



The Cross Keys Practice

September 2025

We share our newsletter monthly to keep you up to date with what is happening here at Cross Keys Practice.

Up to date information

Please could we remind all patients to ensure we have the correct contact details for you. If you change your mobile number, home address or email address please let us know.

Your feedback matters!

Patients attending an appointment will receive a text message the following day with a link to a survey. Please do take the time to complete this as it provides us vital insight to help improve our services. You can access the survey anytime on our website, via the QR code below, or paper copies are available from reception. Results will be published in each of our newsletters.

Inbound call statistics

Every day our reception team receive a huge amount of calls. In the last month we received 9,117 calls!

Staff Training Dates 2025

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

Thursday 18th September

Wednesday 15th October

Tuesday 18th November

Staff News

With Dr Margesson due to start her maternity leave on 26th September, we have Dr Elisabeth Wilson starting with us on Tuesday 23rd September to look after Dr Margesson's patients. Dr Wilson will be with us for 1 year as a maternity locum. We look forward to her joining the team!

Dr Ushani Rajapaksa is also joining the team on Friday 5th September to cover the remaining 5 months of Dr Spanswick's maternity leave. Dr Rajapaksa will look after Dr Spanswick's patients until her return in January. We look forward to you meeting her.

Following Brenda's retirement last month, we have a new Practice Nurse joining the team on Monday 8th September. Sophia Drazin, previously a District Nurse, will be working 3 days a week within our nursing team. We know Sophia will be a great addition to the practice and look forward to you meeting her!

Flu & Covid

We will once again be offering Flu and Covid vaccinations at Cross Keys this year. Child flu's will be offered from September and adult Covid and/or Flu vaccinations will be offered from October. Keep your eyes peeled for dates and how to book!

Ordering Medication

You can access your prescriptions electronically in the NHS App, allowing you to easily see the details of medicines/ items healthcare professionals have confirmed for you and/or use a prescription barcode to collect your medicine if you don't have a nominated pharmacy, without needing to collect a paper prescription.

The easiest way to order your repeat prescription is via the NHS app. If you are unable to download the NHS app, you can request your medication via post, in person using a request slip or by emailing crosskeys@nhs.net

Please ensure medication is ordered 7-10 days before you are due to run out. This allows time for our GP's and the pharmacy to process the request.

Woman's Health Drop-In Clinic

Great news, our Woman's Health Clinic will be returning in October!

Due to a back log of patients, we are holding the first 3 clinics as appointment only. This is to reduce wait times for patients during the drop-in sessions. Please visit our website for clinic dates and contact reception to book.

If you are in need of a coil, contraceptive implant or a pessary, we have some dates in September.

Cross Keys Practice
High Street
Princes Risborough
HP27 0AX

Cross Keys Practice
Church Road
Chinnor
OX39 4PG

Tel: 01844 344488

www.crosskeyspractice.co.uk



Cross Keys GP Practice

Open Mon—Thurs

0800—1800

Fri 0800—1700



Scan the QR code using your mobile camera to provide feedback

Contact us online

Get help from your GP with our online service, easier and quicker than calling the surgery. You can submit any medical query, including request for an appointment, at a time when it suits you.

Access our service online:
www.crosskeyspractice.co.uk



KLINIK
ACCESS

Appointment Booking

Our new appointment system is now LIVE!

If you would like to submit a request for an appointment, have a medication query, want a private letter or need a fit note, please access our new service via our website.

We will be holding help sessions at the following times, should you need assistance:

Tuesday 2nd September
10-11am @ Princes Risborough
12-1pm @ Chinnor

Thursday 11th September
10-11am @ Princes Risborough
12-1pm @ Chinnor

These are drop-in sessions so please feel free to pop in at any point during these times.

Why are you changing to Klinik?

Having visited practices who currently use this system, we really do believe this will increase the amount of appointments we can offer and better manage patient needs. AskFirst is no longer to be used, so please delete this app.

I don't have access to the internet. Does this mean I can't get an appointment?

We have an iPad in our Risborough surgery specifically for patients to complete their Klinik forms if unable to do so at home. Patients can also call the surgery or present to the reception desk and our team will complete the form on their behalf. We do strongly encourage you to submit your form online if you are able, as this means you can provide in depth detail about your request and saves a wait on the phone lines.

Can I submit a request on behalf of someone else?

Yes! The great thing about our new system is you can submit a form on someone else's behalf. So long as the patient is registered with us, anyone can complete the form on their behalf with consent.

Will I get an appointment on a first come first served basis?

Klinik makes it clear for our Duty and Reception teams to prioritise the more urgent/acute matters using AI technology, meaning appointments can be offered appropriately. All clinical requests submitted before 4:00 pm will be handled the same day in order of urgency rather than first come, first served. Therefore, there is no need to rush in the morning. This is the case if submitting your request online or via the phone.

Please note, patients may not be contacted that day if it is a routine request, however your request will have been viewed.

Will a doctor actually look at my request or is it all AI?

Requests will be triaged initially by the AI technology within the Klinik system, giving them a priority rating in the first instance. All clinical requests (such as a request for an appointment) will then be viewed by our duty doctor who will further triage and decide if an appointment is required. Reception will be asked to book these appointments within the timeframe specified by the duty doctor (for example on the day, within 2 weeks etc.)

Why have I not been offered an on the day appointment?

If you are not offered an appointment on the day, this will be because the duty doctor has triaged your request and decided another outcome is more appropriate. This could be outcomes such as a routine appointment, referral to the pharmacy or self help advice. Please remember, appointments will now be offered due to clinical need and in order of urgency. This will be decided by our duty doctor, not reception.

Your Feedback Matters!

In August 96% of patients rated us either very good or good.

We analyse and distribute the feedback from the NHS Friends and Family Test monthly, and implement changes where possible.



Below is a concern raised in August:

"I attended the travel clinic expecting to be given the basic NHS travel vaccine and advice on any additional vaccines that may be necessary. The basic nhs vaccine was administered but the advice was to go to a website to determine any additional vaccines that may be needed. Which frankly isn't very helpful. "

Resolution:

We no longer offer a travel clinic at The Cross Keys Practice which means we are unable to offer travel vaccination advice or administer any travel vaccines not available on the NHS. As stated on our website under the "our services" tab and in our previous newsletters, certain travel vaccinations are free of charge on the NHS because they protect against diseases thought to represent the greatest risk to public health. The free vaccines available are Hepatitis A, Typhoid Fever and Polio (as part of tetanus/diphtheria/polio booster). If you need alternative travel vaccines you will need to visit a private travel clinic.

A few examples of positive feedback we received in August are:

"Staff were friendly and knew their stuff."

"Great service and very friendly, keep up the great work."

"All staff I've encountered so far are courteous & helpful which helps to make it a less stressful experience visiting the surgery. "

Happi Sauna at Orchard View Farm

Here at Cross Keys, we often organise staff socials outside of work hours to catch up, unwind and strengthen relationships.

In August we headed to Happi Sauna based at Orchard View Farm in Little Meadle for an evening of hot and cold therapy. Happi Sauna consists of a wood fired sauna that seats 8 people, 2 cold plunge baths and a comfortable seating area to relax on while soaking in the breath taking views of the Chiltern Hills. The space is beautifully designed, clean and provides a real sense of tranquillity.

Our host Louise was fantastic and after providing us with a delicious welcome drink, she talked us through the experience, ensuring we got the most from our visit to Happi Sauna.

We will certainly be returning and urge you to check out this local hidden gem!
www.happisauna.co.uk

Princes Risborough War Memorial Trust

Did you know there's a local charity dedicated to helping residents of the Parish of Princes Risborough with support in relation to medical needs where support is not otherwise readily available?

The Princes Risborough War Memorial Trust (PRWMT) was established in 1988, but its roots go back to 1920. After World War 1, generosity from the people of Princes Risborough raised funds to refurbish the Market House as a visible memorial to those who fell in the Great War. Today, the Trust's purpose is to help provide support for anyone living in the Parish towards the costs of unforeseen needs that accompany illness or disability.

PRWMT can support a wide range of needs, such as personal alarms, mobility aids, adaptations for disabled access at home, and help with transport costs to medical appointments. If you, a family member or neighbour face health-related challenges, the Trust may be able to help.

Getting in touch is simple. Residents can contact the Trust by emailing requests@prwmt.co.uk For more information

Urological Cancer Awareness Month

Urological cancers are a group of several different cancer types that can affect the organs in urinary system. This includes bladder, kidney, penis, prostate, testicles and upper urinary tract.

Different types of urological cancer can cause different types of symptoms. Some possible symptoms are listed below. Having any of these symptoms does not mean you have cancer. But it could still be something that needs treatment. So it is important to get them checked out.

- Blood in the urine (pee)
- Pain in the lower tummy or in one side of the lower back
- Needing to pee more often than usual, especially at night
- Difficulty peeing, for example pain or discomfort, a weak flow or having to strain to pass urine
- Urgent need to pee
- Feeling like your bladder is not empty after peeing
- A lump in the testicle, groin or on the penis
- A growth or sore (ulcer) or changes in skin on the penis, or discharge or bleeding from the penis.

Urological cancers can be easier to treat if they are diagnosed at an early stage.

It can feel embarrassing to talk about these symptoms, but your GP and other healthcare professionals are used to talking about these problems. If you are concerned about any of these symptoms, please contact us.

For more information see:

www.macmillan.org.uk/cancer-awareness/urological-cancer-awareness-month

Macmillan Coffee Morning

We will be holding a Macmillan Coffee Morning at our Princes Risborough surgery on Friday 26th September between 10am - 12pm. Please pop along if you can!

In The Spotlight

Carol Cashin - Administrator



"Hi, my name is Carol and I've worked behind the scenes here at Cross Keys for 11 years. I help patients with all requests for letters, forms, firearm applications and day to day admin tasks, plus register new patients who join our practice. Prior to working at Cross Keys I worked as a travel agent, sparking my love for travel.

Away from work I like to explore new places, go to concerts and am an avid fan of films. I also love to spend time with my friends and family. This year I have been to Disneyland Paris and Italy with my family, but my favourite holiday destination has to be California!"

Cross Keys Practice
High Street
Princes Risborough
HP27 0AX

Cross Keys Practice
Church Road
Chinnor
OX39 4PG

Tel: 01844 344488

www.crosskeyspractice.co.uk



Cross Keys GP Practice

Open Mon—Thurs

0800—1800

Fri 0800—1700



Scan the QR code using your mobile camera to provide feedback