



# The Cross Keys Practice

## October 2019 newsletter

See our '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 2019/20

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

Tuesday 15th October

Thursday 21st November

Wednesday 15th January

Tuesday 11th February

Thursday 19th March

If you need assistance during these afternoons, please call 111.

### Staff changes

In April we said good bye to Sophie Fairfield, one of our Practice Nurses who had worked at the Practice for 20 years! We were very sad to see her go, please see her leaving message to you all below.

Since our February newsletter we have recruited 2 fully qualified GPs to join the Practice, Dr Koralage and Dr George. Dr Koralage is working alongside Dr Cumberworth with a shared patient list and Dr George has her own patient list.

### Thank you

Thank you all for sponsoring Dr Spanswick who ran the 52 mile Heineken Race to the Tower Ultramarathon in 16 hours on the 8th June 2019. She raised over £1337 for Rennie Grove Hospice Care, our palliative care charity.

### Time to go (about time!)

*By Sophie Fairfield*

After 40 years as a nurse I have finally decided to retire. It really is about time I hung up my apron!

My first job as a student was in Westminster Children's Hospital where sadly young Anthony Nolan had just died. Those were the pioneering days of bone marrow transplant. There have been so many changes and advancements since then. HIV and MRSA have been discovered and computers have taken over everything.

I loved my work. Those who know me must have realised that I will miss my colleagues and patients more than anything. I have met such brave, kind, interesting and humorous characters over the years.

Invariably my work has involved doing something painful or embarrassing, or both! So I hope you will forgive me that. I have just administered my last injection and dread to think how many I must have given over the years. Flu vaccine alone must have run into the thousands!

Thank you so much for all my cards and lovely messages. I will miss you all so much.

With very best wishes

Sophie

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Open Mon—Thurs

0800—1800

Fri 0800—1700

### Primary Care Network

The Aylesbury Vale South Primary Care Network (AVS PCN) is comprised of three core network practices:- Cross Keys Practice, Haddenham Medical Centre and Unity Health. We are signed up to and responsible for delivering the requirements of the Primary Care Network Contract Direct Enhanced Service specification published by NHS England (NHSE).

All members of the AVS PCN recognize the value of input from the network patient population. A patient participation group (PPG) member from each practice is invited to attend AVS PCN monthly meetings. This is to represent all patients, carers and public interests as AVS PCN develops.

Our PPG contact details are on the back page.

The purpose of the patient representation as part of the AVS PCN is to proactively assist the AVS PCN in delivering the specifications set out by NHS England (NHSE), initially these include:-

- structured medication review and optimization
- Enhanced health in care homes
- Anticipatory care requirements
- Personalized care
- Supporting early cancer diagnosis
- CVD prevention and diagnosis
- Talking neighbourhood inequalities
- Plus further specifications as they are published

We are currently working together on recruiting a practice pharmacist and social prescriber. These roles will be additional to the current staffing at the surgery and shared across the PCN. The Cross Keys share will be one and a half days per week.

### Flu Clinic Dates

The dates for this year's flu clinics are:

Saturday 5th October—over 65s only (Princes Risborough only)

Saturday 26th October—both surgeries

Saturday 23rd November—both surgeries

There is a delay in the supply of the under 65 flu vaccine which is why our first clinic is for the over 65s only.



This year **we are changing** the way our flu clinics work. Instead of having walk-in clinics, we are offering pre-booked appointments. So please don't head down to one of our clinics unless you have already booked your appointment.

### Advanced Nurse Practitioners (ANP)



Hopefully this information will give you some insight into the role of the ANP and how this might benefit you as a patient.

The role of the ANP is invaluable, it gives opportunity for you to receive quick appointments, and negate any delays in diagnosis and treatment.

Continuity of care is received with yourself and the ANP. Often your GP will involve our ANPs as part of your forward plan of care, and, the ANP will always refer to your GP should the need arise.

A Nurse Practitioner works autonomously in making decisions based on assessment, investigation, diagnosis and analysis of test results. The ANP can confidently make evidence based decisions and interventions and assess and manage risk associated with these decisions. Our ANPs are able to refer to other specialities and independently prescribe. Team work is essential at Cross Keys and these Nurses can work independently or as part of the multidisciplinary team. Our ANPs work within their own scope of practice which is agreed in-house, this enables them to make close long term relationships with their patients and work together to form optimum health results.

We have two ANPs at Cross Keys, Jane Setchell and Jayne Wellbelove. Both are able to see a wide range of undiagnosed conditions and work with you to move forward with your concerns.

Jane Setchell: RGN, RN (child), Diploma Child Health Studies, BSc (hons) Health Studies. Minor Illness. Independent Prescriber. Jane has a special interest in caring for children to include infant feeding problems and neurodiversity. She is also key in our in-house dementia care.

Jayne Wellbelove. BA (hons) Adult Nursing, BSc (hons) Nurse Practitioner Primary Care. Independent Prescriber (M level). Diploma Family Planning and Reproductive Sexual Health. Diploma Heart Save. Letter of Competence to fit Intrauterine Device and Subdermal Implants from Faculty of Sexual and Reproductive Healthcare. Jayne has special interest in women's health and family planning.

## Patient Survey results

Where patient experience is best

75% of respondents are satisfied with appointment times. Local CCG average = 62% National = 65%

77% of respondents described their experience of making an appointment as good. Local CCG average = 68% and national = 67%

77% of respondents find it easy to get through to the GP practice by phone. Local CCG average = 68% and national = 68%

Where patients experience could improve

77% of respondents felt the healthcare professional recognized or understood any mental health needs during their last appointment. Local CCG average = 89% national = 86%

81% of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last appointment. Local CCG average = 90% and national = 87%

91% of respondents had confidence and trust in the healthcare professional they saw or spoke to during their last appointment. Local CCG average = 96% and national = 95%.

## **ARE YOU A UK VETERAN OR HAVE A RELATIVE WHO IS?**

The Government estimates that there are about 2.5 million veterans in the UK. Thirty percent of whom live in the south of England. We represent a large proportion of the population and have significant needs as we age or on leaving our respective Service with related injuries or medical conditions. The Government has committed to support us through the Armed Forces Covenant. Sadly many veterans and health care professionals are unaware how best to get the medical support we need and deserve. The NHS launched an accreditation programme to ensure hospitals and doctors practices overcome this problem.

Cross Keys Practice has been doing extra training and is now accredited 'Veteran Aware'. Well done to Dr.Liz Acaster who has led this programme which will improve the knowledge of our healthcare professionals of the needs of us veterans. The most important thing YOU can do is to ensure that your GP or the practice staff are aware that you or a relative is a veteran. You will then be coded as a 'Military Veteran'. This is especially important if you have a service-related injury or illness.

You may wonder why bother? In many cases, your medical condition due to service may not manifest itself until after discharge. This is particularly true for hearing and mental health issues. If this is your situation discuss with your doctor and consider contacting either Veterans UK or Veterans Gateway for further advice.

Veterans UK is run by MOD and administers the armed forces pension schemes and compensation payments for those injured or bereaved through service. They also provide welfare support for veterans of any age, and their families through the Veterans Welfare Service and the Veterans UK helpline: 0808 1914 218. There is an excellent website [at www.gov.uk/government/organisations/veterans-uk](http://www.gov.uk/government/organisations/veterans-uk).

Veterans' Gateway is a signposting resource, and the first point of contact for veterans seeking support from healthcare and housing to employability, finances, personal relationships and more. You can contact Veterans' Gateway at 0808 802 121 or via [www.veteransgateway.org.uk](http://www.veteransgateway.org.uk).

In recent months, as Chair of our Patient Participation Group, I have spoken with veterans who have paid for hearing aids, when clearly their service duties had a detrimental effect on their hearing. In all likelihood, they would have received them for FREE from Veterans Hearing Help, a charity supported by the Royal British Legion. So please, take advantage of the support that is available to you or your relative– we deserve it!

In a sentence, make sure your doctor knows you are a veteran, understand and learn about the support that is available to you or your relatives and, if you haven't already done so, get a veterans badge and wear it with pride! ([www.gov.uk/apply-medal-or-veterans-badge/apply-for-a-veterans-badge](http://www.gov.uk/apply-medal-or-veterans-badge/apply-for-a-veterans-badge)).

Denys Williams

CHAIR CROSS KEYS PATIENT PARTICIPATION GROUP and a PROUD VETERAN

Finally, the PPG is looking for new members, especially from the under 60s and parents with children. You can find out more by contacting me at [crosskeysppg@gmail.com](mailto:crosskeysppg@gmail.com).