

The Cross Keys Practice

Newsletter – June 2016

www.crosskeyspractice.co.uk

Staff News

Dr Emma Fish left the Practice at the end of February to work at a surgery closer to home. She was replaced by Dr Goldie-Brammer who has joined us as a salaried GP.

After working at the Practice for 9 years, we will also be saying goodbye to Dr Malcolm Jones at the end of June. We will be very sorry to see him go and wish him well at his new Practice in Waddesdon.

Dr Mary Sheaf returned to the Practice as a Registrar in May after her maternity leave. She has passed all her exams, and will be completing her GP training with us until January 2017.

Dr Lucy Spanswick ran the London Marathon in April in 4 hours 43 minutes. She raised a fantastic £2300.00 for Rennie Grove Hospice and would like to thank all the staff and patients who sponsored her.

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



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.

Difficult Decisions

In Buckinghamshire, your local NHS is committed to getting the best for the entire population of the county. We are not able to spend more on health than our budget. A list has been put together of '[Items not normally recommended for prescribing locally](#)'. Please click on this link or see leaflets in surgery.

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.

Smoking status



The Government has set a target for us to record the smoking status of all our smokers. Please let us know your smoking status on an annual basis.

If you are looking to quit, we have a smoking cessation advisor at the surgery and local pharmacies also offer this service. Ask at reception for more details.

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Protected time for learning (PTL)



Once a month, the practice is closed for the afternoon for PTL. Forthcoming PTL dates are shown on our website on the 'News' page. These afternoons are used to update and train staff on new guidelines and best practice.

Both surgeries will close at 1.00pm on the following dates:

Thursday 16th June 2016

Tuesday 12th July 2016

Tuesday 13th September 2016

Wednesday 12th October 2016

Thursday 17th November 2016

CQC follow up visit

Further to our CQC inspection back in December 2014, we had a follow-up visit in February 2016.

We were re-visited to check that we had completed all the recommended actions. We can confirm that we successfully passed this visit and the report can be found on the CQC website.

Refurbishment programme update

We are still 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 as soon as possible.

Patient access to your clinical electronic record

Patients are now able to access their clinical electronic record. If you would like this access, please come into Reception and complete the relevant form. You will need to bring in a form of photographic ID and a form of additional ID showing your address in order to obtain your ID and password.

Baby Clinic News

Please note that from 7th June 2016 we will no longer be holding a walk-in baby clinic. After this date, there will be booked appointments only which can be made at reception.

The Joint Committee on Vaccination and Immunisation (JCVI) have recommended that infants no longer require vaccination against Meningococcal Serogroup C (Men C). Therefore, from 1st July 2016, infants should no longer receive the dose of Men C conjugate vaccine currently given at second primary immunisation visit at around 12 weeks of age.



Urine samples

We are only able to test urine samples in specimen pots, available to collect from reception. Please do not drop in urine samples in any other containers.

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The Princes Centre – An award winning service

Need a break from caring? Looking for stimulation? Looking for socialisation or to experience something new?

The Princes Centre, in the heart of Risborough, is a day service for older & elderly people with or without any form of memory loss, people with learning disabilities and people with mental health issues that perhaps need stimulating and social activities. We provide support to people within a 10 mile radius. We are very proud of the care and support we offer to our clients and we try to ensure everyone has a good day at the centre. We offer many different activities including pottery, painting, memory games, armchair exercises, flower arranging, cooking, bowling and swimming to name a few. We also offer a door to door service as we have our own minibus, and we also provide a carer/escort on the bus service ensuring you get to your door safely.

We have been winners of 3 dignity awards in the last 3 years, won community project of the year with Wycombe District Council and have been nominated for the Queens award in 2016. Our biggest success is being able to offer some much needed support to carers. Partners are able to attend appointments, go to lunch with friends and go shopping knowing their loved ones are safe and cared for.

We also offer a fantastic freshly cooked meal, having 2 or 3 choices per day, at a very reasonable price, where people are supported through lunch by our staff team.

We offer a **FREE** trial day to anyone wanting to come and experience a day at the centre and this can easily be arranged by telephoning Kim on 01844 345105.

Flu and Shingles vaccinations



It may seem silly to you to be mentioning 'flu' in the middle of summer, but we are already preparing for our flu clinics. We have already ordered our flu vaccine and are setting dates for our flu clinics.

Look out for our clinic dates in surgery or on our website, they will be starting in September.

Are you eligible for flu or shingles vaccinations?

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 at the surgery. Children in years 1 and 2 will receive their vaccination at school.

Anyone aged 78 on 1st September 2016 will be eligible for a Shingles vaccine or anyone previously eligible for vaccination under this programme but have not yet been vaccinated and are under 80 years of age.

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Patient participation group



On 19 March the reformed Cross Keys Patient Participation Group met under the Chairmanship of Denys Williams. We now have 13 members but there is always room for more particularly younger (under 40 years) members. The minutes of our meeting are available on the Cross Keys Practice website (www.crosskeyspractice.co.uk).

Having taken over as Chair of the PPG, I took time to read my way through the website and was surprised to see how much useful information is there. I have also taken advantage of the new 'on the day' internet appointment booking system. So much easier than being stuck in a telephone queue. We have asked that the surgery monitor the new system to ensure that those who do not use the internet are not disadvantaged. The surgery has also assured us that, as the web site says:

'If all the appointments for the day have been booked then you will be offered a telephone consultation with your own doctor or the duty doctor. They will arrange to see you if clinically necessary or may solve the problem over the telephone.'

You may also be offered an appointment or telephone call with one of our nurse practitioners if appropriate. They are both able to prescribe and make onward referrals.'

Finally, the GP Patient Survey can be found at <https://gp-patient.co.uk/about> and makes interesting reading. What is disappointing is that only 44% of the 240 random Cross Keys' patients selected completed the survey. It was worth noting on the survey that only 11% of registered patients are signed up for on line appointment bookings and repeat prescriptions. You can certainly help yourself and the surgery staff if you make use of these services and save time trying to get an appointment over the phone!

Denys Williams (Chair)

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