



# The Cross Keys Practice

## January 2026

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

### Happy New Year

Hello 2026! Happy New Year from Cross Keys Practice. We hope you had a fantastic Christmas, and are feeling ready for the year ahead.

### Christmas Jumper Day

We once again took part in Save The Children's Christmas Jumper Day to raise funds for children in need all around the world. This year our staff members raised £53.80.

### Charity

As you may be aware, each year Cross Keys choose a charity to raise money for throughout the year by holding practice lunches, social events and games.

In 2025 we managed to raise a whopping £719 for Different Strokes, a charity that supports young stroke survivors. A special thank you to a few patients who also donated via our JustGiving page.

For 2026 we have chosen to raise money for Alzheimer's Society.

### Mass IT Outage 12/12/2025

To the patients effected by the IT outage on Friday 12th December, we would like to apologise for the inconvenience and thank you for your understanding. This affected many surgeries in Bucks, Oxford and Berkshire.

### Staff News

We are pleased to say Dr Lucy Spanswick will be returning from her maternity leave on Monday 19th January. We very much look forward to having her back.

Dr Guest will be going on a 7 week sabbatical to South America from 26th January. Dr Rajapaksa will be covering Dr Guest during her sabbatical and will finish her locum contract with us on Monday 16th March.

Unfortunately Sophia, our Practice Nurse, will be leaving Cross Keys (date TBC). Sophia has been offered her dream job in Oxford working as a Palliative Care Nurse. We wish her all the best for the future. We have a new Practice Nurse, Amy, joining the team on Tuesday 27th January. We look forward to you meeting her.

### December Figures

Patient List Size: 15,293

New Patients: 86

Calls Answered: 3,758

Klinik Forms Completed: 3,301

Patients Seen Face to Face: 2,626

Telephone Consultations Held: 732

Medications Prescribed: 19,356

Appointment DNA's: 80

Reviews Submitted: 652

Cross Keys Practice  
High Street  
Princes Risborough  
HP27 0AX

Cross Keys Practice  
Church Road  
Chinnor  
OX39 4PG

Tel: 01844 344488

[www.crosskeyspractice.co.uk](http://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

## Ordering Your Repeat Medication

We would like to let our patients know about an important change to how repeat medications can be ordered at the surgery.

From 1st February, repeat prescriptions can only be ordered via the NHS App or by dropping your repeat prescription slip into the surgery. Unfortunately, we can no longer accept repeat prescription requests by email.

We understand that changes like this can feel worrying, but we want to reassure you that this change has been made to ensure a smoother ordering process for patients and staff alike.

### What is the NHS App?

The NHS App is a free and secure app provided by the NHS.

With the NHS App, you can:

- Order repeat prescriptions
- See your medication list
- Check upcoming appointments
- View test results
- Choose which pharmacy your medication is sent to

### How to Order Repeat Medication Using the NHS App

- Open the NHS App on your smartphone or tablet
- Log in using your NHS App details
- Tap "Request repeat prescriptions"
- Tick the medication(s) you need
- Confirm your request

That's it! Your request is sent directly to the surgery.

### How Do I Get the NHS App?

Step 1: Download the App

- On a smartphone or tablet, go to App Store (iPhone/iPad) or Google Play Store (Android phones)
- Search for "NHS App" and download

Step 2: Sign Up. You will need:

- Your NHS number (if you have it)

- An email address
- A form of photo ID (if you do not have photo ID we can provide you with a linkage key, ODS code and account ID required for sign up)

The app will guide you through each step slowly and clearly.

### Don't have a smartphone or prefer paper?

That's fine! You can still order your repeat medication by dropping a slip into either of our surgeries.

### Proxy access

Proxy Access allows you to let someone you trust (such as a family member, friend or carer) use the NHS App on your behalf. This person must be also registered with Cross Keys.

This can be helpful if you:

- Do not use a smartphone or computer
- Find technology difficult
- Are under the age of 16

With your permission, your chosen person can:

- Order repeat prescriptions for you
- View your medication list
- Help manage appointments

### How Does Proxy Access Work?

- You give permission for someone to help manage your NHS App
- The surgery checks and approves the request
- Your chosen person can then log into their own NHS App
- They switch between their details and yours within the app

Your proxy cannot see more than you allow, and access can be removed at any time. To set up proxy access please see our reception team.

We understand a few process within the practice have changed recently, however we have procedures set out by NHS England and our local Integrated Care Board (ICB) we must follow. We appreciate your support and compliance whilst we make this change, and are here to support you if needed.

## Defibrillators

Defibrillators (also known as AEDs) are life-saving devices used when someone has a sudden cardiac arrest. Quick access to a defibrillator, along with calling 999 and starting CPR, can significantly increase the chance of survival.

As well as both of our practices (and Lincoln House) having defibrillators on site, the nearest public defibrillators to our Princes Risborough practice that are available 24/7 are located at\*:

*Princes Risborough Literary Institute, 37 High Street*

*Co-operative Food, 3 Bell Street*

*Princes Risborough Fire Station, New Road*

*Princes Risborough Tennis Club, New Road*

*Wades Centre, Off Stratton Road*

The nearest public defibrillators to our Chinnor practice that are available 24/7 are located at\*:

*Chinnor Village Hall, Church Road*

*Car Park, High Street*

*Chinnor Parish Council Chinnor Community Pavilion, Station Road*

Defibrillators are designed to be used by anyone - no training is required. Once opened, the defibrillator will guide you through what to do, with clear spoken instructions at each step. You cannot harm someone by using a defibrillator - it will only deliver a shock if it is needed.

We encourage all patients to familiarise themselves with where their nearest defibrillator is located. You never know when this knowledge could help save a life.

Information from [www.defibfinder.uk](http://www.defibfinder.uk)

## Novus Pharmacy

From January, Novus Pharmacy on Princes Risborough High Street will be closed between the hours of 1pm-2pm. Please bare this in mind when collecting medication.

## Your Feedback Matters!

In December 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 December:

*"Couldn't park as I am disabled so I went home."*

Response:

We are very sorry to hear that you were unable to park and that this resulted in you having to return home. We understand how frustrating and upsetting this must have been. If you attend the surgery again and experience any difficulty, please contact reception on arrival and we will do our best to help.

We have one designated disabled parking bay in our car park and urge patients to keep this space available for Blue Badge holders who need it. Blue Badge holders may also park on single or double yellow lines where it is safe to do so, as long as there are no loading restrictions in place. Important rules to remember:

- A valid Blue Badge must be clearly displayed at all times
- Parking must not cause an obstruction to other vehicles, pedestrians, entrances, or emergency access.
- Time limits and local restrictions may still apply.

Some positive feedback received in December:

*"This was the first appt I had since moving to Chinnor and the service has been second to none. My appointment went really well and I felt validated with my concerns. Thank you!"*

*"The level of care was second to none. I'm so lucky to be a patient of Cross Keys."*

## What Would You Like To See?

As we start a new year and plan our communications for 2026, we want to hear from you! What would you like to see more (or less) of in our monthly newsletters going forward?

- \* Health tips and wellbeing support
- \* Information on long-term condition management
- \* Updates on our services, clinics, and appointment options
- \* Getting to know our staff better and behind the scenes insights
- \* Anything else?

Your feedback helps us create content that's useful, relevant, and interesting for our patients. If you have any suggestions, please let us know by scanning the QR code at the bottom of our newsletter.

## 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.

## In The Spotlight

### **Jo Disberry - Senior Healthcare Assistant**



*"I joined Cross Keys in 2010 as a receptionist. After four years, I was given the opportunity to train as a phlebotomist and later as a healthcare assistant. Last year, with the full support of the practice, I embarked on a two-year degree apprenticeship to become a Nursing Associate. Alongside working at Cross Keys, I attend university one day a week and complete four external placements across different healthcare settings. I also now share a management role within the nursing team.*

*I am currently in my second year of the programme. Balancing work, family life, studying, assignments, and placements has been challenging at times, but I am extremely grateful for the opportunity and the ongoing support provided by the practice.*

*Outside of work, I have two children: my son has recently finished university, and my daughter has just begun her studies. My husband and I enjoy taking our small dog, Lexi, out for walks. A couple of years ago my mum taught me how to crochet, and whenever I have spare time, I can usually be found with a crochet hook and a ball of wool.*

*I really enjoy my role at Cross Keys. Over the years, I have been fortunate to work alongside a wonderful team and to build strong relationships with many of our patients, which is one of the most rewarding aspects of my job."*

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