

The Cross Keys Practice

Newsletter – January 2017

www.crosskeyspractice.co.uk

Staff News

Dr Rachel Babajee joined the practice as a salaried GP in September 2016. She had a very successful year with us as a registrar and we are delighted that she has joined the Practice on a permanent basis.



Two new registrars also started with the practice in August 2016, Dr Mandeep Sahota who is with us until February 2017 and Dr David Scott who is with us until the end of January 2017.

After 18 years, in December we said goodbye to 'Chips' from our reception team. We wish her all the best in her retirement and know that she will be missed by both staff and patients alike.

Improvements in Nursing

From November we have increased our nursing hours opening up more appointments for our patients.

We also now have a nurse that is able to manage patients living with both COPD and Diabetes. If you suffer from both conditions, you should receive a letter inviting you for a review of both conditions in one joint appointment. This will be with Nurse Sandra.

Sandra works at both our Princes Risborough and Chinnor sites.

Baby Clinic



From January 2017, the Baby clinic will be moving to a Wednesday at Princes Risborough. The first clinic in the New Year will be on Wednesday 4th January 2017.

The clinic runs from 08.45 – 12.30 and offers pre-booked appointments only.

If you are unable to make the clinic, please contact reception.

Refurbishment programme update

We have installed automatic doors at our Chinnor surgery to allow easier access for all.

Work on the new front doors at Risborough is due to start in the New Year. The front access to the building will be closed during this work. Please check the website and notices in surgery for closure dates in the New Year.

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On-line appointments

We want to encourage more of our patients to use our on-line appointments system. To register please visit our website.

On-line appointments can be booked up to 5 weeks in advance including all our early morning, evening and Saturday appointments, and our on the day appointments. Once you sign up to this service you will also be able to view your vaccinations history, drug allergies, order repeat prescriptions and message the surgery.



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.

The Facebook logo, consisting of the word 'facebook' in white lowercase letters on a blue rectangular background.

The Practice is now set up on facebook. This is an information page through which we will post messages such as closure dates and other important information. Search for us under 'Cross Keys GP Practice.

Getting out and about

If you struggle to get out and about there are plenty of local organisations that can help you in the local area.

Shopmobility in Aylesbury

Hire a wheelchair or scooter free of charge through shopmobility to help you get around Aylesbury town centre. They are located on the ground floor of the Upper Hundreds car park, Upper Hundreds Way, Aylesbury.

For more information go to www.aylesburyvalcdc.gov.uk/shopmobility-aylesbury or call 01296 336725.

Risborough Area Community Bus (RACB)

RACB is dedicated to providing low floor, easily accessible transport in and around Princes Risborough and surrounding villages for all those, or all ages, inadequately served by public transport.

For more information go to www.racb.co.uk or call 07941 963097.

Risborough Good Neighbours

This is a voluntary scheme providing transport for the elderly, disabled or sick people in the Princes Risborough area, who are unable to use public transport. The service covers journeys to attend medical appointments at local surgeries, clinics, dentists and hospitals in the area.

For more information call 01844 342 600.

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Protected time for learning (PTL)



Once a month, the practice closes at 1.00pm for the afternoon for PTL. Forthcoming PTL dates are shown on our website on the 'News' page.

<http://www.crosskeyspractice.co.uk/News.htm>

These afternoons are used to update and train staff on new guidelines and best practice.

Next PTL dates

Thursday 19th January 2017

Wednesday 15th February 2017

Tuesday 14th March 2017

Flu and Shingles vaccinations



If you have missed our flu clinics and would still like a flu vaccination, please contact reception to make an appointment as we still have some flu vaccines available.

Since September 2016 we have given 2444 flu vaccinations to our 3534 'over 65' patients. If you are one of those patients that are over 65 and have not been vaccinated, there is still time to come in to the surgery.

Telephone numbers

It may be worth noting that when you receive a call from the surgery, our number is withheld. If 'withheld' numbers are blocked on your phone, please give us a number we are able to reach you on.

Winter Resilience – Paramedic

This year we have been awarded some of the winter resilience funding to help relieve the pressures on the NHS.

Our locality put in a bid for a Paramedic Service to help with home visits between December 2016 and March 2017. This bid was successful and from the beginning of December we have been using the Paramedic Service to help with home visits within our Practice area. The service is shared with Wellington House Surgery on a Monday and part of Tuesday.

All home visit requests are reviewed by your usual GP or the duty doctor and only relevant visits are passed to the paramedic. The GP will advise the patient on who will be visiting them.

So far the service has been successful with positive feedback.

New homes

Many of you will be aware of the new housing developments planned in and around Chinnor and Princes Risborough and will be wondering whether the town's facilities will be able to cope with the increased population.

We can reassure you that the Cross Keys Practice has room to expand and will be able to accept new patients when or if the new plans go ahead.

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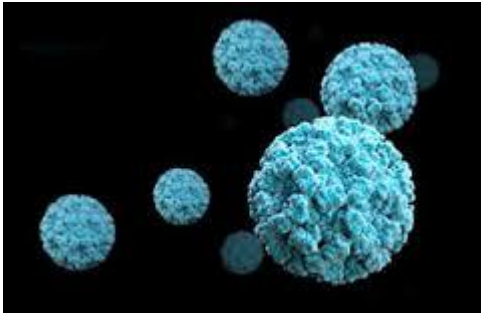
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Norovirus

Noroviruses are a group of viruses that are the most common cause of gastroenteritis (stomach bugs causing diarrhoea and vomiting). The illness is usually mild in nature and gets better without treatment but is very infectious.

The virus is spread very easily from one person to another. It can be transmitted by contact with an infected person, by eating contaminated food or by contact with contaminated surfaces or objects.



The best way to prevent other people catching Norovirus is to avoid contact with others while you are unwell and until all your symptoms have stopped for at least 48 hours.

Most people make full recovery within 1 to 2 days, however some people (usually the very young or elderly) may become dehydrated and require treatment.

There is no specific treatment for Norovirus. However it is very important to drink plenty of fluids to prevent dehydration.

If you feel that you require medical treatment, please telephone the surgery before coming in to prevent further spread of the virus.

Patient's Perspective

by Denys Williams (Chair of PPG)

Last year I agreed to take on the role of chair of the surgery Patient Participation Group (PPG). I am fortunate that we now have a small band of members and we have been able to put the patient's point of view across on a number of issues. We are always looking for new members, especially those who can speak on behalf of young children. If you are interested please leave your details with the Practice Manager.

The PPG carried out a survey of what you thought about the surgery. I am pleased to say we had a good response with 95% of patients reporting good to excellent for reception, GPs and nursing staff. 22% reported that appointments were below a good rating. We were surprised that more patients had not signed up for on-line booking and encouraged people to do so. As a result quite a few of you have done that and on-line booking not only makes it easier for you to get an appointment but also takes the pressure off reception staff. This allows them to deal with those who do not use the internet. The PPG will look at the problem of appointments and will work with the surgery to try to improve the booking process. In all other areas your responses showed that we are generally happy with the quality of care offered by the GPs and nursing staff.

There has been a lot in the newspapers recently about the pressures on the NHS and surgeries. Patients are being encouraged to use local pharmacies (we have 3 in town) for minor ailments and use many of the apps and websites available such as Health Help Now (<http://healthhelpnow-nhs.net>) to decide whether to see a doctor or rather seek another form of treatment or advice. As ever the winter time is always a busy time for the medical services and we can help ease this pressure.