parents can book for children under 16, but will need to use their own name. Please message or inform reception so that we can amend the appointment to the child's name.

Currently we have 2500 patients signed up to online appointments who book up to 30 appointments a week via this service.

Our PPG members or Chair (Denys Williams) would be happy to share their experience of their appointments

Electronic access to your clinical notes

If you would like electronic access to your clinical notes please come into the surgery and fill in a form at reception.

You will also need to bring a form of photographic ID and a form of



additional ID showing your address in order to obtain your User ID and Password.

Once completed you will be called to let you know your letter is ready to collect.

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Open Mon—Thurs

0800—1800

Fri 0800—1700

Are you sitting in the right place for your appointment?

Some of our clinics are running late due to patients sitting in the wrong place, especially during our nursing clinics.



When you check in on the touch screen or at reception please take the time to check which room your clinician is working in that day.

If your appointment is in either the Fenoughty room or Cooper room at Princes Risborough you will have to go out the back door and re-enter the surgery through the door near the car park. There is a waiting area just inside the door.

Please also ensure you allow enough time to park before your appointment. Our car park is often very busy.

Private Charges

Not all services at this practice are available under the NHS.

Examples includes private prescriptions, medical certificates, To Whom It May Concern letters, full medicals such as HGV medicals, travel cancellation certificates to name a few.

Where patients request non-NHS items or services, a private fee may be payable.

We will take a £10.00 deposit (see 'How to' leaflet in reception) for any paperwork requests handed in to reception for the doctor to complete. We will then contact you regarding any additional payment required before we go ahead with the service.

Student Nurses

The surgery is pleased to announce that we will be taking Student Nurses from the University of Bedfordshire from April 2018.

The students will be in their 2nd or 3rd year of training and will be allocated to the surgery for a period of 9 weeks. We hope to accommodate 2 or 3 students per year.

This training will be a hub and spoke placement so the students will spend some of their 9 weeks with other community services:- District Nurses, Health Visitors, Palliative Care Nurses etc.

We aim to give the Student Nurses a good understanding of General Practice. Whilst here they will spend their time working alongside the Practice Nursing Team, as well as some observational sessions with the doctors in surgery. We ask for your patience when attending appointments during this time.

We hope that this allocation will encourage more nurses into general practice, as there is a potential shortfall in Buckinghamshire for the future.



Flu figures

This flu season we have immunised 4147 patients. 73% of our target of 75% of our over 65 year old patients have been vaccinated.

We have placed our order for the 2018/19 flu season. We should be ready to start vaccinating from 17.09.2018.

Live Well Stay Well

Live Well Stay Well is a free NHS health improvement service for adults in Buckinghamshire. It brings together local lifestyle and well-being services, and offers a referral service for those seeking one-to-one support for making lifestyle improvements or managing a long-term condition. This could be support for losing weight, reducing alcohol, stopping smoking, getting more active, managing diabetes and pre-diabetes, or coping with feeling stressed, worried or low.



Visit their website at

www.livewellstaywellbucks.co.uk

For a quick online check of how lifestyle changes could benefit you, take the Easy-change five-minute Lifestyle Test. This will also give you access to a range of online support programmes.

Smoking Cessation

From 1st April 2018 we will no longer be offering a smoking cessation clinic at the Practice.

All patients who would like support to stop smoking will now be referred to Live Well Stay Well (details above).

Please see your GP if you would like support.

Care and Support Planning

Thank you to all those patients who took the time to complete the Diabetes Care and Support planning patient survey.

The results were very helpful to us and show that the Care and Support service we offer our patients is useful in the majority of cases.

Reducing Dementia Risk

Alzheimer's Society would like all people aged between 40 and 64 to learn how they can reduce their risk of developing dementia by information given during routine health checks.

In a recent study commissioned by the Society, Alzheimer's Research UK and Public

Health England, 203 people having a free NHS Health check in selected areas of England were also told how to reduce dementia risk. Of the 164 people who remembered this advice,

75% said they were more likely to adopt a healthy lifestyle, while 80% said it would have some impact on their behaviour.

Find out more about reducing dementia risk at alzheimers.org.uk/reducemyrisk



Keep Antibiotics working

Taking Antibiotics when you don't need them puts you and your family at risk.

Taking Antibiotics encourages harmful bacteria that live inside you to become resistant. That

means that antibiotics may not work when you really need them. This puts you and your family at risk of a more severe or longer illness.

Take your doctor or nurse's advice when it comes to antibiotics.

For more information on antibiotics visit www.nhs.uk/keepantibioticsworking



Hopefully by now, the NHS is starting to recover from what seems to be its annual crisis. But with all the press coverage, I was disappointed to see that the NHS was encouraging its staff to get a flu jab! I would have thought those working in the medical profession would know better but it got me thinking. We all know that prevention is better than cure, so why don't we take the opportunity to prevent or reduce the risk of contracting a disease or illness? If you own a car, you are required by law to ensure it is roadworthy and has an annual MOT, tax, insurance etc. This is not only for your own safety but to protect other road users and pedestrians. The NHS does not normally legislate how YOU look after your body but it does provide a whole range of free check-ups and encourages a healthy lifestyle. The NHS realises it's cheaper to prevent than treat, and, as a motorist, we recognise the need for a periodic service and the occasional check under the bonnet and tyres. So why don't you take up the offer of these free services that could save our life?

Here are some of the main health checks available along with their take up rate:

Flu Jab. Available to the over 65s, pregnant women and those with an underlying medical condition. Only 50% of eligible people took up the offer! For children between 2 and 3 years old and those in reception class and years 1,2,3,4 the rate is down at 35%. Whilst you may choose not to have a jab is it fair to your child and the other school children to expose them to the risk?

NHS Health Check. Is a check-up for adults in England aged 40-74 offered every 5 years. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk. Sadly the national and our surgery take up rate is below 50%. Imagine the outrage if less than 50% of vehicles had been MOTd or taxed or insured. When you get your invite from the surgery take it up, it may save your life.

Breast cancer screening. All women aged 50-70 who are registered with a GP are invited for a mammogram every three years. Here the take up rate now exceeds the target of 75%. It might be worth mentioning that women >70yrs can contact the screening programme to arrange to continue mammograms, lots of women don't know this.

Bowel Cancer Screening. All men and women aged 60-74 are invited to carry out a faecal occult blood (FOB) test. Taking part in bowel cancer screening reduces your chances of dying from bowel cancer. The programme will introduce a new improved home test kit (FIT) for screening from April 2018. FIT needs only one faecal sample in contrast to the present 6 samples. So that is a great improvement. Sadly only about 50% take the test. Screening will save 2000 lives a year. It could be you!

Abdominal Aortic Aneurysm (AAA). I had never heard of it until I saw a notice in the pharmacy. AAA screening is a way of checking if there's a bulge or swelling in the aorta, the main blood vessel that runs from your heart down through your tummy. Screening for AAA is offered to men during the year they turn 65. Around 8 out of 10 people with a ruptured AAA either die before they reach hospital or don't survive surgery. AAA screening has the highest take up rate of over 80%.

Prostate Cancer. Prostate cancer is the most common cancer in men in the UK, with over 40,000 new cases diagnosed every year. There is no health check programme for prostate cancer. But like so many medical matters if you have a concern, then talk to your doctor who can arrange the necessary tests. Don't be shy it may be a life saver.

So if you want to help yourself and the NHS avoid another crisis in 2018, then do take advantage of all that the NHS offers you to keep healthy.

The Cross Keys Patient Participation Group (PPG) has grown in size over the last year and we continue to work with the surgery staff to make our Practice even better. New members are always welcome and you can get in contact via e-mail at crosskeysppg@gmail.com.

Denys Williams CHAIR Cross Keys PPG