



The Cross Keys Practice

December 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.

Staff Training Dates 2026

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

Thursday 15th January

Wednesday 11th February

Tuesday 17th March

Merry Christmas!

As we approach the end of the year, we would like to take a moment to express our sincere gratitude for your continued trust and support. It has been an honour to care for you and your families throughout the year. Your patience, understanding, and kindness mean a great deal to our team.

We are proud to serve a community that shows such appreciation and compassion. Every interaction whether in person, over the phone, or online, reminds us of the importance of the work we do and the strong relationships we are fortunate to share with our patients.

We would also like to recognise the incredible dedication of our practice staff. Their hard work, patient centred approach, and teamwork ensure the practice continues to provide high-quality care, even during the busiest periods, and we are deeply grateful for their ongoing commitment.

As the festive season arrives, we hope you find time to rest, recharge, and enjoy moments with those you cherish. On behalf of all the doctors, nurses, admin staff, receptionist, management and the wider practice team, we would like to wish you a very Merry Christmas and a Happy New Year.



Christmas Jumper Day

Once again, we will be taking part in Save The Children's Christmas Jumper Day on Thursday 11th December.

Cross Keys staff will be dusting off their Christmas Jumpers and accessories to raise money for children across the world facing poverty, hunger and war. Will you be joining us in wearing your Christmas Jumper?

November Figures

Patient List Size: 15,303

New Patients: 96

Calls Answered: 3,733

Klinik Forms Completed: 2,976

Patients Seen Face to Face: 4,042

Telephone Consultations Held: 1,951

Medications Prescribed: 18,618

Appointment DNA's: 115

Reviews Submitted By Patients: 572

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Cross Keys GP Practice

Open Mon—Thurs

0800—1800

Fri 0800—1700



Scan the QR code using your mobile camera to provide feedback

Nurse Appointments

Appointments with our nursing team can now be requested via Klinik. This includes appointments such as blood tests, blood pressure checks and injections.

To request an appointment, click the "Nurse/HCA appointment" tab and specify in the text box which appointment you require from the list provided. Following receipt of your request you will be sent a link which enables you to choose and book an appointment at a time and date that suits you.

As this process is new, it may be subject to change if necessary.

Ordering Medication

Please ensure you are leaving enough time to order your repeat medication. Patients should order 7-10 days before they are due to run out to allow for us and the pharmacy to process the request.

Requesting medication late causes a tremendous spike to our GP's workload which could be avoided.

Ordering medication on time is important every month, however more so during the festive period due to our surgeries and local pharmacies closing. If you are due to run out of medication over Christmas, please order by Wednesday 10th December latest.

Ordering medication has never been easier, using the NHS App. If you do not have access to the NHS app we urge you to download it and make use of its handy features. Not only can you order repeat medications, you can also view your medical records including test results, vaccinations and documents.

Christmas Opening Hours

Please be reminded our practices are closed on Bank Holidays. Therefore we will be closed Thursday 25th December, Friday 26th December and Thursday 1st January.

Free NHS Health Talk

You are invited to a free NHS talk about gut health, taking place on Tuesday 2nd December at 2:30pm in Princes Risborough Library. No need to book!

This session, delivered by health coach Tais, will explore practical ways to support your gut health through balanced nutrition and lifestyle habits.

Good gut health is essential because it supports effective digestion, nutrient absorption, immune function, and has a significant influence on overall wellbeing. Maintaining a healthy balance of gut bacteria contributes to both physical and mental health. This free talk isn't one to be missed!



Free NHS Health Talk on Gut Health

delivered by health coach Tais

**Princes Risborough Library
Tuesday 2nd Dec at 2:30 pm**

Top 5 Winter Tips for Older Adults

Keep Warm – Wear layers and heat your home to at least 18°C. Hot water bottles are great for warming your bed too!

Eat and Drink Well – Regular meals and warm drinks help keep your energy up.

Stay Active – Gentle indoor movement keeps you strong and warm.

Prevent Falls – Keep floors clear, well-lit, and wear supportive shoes.

Stay Connected – Keep in touch with family, friends, or neighbours and ask for help if needed.

Your Feedback Matters!

In November 97% 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 November:

“The health check questionnaire is too generic for answers to select. It appears to be aimed at people in their 20s, 30s, 40s and 50s even though the health check is for older people. The choice of answers is limiting. Specifically on type of exercise.”

Response:

The NHS Health Check is a tool for adults aged 40–74, and the questionnaire is intended to cover a wide range of lifestyles.

We recognise that this can sometimes make the options feel limited or not fully reflective of all patients’ activities although GPs in England are expected to use a standardised national electronic template for the NHS Health Check to ensure consistent data collection and quality of care.

Some positive feedback received in November:

“Excellent! From front desk to GP, professional efficient caring and very polite and helpful. A big thank you and wishing you all a very merry Christmas!”

“Having just registered with Crosskeys surgery I have been so impressed with the professionalism and efficiency of all the staff. The welcome and assistance with registering from the receptionist. I hadn’t even got back to the car before I received a phone call offering me an appointment within two hours with Dr George. Although I hope that I don’t have to visit the surgery too often, they have definitely made a wonderful first impression! Thank you!”

“The best surgery around for sure! I’m so lucky to have such a fantastic team looking after me”

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Word list:

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| BELLS | GIFT |
| CANDLES | JINGLE |
| CHRISTMAS | MERRY |
| FAMILY | REINDEER |
| SLEIGH | SNOWMAN |

If You Need to Talk Right Now

Whatever you're going through, there are people who are ready to listen. These services are free and confidential:

Samaritans - Call 116 123 (24/7)

Shout - Text SHOUT to 85258 (24/7)

CALM - Call 0800 58 58 58 (5pm-12am)

If Your Life Is At Risk Right Now

If you feel like you might attempt suicide or seriously harm yourself, please seek urgent medical help. You can:

Call 999

Go straight to A&E if you are able

Call 111 and select the mental health option 2, to be connected to urgent support.

Contact your local crisis team, if you've already been referred to one.

