



The Cross Keys Practice

September 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.

Tuesday 15th September

Thursday 15th October

Staff News

A huge congratulations to our HCA Jo Disberry, who has recently completed her Nursing Associate Degree with a Distinction! We're incredibly proud of her achievement.

Dr Vanessa Mitchell will be joining us on 8th September as a locum GP. Dr Mitchell will be looking after Dr Hayley Parkes' patients while she is on maternity leave. We look forward to welcoming her to the team until Dr Parkes returns in March.

From 2nd November, Dr Elisabeth Wilson will be moving to our Chinnor surgery, where she will take over the care of Dr Lucy Guest's patients following her retirement.

You may already know Charlotte Grace, who currently works in our reception team. From 23rd September, she will begin seeing patients for blood tests under supervision as she completes her phlebotomy training and joins the nursing team. Charlotte will continue to work in reception alongside her new phlebotomy role.

Finally, we're very pleased to welcome Dr Victoria Margesson back to the practice on 20th October following her maternity leave.

August Figures

Patient List Size: 15,290

Phone Calls Answered: 3,657

Klinik Forms Completed: 3,404

Face to Face Appointments: 3,573

Telephone Appointments: 1,560

Medications Prescribed: 19,429

Referrals Sent: 464

Blood Tests Completed: 785

Sick/Fit Notes Issued: 82

Appointment DNA's: 82

Flu & Covid

We will once again be holding flu & covid clinics at our Princes Risborough and Chinnor practices on 3rd and 10th October. Eligible patients will be contacted soon.

Stay Connected

Would you like to receive messages from your GP, practice updates and healthcare reminders by text or email?

If you don't already receive this newsletter via SMS/email, all you need to do is complete a consent form and drop it into reception next time you visit us. Forms are available from reception or our website.

Cross Keys Practice
High Street
Princes Risborough
HP27 0AX

Cross Keys Practice
Church Road
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OX39 4PG

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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

Know Your Numbers Week

You know your age... but do you know your numbers?

7th - 13th September is Know Your Numbers Week, an annual campaign led by Blood Pressure UK to encourage everyone to check their blood pressure.

High blood pressure is very common – around 1 in 3 adults in the UK has it.

It often has no symptoms, meaning many people may have high blood pressure without knowing it. The only way to find out is to have your blood pressure checked.

A blood pressure reading has two numbers, for example 120/80 mmHg:

- The top number (systolic) is the pressure when your heart beats.
- The bottom number (diastolic) is the pressure when your heart rests between beats.

A healthy blood pressure is less than 120/80 mmHg. If your blood pressure is consistently 140/90 mmHg or higher over a number of weeks, you may have high blood pressure. A single high reading does not necessarily mean you have high blood pressure.

High blood pressure puts extra strain on your heart and blood vessels and, if left untreated, can increase your risk of heart attack, stroke, heart disease, kidney disease and eye problems.

This September, take the opportunity to check your blood pressure and know your numbers. You can check your blood pressure for free using the machines in our surgery waiting rooms.

For more information, visit Blood Pressure UK.



**Blood Pressure
UK**

Firearms Medicals

If you require a medical report or assessment relating to a firearms licence, please be aware that not all GPs undertake firearms medicals.

There are a number of reasons why a GP may not undertake this type of work, including personal, ethical or religious beliefs. As a result, there may occasionally be a delay in completing your firearms related paperwork.

We appreciate your patience and will always aim to process these requests as promptly as possible. If you are applying for or renewing a firearms licence, please allow plenty of time for the medical process and paperwork to be completed.

Allowing Others to Speak on Your Behalf

Having your permission recorded in advance can help avoid unnecessary barriers when someone you trust needs to contact us about your care.

Without your consent being recorded, we are unable to discuss certain information with another person, even if they are helping you with your healthcare. This can result in delays while we establish what we are able to share.

Completing the form means we can record who you have given permission to speak on your behalf and helps our team deal with requests more smoothly.

Please ask the reception team for a Speak on Your Behalf form or visit our website.

Choosing the Right NHS Service

Pharmacy -
minor illnesses and ailments, and medication advice

GP practice -
ongoing or more complex health concerns

NHS 111 -
urgent advice when it's not an emergency

999/A&E -
serious or life-threatening emergencies

Klinik Questions

We know it can sometimes feel frustrating to answer questions about a problem that you may have already discussed with us, particularly if you have an ongoing or long-term issue.

The information you provide helps our clinical team understand what you need and, importantly, identify if your problem may need urgent attention. It also helps us make sure your request is directed to the most appropriate member of the team.

If you simply enter a short message or free-text request without completing the triage questions, it may not contain enough information for our team to assess the urgency of your request. These requests may then need to be reviewed later in the day, which could mean a longer wait for a response.

Thank you for helping us to help you.

PCN Dementia Morning

You're warmly invited to our PCN Dementia Morning, taking place at Unity Health Surgery in Princes Risborough.

Saturday 12th September
8:30am–12:30pm

Drop in at any time during the morning to:

- Meet local dementia support groups
- Connect with other people living with dementia
- Meet carers and others who understand
- Find out more about local dementia support and services

Whether you're living with dementia, caring for someone, supporting a family member or simply looking for information, you are very welcome.

We look forward to seeing you there.

Your Feedback Matters!

In August 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 August:

“Excellent service, a breath of fresh air, really impressive surgery!”

“Really lovely staff and appointment on time.”

“The new online form to get an appointment is brilliant. I received a call shortly after completing the form with an appointment the same day. I couldn't attend on the same day so I was given the first appointment the following day. This is much better than the old phone system - thank you for this! In a time when the NHS is struggling and there are lots of pressures, I was really impressed with the service received! Thank you! “

“Staff are always professional courteous and friendly. Overall a good experience.”

“Just a friendly practice & very keen to be of help. “

“5 star service as always. I'm lucky to be a patient at Cross Keys!”

Join Our Patient Participation Group

We're looking for new members to join our Patient Participation Group (PPG) and help us understand the views and experiences of our patients.

Interested in getting involved? Please pop into reception or email our PPG Chair at crosskeyspg@gmail.com for more information.

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 Dushan Hettiarachchi - GP Partner



"Having been a GP in Bucks for the past 15 years I joined Cross Keys Surgery in August 2023 and have loved becoming part of such a friendly and supportive team. No two days are ever the same in general practice, and that's one of the things I enjoy most. I feel very privileged to hear people's stories and to be part of their lives, whether they're facing challenges or celebrating good news. If I can, I also like to give people a gentle nudge towards living a healthier, happier life. I'm also a GP trainer and have been teaching future GPs since 2016. My trainees keep me thinking, my patients keep me learning, and between the two, no day is ever boring!

Outside work, I live with my wife and our two teenage children, who certainly keep me on my toes. Spare time is in pretty short supply, but I'll happily find almost any excuse to head out for a run. I'm usually training for my next marathon and convincing myself that this will finally be the one where I get faster. Unfortunately, while the years keep ticking by, my marathon times seem to have signed a long-term agreement to stay exactly the same! As they say, life is a bit like a marathon. It's less about sprinting to the finish and more about enjoying the journey, keeping going when things get tough, and appreciating the people you meet along the way."

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