



The Cross Keys Practice

July 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 15th July

Tuesday 15th September

Thursday 15th October

Staff News

We've recently said goodbye to Dr Neale, who has now retired. We'd like to thank him for his dedication and wish him a long, happy and well-deserved retirement.

We have also said farewell to Dr Amy Wheelwright, however, patients may still see her as she will be returning to work with us as a locum GP from time to time.

Patients previously under the care of Dr Neale and Dr Wheelwright will now be looked after by Dr Ushani Rajapaksa.

A reminder that Dr Guest will also be retiring in October. We know many patients will want to join us in thanking her for hard work and care over the years. We will provide more details nearer the time.

We'd also like to wish Dr Hayley Parkes all the very best as she begins her maternity leave. We look forward to welcoming her back to the practice in March.

While Dr Parkes is away, her patients will be under the care of locum GPs, Dr Tejal Parekh and Dr Zoe Blair until 8th September. Dr Vanessa Mitchell will take over the care of Dr Parkes' patients from 8th September until she returns.

Following Dr Neale's retirement, Dr Rangah Niranchanan will now be providing our cryotherapy service. She will be running a dedicated 2-hour cryotherapy clinic every six weeks, ensuring patients can continue to access this service at the practice.

Proxy Access in the NHS App

If you use proxy access to help manage someone else's healthcare through the NHS App, there's a small change to be aware of.

Proxy access can now be found in the "Profile" section of the NHS App. This update makes it easier to access and manage your proxy accounts from one place. Simply open the NHS App, tap Profile, and you'll find your proxy access there.

June Figures

Patient List Size: 15,317

Calls Answered: 4,142

Klinik Forms Completed: 3,814

Patients Seen Face to Face: 4,370

Telephone Consultations Held: 1,947

Medications Prescribed: 20,674

Referrals Sent: 623

Appointment DNA's: 124

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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

Medical Attention While Abroad

If you are currently outside the UK, please do not submit an appointment request through Klinik. Our clinicians are unable to provide consultations to patients who are abroad, including by telephone. If you require medical care while overseas, please seek advice from local healthcare services.

We also ask that you only submit an appointment request when you are available to take a call from the practice. Our clinicians or reception team may contact you on the same day, and being unable to answer can delay your care and reduce appointment availability for other patients. Thank you for your cooperation.

Veterans Accredited Practice – What It Means for Our Patients

We are proud to be an accredited Veterans Practice through the Royal College of General Practitioners (RCGP). This accreditation recognises our ongoing commitment to providing informed, accessible, and high-quality care for patients who have served in the Armed Forces.

Being a Veterans Accredited Practice means our team has completed specialist training to better understand the unique health needs and experiences of veterans. This includes awareness of both physical and mental health conditions that may be linked to military service, as well as ensuring we can signpost patients to appropriate specialist and community support.

On 18/06/2026, during our Protected Learning Time session, we were pleased to welcome a visit from the Veterans Community Network. This visit helped us further strengthen our knowledge of the local support available to veterans and ensured we remain up to date in guiding patients towards the right services when needed.

This partnership supports us in improving how we identify and respond to the needs of veterans and their families, and in ensuring they are aware of both local and national resources that may benefit them.

If you are a veteran and would like to find out more about the support available, please speak to a member of our team. We are here to help and can connect you with the most appropriate services.



Dementia Support

When caring for someone with dementia, it's easy to become focused on appointments, medication, routines and making sure everything is running smoothly. In the middle of all that, one person is often overlooked: the carer.

For carers, there can be pressure to keep going no matter what. But looking after yourself is not selfish – it's an important part of caring. Taking regular breaks, staying connected with friends and family, and accepting help when it's offered can make a real difference.

If you're supporting someone with dementia, support for you is available. Speak to a member of our practice team if you'd like advice, information or help accessing local services.

For additional support, the Alzheimer's Society Dementia Support Line is available on 0333 150 3456.

After all, caring for someone with dementia is not just about helping them live well – it's about making sure you can too.

Private Referrals

Private referrals can take up to 10 working days to complete. In some cases, your GP may need to speak with you or invite you for an appointment before they can write the referral. This helps ensure they have all the information they need and that your referral is appropriate for your care.

If you're planning to book an appointment with a private consultant or hospital, please wait until your referral has been completed before making your booking. This helps avoid delays or the need to rearrange appointments if your referral is not yet ready.

Locum Doctors

From time to time, patients may be offered an appointment with a locum GP rather than one of our regular doctors. We understand that some patients may be unfamiliar with the term "locum", so we'd like to explain their role and how they help support our service.

A locum GP is a fully qualified and experienced doctor who works within multiple GP practices on a temporary basis. Like our permanent GPs, locum doctors are registered, trained and able to provide the same high standard of clinical care.

We occasionally use locum doctors when a GP is away on annual leave, becomes unwell at short notice, or when a member of our team is on longer-term leave, such as maternity leave. This helps us maintain appointment availability and ensures patients can continue to access care when they need it.

Without locum cover, GP absences would often mean fewer appointments and longer waits. By bringing in additional doctors when required, we can increase clinical capacity, reduce disruption and continue providing a responsive service to our patients. Many of our locum doctors work with us regularly and become familiar with our practice, our systems and our patients.

Our priority is always to ensure patients can access timely, high-quality medical care. Using locum doctors when needed helps us achieve that and allows the practice to continue running smoothly, even when regular members of the team are away.

Viewing Documents On Your NHS App

Some patients may find that certain documents or letters in their NHS App won't open. This is due to a known technical issue between the system we use to upload documents to your medical record and the NHS App. At the moment, we don't have a timescale for when this will be fixed.

In most cases, you'll also receive a copy of your letter through the post, so you'll still be able to view the information. If you're expecting a document and haven't received it, or you need to access it sooner, please contact the practice and we'll be happy to help.

Your Feedback Matters!

In June 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.



Here is some positive feedback we received in June:

"I completed a Klinik online form and was called back by the reception staff within 10 minutes offering me an appointment for later that day. I saw Dr Hettiarachchi at Risborough and he was fantastic. He listened to my concerns and complaints, addressed them and informed me of the likely issue and treatment for it. I honestly know people often complain about GP waiting times and treatment but my experience, as ever, was absolutely fantastic. We're lucky to have such a good team at Crosskeys. "

"The staff and doctor were extremely helpful and understanding about how I felt and I really appreciated their assistance. Sometimes you feel as though you might be bothering them but they never make you feel like you are. Thank you. "

"I've lived in the village for many years and the service you provide is excellent, and staff members are always courteous and the doctors are very supportive and they care about my wellbeing."

"Once again a first class service. Thanks to everyone for looking after me. "

"Overall amazing service, I was only really looking for advice, but I was asked to come in for an appointment. The person I spoke to on the phone was very helpful and lovely. The Dr made me feel comfortable with my concerns and I am happy with the outcome from the appointment. "

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

Jean Abou Saleh - Physiotherapist



"Hello, my name is Jean Abou Saleh, and I am the First Contact Physiotherapist (FCP) at the surgery.

I assess, diagnose, and manage patients with musculoskeletal (MSK) conditions such as back pain, neck pain, joint problems, sports injuries, tendon conditions, and muscle-related injuries. As a patient you can often see me directly or be referred by your GP or any clinician.

My role includes providing expert assessment, advice, rehabilitation plans, exercise programmes, joint injections, referrals for investigations where appropriate, and onward referrals to specialist services when needed. My aim is to help patients understand their condition, reduce pain, improve function, and return to the activities they enjoy.

I have over 22 years of physiotherapy experience, 12 of those in Neuro-physiotherapy rehabilitation including private advanced Physiotherapy and I have been serving the NHS for the last 5 years. I am passionate about delivering personalised, evidence-based care.

Outside of work, I have a keen interest in health and fitness. I regularly attend the gym, enjoy my half marathons, and take part in HYROX competitions. Staying active helps me better understand the challenges my patients face and reinforces my commitment to promoting healthy lifestyles.

I look forward to supporting our patients and working alongside the wider practice team to provide high-quality care within our community."

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