

# The Cross Keys Practice

## Newsletter – November 2013

www.crosskeyspractice.co.uk

### New GPs

Since April 2012 we have welcomed three new GPs to the practice. Dr Emma Fish, Dr Rachel Moghal and Dr Lisa Miller.



*Dr Miller Dr Moghal Dr Fish*

Dr Lucy Spanswick has also recently joined the Practice for a 12 month period as a GP Registrar. She is a fully qualified doctor gaining further experience in General Practice.

### New opening times

Phone lines are now open from 8.00am – 6.30pm Monday-Friday and the telephone lines will be answered by our own experienced receptionists between these hours. The surgery is closed one afternoon a month from 1.00pm for protected learning time: 21<sup>st</sup> November and 5<sup>th</sup> December 2013

#### ***Did you know?***

We offer 7.25 hours per week of appointments outside our normal working hours. These will vary from week to week and will be made up of early mornings from 7.00am, evenings until 8.00pm and Saturdays.

### Appointments

We are trying to find the best way to satisfy demand. Currently we have a mix of on the day emergency/triage and pre-bookable appointments. These can be booked up to a month in advance. We also have some web based pre-bookable appointments for those patients that have signed up. See website for details.

### New clinical rooms

Over the summer we have undertaken some refurbishments at our Lincoln House premises in Princes Risborough. We now have four brand new medical rooms offering space for alternative therapists alongside a meeting room offering meeting space for up to 20 delegates. For more information on hiring any of these rooms please email us at [lincoln.house@nhs.net](mailto:lincoln.house@nhs.net)



Therapists already using these rooms include:

Julia Adam – Foot care 07500 955394  
Margaret Bryant – Counselling 01844 347011  
Wendy Whipp – CBT and counselling 07793 880271  
Ian Luxton – Osteopathy 01844 352200  
Rebecca Cox – Acupuncture 01844 347656/07768 955261  
Beth Bennett – Acupuncture 07713 604095  
Sarah Clifford – Physiotherapy (MSK and women's health) 07722 354042  
Diana Cliffe – Physiotherapy 01494 562899  
Luci Lishman – Breastfeeding Support 01494 257525  
Felicity Bertin – Cranial and Paediatric Osteopathy 07970 807625  
***Please note these are all private therapists and are not employed or endorsed by the Practice***

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## Health Care Assistants (HCAs)

*By Sophie Fairfield, Nurse team leader*

Our four HCAs are Michelle, Julie, Beverley and Cheryl. They form an essential part of the clinical team.

Firstly they carry out pretty much all the blood tests. For those who do not know, this is known as phlebotomy after the Greek 'Phleb' meaning vein. If you need a blood test, try not to get worried because they are extremely kind and gentle.

In addition they perform ECGs, blood pressure checks, vaccinations against flu and pneumonia and Vitamin B12 injections. They assist the Doctors and Nurse Practitioners with medical procedures such as minor surgery.

HCAs run all the NHS Health Checks and work extremely hard to help everyone lead a healthier lifestyle. After all their hard work last year the Cross Keys was seen as a model practice.

Beverley is the practice Stop Smoking advisor. She will help anyone who wishes to stop smoking and is an expert at providing support and advice with nicotine replacement therapies.

The work of the HCAs is also 'behind the scenes' involving infection control and stock maintenance.

The practice is very lucky to have such a keen and dedicated team of HCAs.

Look out for Michelle, Julie, Beverley and Cheryl when you next visit the surgery.



*Michelle*

*Cheryl*



*Julie*

*Beverley*

## Clinics

We have recently set up a new COPD/Asthma clinic run by Beverley Al-Hillawi, Practice Nurse. Appointments are offered on Monday and Wednesday afternoons in Princes Risborough and once a month in Chinnor.

## **Shingles vaccines**

New shingles vaccines are also being offered this year for all 70 and 79 year olds.

Please note that this is a very limited age range and currently we do not have enough supplies – this is a nationwide problem.

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## Travel Clinic

We have been working hard to make this system more efficient. Travel forms are available from our website which, after completion, can be emailed back to us. You will then be contacted by email with an appointment. Please submit your form 8 weeks before your travel date where possible.

(If you don't have access to the internet, forms are available from reception)

## Blood pressure readings

*Coming soon at Risborough Surgery*

The Practice has just invested in an automated blood pressure monitor. This will alleviate the need for patients to make an appointment just to have their blood pressure checked.

Patients will be able to take their own blood pressure readings by placing their arm in the machine.

The reading will then be put onto the patient's notes for their doctor to view.

## Dementia Screening

We are targeting those most at risk for initial screening. This will be mainly opportunistically and those who seem to have a problem will be offered referral.

## Treatment for sore throats and tonsillitis

*By Dr Ally Wilson, GP Partner*

Not treating is an option as many throat infections are mild and soon get better. Have plenty to drink and take Paracetamol or Ibuprofen to ease pain, headache and fever. Best taken regularly and always read the label.

Other gargles, lozenges and sprays that you can buy at pharmacies may help to soothe a sore throat. However, they do not shorten the illness.

Antibiotics are not normally needed. Most throat and tonsil infections are caused by viruses. However, if a bacterium is the cause, an antibiotic does not make much difference in most cases. Also, antibiotics can sometimes cause side-effects such as diarrhoea, feeling sick, rash and stomach upsets.

An antibiotic may be advised if the infection is severe, if it is not easing after a few days, or if your immune system is not working properly (e.g. if you have had your spleen removed, if you are taking chemotherapy etc.).

Further information is available at [www.patient.co.uk](http://www.patient.co.uk)

## Keeping active

There are many ways of keeping active; one local scheme is the SimplyWalk scheme. Details can be found on the following website, [simplywalks@buckscc.gov.uk](mailto:simplywalks@buckscc.gov.uk)

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## Carers Bucks

Do you look after a family member or friend who cannot manage without you?

Then you are a carer and Carers Bucks is there to support you.

Contact them on **0300 777 2722** (local rate calls) or visit [www.carersbucks.org](http://www.carersbucks.org)

## Out of hours assistance

For out of hours assistance, the new number to phone is 111.



You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

## Duty Doctors

We recognise that some patients need to see a doctor on the day they phone for an appointment. If all appointments are booked for that day, you will be offered a telephone consultation with the duty Doctor or Nurse Practitioner. They will call you back and if required, arrange for you to come in and see them that day.

## Aylesbury Vale Clinical

### Commissioning Group (AVCCG)

We are members of the AVCCG, a group of 21 local GP Practices. The group decides how taxpayer's money is spent on healthcare for people living in the Aylesbury Vale area.

Dr Malcolm Jones is the Locality Lead for the South Locality.

Commissioning involves assessing the health needs of a population, taking responsibility for ensuring that appropriate services are available to meet those needs, and being accountable for the associated health risks.

## Prescriptions

We DO NOT accept prescription requests over the phone. Requests need to be in writing, either by email, fax, and post or in person. We require 48 working hours to process prescription requests. Prescriptions can be collected directly from your nominated chemist. See website for details. Our email address is: [crosskeys@nhs.net](mailto:crosskeys@nhs.net).

## Referrals

Your doctor may refer you to the hospital or to a community service. Should you have any queries regarding your referral we have a team of secretaries who will endeavour to answer your questions. Please call and ask to speak to Carol, Tina (Risborough) or Julie (Chinnor).