



The Cross Keys Practice

March 2026

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

Our aim is to provide modern, up-to-date, high quality medical care to all our patients in a friendly, relaxing environment, to maintain the traditional values of the "Family Doctor" and yet be in the forefront of future developments in General Practice. We are committed to continually improve the service we provide and to be responsive to patients needs and expectations.

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.

Staff Training Dates 2026

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

Tuesday 17th March

Tuesday 14th April

Wednesday 13th May

Thursday 18th June

Wednesday 15th July

Tuesday 15th September

Thursday 15th October

Staff News

We had a new member join our reception team in February, Julie Elliott. Julie will be working across our Risborough and Chinnor practices. We look forward to you meeting her!

Patient Participation Group (PPG)

Are you a parent, carer, or working-age patient at our practice? We're looking for new members to join our Patient Participation Group (PPG). We'd especially love to hear from younger patients and parents.

At the moment, a large number of our PPG members are retired patients—which is fantastic—but we want to make sure younger patients and families are represented too.

The PPG gives feedback on appointments and access, helps improve services for patients, shapes new ideas and changes, and represents the patient voice.

We only hold a few meetings per year with the option to join online. All meetings are friendly and informal.

Interested or want more information?
Email: crosskeyspg@gmail.com
Or speak to our reception team.

Links Sent From The Practice

We would like to remind patients that links sent from the practice (such as appointment booking links and blood pressure monitoring links) expire after 7 days. Should you need a new link due to expiry please contact us.

Klinik Submissions

When submitting a Klinik form, please input your full name, as it shows on your medical records, as opposed to nicknames or abbreviations.

Using nicknames such as "Vicky" or "Dave" instead of Victoria or David for example, means the system does not automatically link the request to your medical record, making the request more time consuming and leaves margin for error.

February Figures

Patient List Size: 15,294

New Patients: 73

Calls Answered: 3,893

Klinik Forms Completed: 3,541

Patients Seen Face to Face: 4,088

Telephone Consultations Held: 2,017

Medications Prescribed: 18,257

Appointment DNA's: 119

Reviews Submitted: 632

Cross Keys Practice
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Princes Risborough
HP27 0AX

Cross Keys Practice
Church Road
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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



Free NHS Health Talk on Mind Care

delivered by health coach Tais

**Princes Risborough Library
Tuesday 3rd March at 10:30 am**

**There's no need to book your place,
just come and learn.**

Blood Tests

Over recent weeks, due to increased demand, waiting times for blood test appointments at the practice have been longer than usual. As a result, more patients are being directed to use the hospital phlebotomy service if able. This is an option we have always offered as part of routine care.

This approach allows for a shorter wait time for patients and means our nursing team can better manage the demand for more urgent and/or chronic illness blood tests that need to be done on site. The hospital offer blood test appointments all day, as opposed to just in the mornings like us, which makes it more convenient for a lot of patients.

You can book your blood test online, using a link provided by your clinician or our reception team. If you are unable to use the hospital phlebotomy service, or would prefer to wait for a blood test in our surgeries, you are more than welcome to do so.

Covid-19 Spring Booster

Cross Keys Practice will once again be taking part in the Covid-19 Booster Vaccination Programme this spring. On Saturday 18th April and Saturday 25th April we will be holding clinics to vaccinate pre-booked patients.

Bookings go live in late March and eligible patients will be contacted. If you are eligible and have not been contacted by 30th March, please contact the surgery.

Alzheimer's

Did you know there are many different types of dementia? Alzheimer's disease, vascular dementia, frontotemporal dementia and dementia with Lewy bodies are four of the most common forms of dementia, and they can all affect people differently.

Alzheimer's Society provides lots of useful information about types of dementia, and also signs and symptoms to look out for. Head to their website for more information: www.alzheimers.org.uk

This year Cross Keys Practice are actively raising money for Alzheimer's Society through practice lunches, social events and games. If you'd like to join us in raising funds please visit our JustGiving page: www.justgiving.com/page/crosskeys2026

Pneumococcal Vaccine

The pneumococcal vaccine helps protect against serious illnesses like pneumonia and meningitis. It's recommended for people at higher risk of these illnesses, such as babies and adults aged 65 and over.

Vaccination gives the best protection against pneumococcal infections. It helps protect against the most common and serious types of these infections, but there's still a chance you might get a pneumococcal infection. You usually have some protection by about 3 weeks from when you had the vaccine.

As we do not routinely invite patients for vaccines that are offered when you reach a certain age, such as pneumococcal, we would encourage you to book this when you become eligible.

Farm Sessions

Do you enjoy being outdoors, meeting new people and having a cuppa?

Chinnor and Thame Friends of the Earth run regular nature connection sessions at Village Farm Emmington for people who may be experiencing loneliness, anxiety, or just fancy trying something new!

Sessions are held all year round on selected Fridays 10am-12pm and are free to attend, although booking is essential.

Upcoming sessions:

6th March, 13th March, 20th March, 27th March, 17th April, 24th April, 1st May.



For more information contact Tom Knowles:

Telephone: 07593986442

Email: knowles.tom@gmail.com

Your Feedback Matters!

In February 95% 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 February:

"I had an 8am appointment so I found it odd that the doors are locked until 8am. "

Response:

Although our opening hours state we open at 8am, we understand patients like to arrive punctually for their appointments and now open our doors at 7:55am to allow time for checking in and ensuring you are waiting in the correct area of the surgery.

Below are some examples of positive feedback we received in February:

"My experience with Cross Keys overall is very positive and feel the process is very good."

"Surgery reception staff aren't often recognised for the work they do, often managing grumpy people and being the sounding board for all our woes! However I wanted to mention the lady receptionist whose name I didn't catch for the outstanding service she provided to me."

"Receptionist are always friendly, don't make you feel like a pain. And the clinician was kind and knowledgeable. Really friendly and made the appointment relaxed."

"Thank you to all the rest of the team behind the scenes."

Mental Health Support

Mental health is just as important as physical health, and small steps can make a real difference. We'd like to remind you to check in with yourself - how are you really feeling?

Simple habits such as getting enough sleep, staying connected with others, moving your body, and taking short breaks from screens can help support your mental wellbeing. It's also okay to slow down and rest when things feel overwhelming.

If you're feeling low, anxious, or stressed, you're not alone - and help is available.

If You Need to Talk

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)
- Bucks Talking Therapies - Text TALK and your name to 07798 667 169 (Monday-Friday)
- 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

Michelle Dance - Healthcare Assistant



"My name is Michelle and I have worked at Cross Keys for 33 years! Yes, that is a long time but I don't hold the title of being the longest employee at the practice.

I was invited to join the practice in 1993 as an office junior after doing my work experience here. I worked doing general office/admin based duties before joining reception a few years later.

I developed an interest in a more clinical role so I trained to be a phlebotomist which I loved. This then opened the door to develop my skills further and I became a Healthcare Assistant.

I have seen a lot of changes over the years from GPs to staff, I have worked with some great colleagues and friendships made. Also working with lots of lovely patients is very rewarding. After all these years it's still a great place to work!

Outside of work I am married with two children, my eldest daughter is at university and younger daughter is at Agricultural college. We are all involved in some way with Princes Risborough Young Farmers. I enjoy walking our dog, travelling and seeing new places. And I love a quiz, especially if it involves music!"

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