



The Cross Keys Practice

May 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 up-to-date, high-quality medical care to all our patients within a friendly, supportive and relaxing environment.

We are committed to maintaining the enduring values of the "Family Doctor" - continuity, compassion, and personal connection - while embracing innovation and remaining at the forefront of developments in General Practice.

We continuously review and improve our services to ensure they are safe, effective, and responsive to the needs and expectations of our patients.

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.

Wednesday 13th May

Thursday 18th June

Wednesday 15th July

Tuesday 15th September

Staff News

After many years of dedicated service, Dr Tom Neale will be retiring from the practice on 29th June. We are incredibly grateful for everything he has contributed to the practice and wish him well.

We are also sad to announce that Dr Amy Wheelwright will be leaving us at the end of June. We hope to see her back doing a few locum sessions.

We're delighted to share that Dr Elisabeth Wilson and Dr Ushani Rajapaksa, have both accepted a permanent position with us. Both have been working as long term locum GP's to cover leave so will be familiar faces to some.

From October, Dr Wilson will be taking over the care of patients previously under Dr Lucy Guest following her retirement. Until then, Dr Wilson will continue to cover Dr Margesson's maternity leave. From June, Dr Rajapaksa will be taking over the care of patients previously under the care of Dr Neale and Dr Wheelwright.

Lastly, here is a message from our Social Prescriber, Elin. "Hi, I'm Elin, the Social Prescriber at Cross Keys Practice. I'm here to support you with the various challenges in life, as not everything that affects our wellbeing is medical.

I can help with a wide range of non clinical issues, including loneliness, confidence, housing or money worries, and caring or family responsibilities. This might involve connecting you with local groups, activities, or specialist services. My role is to listen, understand what matters to you, and help you explore the options available. I'll guide you toward the right support and encourage you as you take steps that feel manageable and positive.

If you're feeling stuck or unsure where to start, contact the practice to book an introductory call with me to discuss further. Together, we can find practical ways to move forward."

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.

April Figures

Patient List Size: 15,293

Calls Answered: 3,671

Klinik Forms Completed: 3,552

Patients Seen Face to Face: 3,970

Telephone Consultations Held: 1,965

Medications Prescribed: 21,213

Appointment DNA's: 115

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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

Blood Test Results

To help you access your results quickly and conveniently, we ask all patients to check their NHS App for blood test results.

Unfortunately, we're not able to contact every patient individually with their test results.

If you're not yet set up to view your results online, you can request access by completing an online access form and handing this in to reception. Once this is completed and approved by your GP, you'll be able to view your results securely through the NHS App.

To set this up, please:

- Complete an online access form (available on our website or at reception)
- Bring a form of photo ID with you so we can verify your details

Ordering Medication

We'd like to remind all patients that repeat prescriptions can take up to two weeks to process from the time of request to collection.

This time includes reviewing and approving your prescription, processing by the surgery and dispensing time at your chosen pharmacy.

We are receiving a high number of urgent requests, particularly towards the end of the week, from patients who are running out of medication or are about to travel. Unfortunately, we cannot always accommodate last-minute requests safely.

To avoid delays or inconvenience, please order your medication in plenty of time and check your supply regularly, especially before holidays. If you require additional medication due to traveling, please outline this in the comments section of the NHS App repeat prescription ordering service.

Thank you for your understanding and cooperation.

Covid-19 Spring Booster

We're pleased to share that we successfully vaccinated 792 patients during our Spring COVID booster campaign.

This was a fantastic team effort, and we'd like to say a huge thank you to all of our staff for their hard work, organisation, and dedication in making the clinics run so smoothly.

We also really appreciate the positive response from our patients throughout the clinics. Your support and cooperation helped everything run efficiently as always.

Adult ADHD Referral Process

Our ADHD process has changed. For detailed information please visit our website. There is no requirement to visit a GP or Nurse Practitioner to discuss your ADHD concerns ahead of your referral.

Due to huge demand, the NHS pathway for Adult ADHD is currently closed. You therefore have the option of going through the Right to Choose pathway. We cannot choose a private provider for you, and our staff cannot assist you in vetting or assessing the suitability of these providers for you - you must do this yourself.

Once we have received all of the required documentation outlined on our website, a doctor will review them. We cannot commence a referral without all of the required documentation. Please ensure this is completed before contacting us.

Skin Cancer Awareness

As we head into the warmer months, it's a good time to think about skin cancer awareness and the importance of checking your skin regularly. Becoming familiar with your skin can help you notice anything unusual more quickly.

Check your skin regularly and look for new moles, changes in size, shape or colour, or areas that itch, bleed, or don't heal.

If you notice any changes or have any concerns, please contact the practice for advice.

Network Outages

This month, we have experienced multiple network outages that led to a number of understandably disappointing patient experiences. We would like to sincerely apologise for the disruption they have caused.

This issue affects most GP practices across Buckinghamshire and Oxfordshire and is related to the central NHS network, which is outside of the practice's control. During such outages, we lose access to essential clinical systems, including telephone lines, patient records, and appointment schedules meaning we are unable to safely consult patients.

Unfortunately, due to the nature of these incidents, we are unable to predict how long they will last. Previous outages have ranged from a few minutes to several hours.

As well as patient frustration, these situations are also extremely challenging for our staff due to delays and the inability to fulfil their roles effectively.

We want to reassure patients that all incidents are being reported to the relevant teams responsible for managing the NHS network, and we continue to raise concerns through the appropriate channels. We remain committed to keeping patients informed about outages as soon as we can and minimising disruption wherever possible. We understand how inconvenient this is for patients, and we appreciate those who present to us with patience and understanding.

Appointment Requests

We understand that not everyone is able to use online services. For patients who do not have internet access or who need additional support, our reception team are always happy to help by completing the form over the phone.

However, we kindly ask that patients who are able to use the online system, or have someone who can do it on their behalf, do so whenever possible. This helps keep our phone lines available for those who have no access to a smartphone, tablet or PC.

Your Feedback Matters!

In April 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 April:

"I came in for a coil fitting with Dr Wellbelove. The signs at Lincoln house were a bit confusing and myself and another pair of people coming in were a bit unsure if we were in the right place. Any way of making it a bit clearer would be a good idea."

Response:

Thank you for your feedback. We appreciate that Lincoln House can sometimes be confusing to navigate, particularly as the building is shared with other external practitioners such as an osteopath and a podiatrist.

While we do have signage in place, we understand that it may not always be as clear as it could be, especially for first-time visitors. For appointments with Cross Keys nursing staff, these typically take place in rooms 4, 5, or 6. As there is no receptionist or formal check-in system at Lincoln House, patients are asked to take a seat in the waiting area and a member of the team will call you.

To help make this clearer, a printed room planner is available on the desk at the front entrance, and we will now also be placing an additional copy at the rear entrance of the building. Patients who wish to familiarise themselves with any of our buildings ahead of their visit, can do so on our website under the "Our Spaces" section.

We will continue to review our signage to improve clarity for patients. Thank you again for bringing this to our attention.

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

Dr Lucy Spanswick - GP Partner



"After completing my GP training at Cross Keys Practice, it wasn't long before I accepted a partnership role and have now been a GP Partner here for over 11 years! I have had 2 maternity leaves in that time and we have 2 super girls that completes our family of four.

At home, other than running after the girls, we have some hens and a boisterous Cockrel (Charlie) to look after and enjoy dabbling in vegetable growing where we get to air my 1948 Massey Ferguson TE20.

I love the outdoors, and am training currently for the Blenheim triathlon, with the sunshine enticing me back to open water swimming. We recently spent a rather wet holiday in the lakes and lugged the girls up their first mountain!"

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