The Cross Keys Practice

November 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 2026/27
The practice and Klinik will be closed from 1.00pm on the following dates for staff training.

Tuesday 17th November
Wednesday 13th January
Thursday 11th February

Staff News

Last month, we said goodbye to our Senior Partner and Patient Participation Group (PPG) Lead, Dr Lucy Guest, as she retires from Cross Keys Practice.

We are incredibly grateful for everything Dr Guest has contributed to the practice and would like to wish her all the very best for a happy, relaxing and well-deserved retirement.

As Dr Guest steps down, we are pleased to announce that Dr Rangah Niranchanan will be taking over as our new PPG Lead, continuing to support the valuable partnership between our practice and patients.

The attached photo shows Dr Guest with Denys, our PPG Chair.



October Figures

Patient List Size: 15,329

Phone Calls Answered: 3,970

Klinik Forms Completed: 4,082

Face to Face Appointments: 5,880

Telephone Appointments: 2,062

Medications Prescribed: 17,111

Referrals Sent: 593

Blood Tests Completed: 982

Sick/Fit Notes Issued: 108

Appointment DNA's: 119

Flu and COVID Vaccinations

A huge thank you to all our staff who have worked so hard to deliver our flu and COVID-19 vaccination clinics this season. Thanks to their teamwork and dedication, we have successfully delivered 2,525 flu vaccinations and 833 COVID-19 vaccinations — an incredible achievement!

From organising appointments and preparing clinics to vaccinating patients and keeping everything running smoothly, so much hard work goes on behind the scenes, and we're incredibly grateful to everyone who has played a part in protecting our patients this winter.

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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

Be Healthy Bucks

Did you know you can access free health and wellbeing support without needing to see your GP first?

Funded by Buckinghamshire Council and the NHS, Be Healthy Bucks provides a range of services for eligible adults, children and families across Buckinghamshire. The service offers personalised advice and support to help you work towards your health goals at your own pace.

What support is available?

- Weight management: Get support with making healthier food choices, increasing physical activity and achieving a healthier weight. There are options for adults, children and families.
- Stop smoking: Receive tailored support from trained coaches, with options including telephone, online and face-to-face support, as well as stop-smoking aids where appropriate.
- Cut down on alcohol: Get practical advice, personalised support and help to build healthier drinking habits.
- NHS Health Checks: Find out whether you are eligible for a free NHS Health Check to help identify potential risks to your health.
- Family health and wellbeing: Access support to help children and families develop healthier habits together.

If you think you could benefit from support, you can contact Be Healthy Bucks directly and find out which service is right for you.

Simply visit bhb.maximusuk.co.uk, choose the support you're interested in and follow the online sign-up instructions. The team can help you understand the options available and whether you meet the eligibility criteria.

Prefer to speak to someone? You can call 03332 300177 for further information.

Your Feedback Matters!

In October 98% 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 October:

"Excellent service all round, from reception to medical staff. Thank you."

"I always receive excellent service at Cross Keys with first class patient care."

"I'm really pleased to have moved to Cross Keys Practice!"

A Polite Request

As we head into the winter months, we've seen an increase in staff sickness, particularly with seasonal illnesses circulating.

If you are feeling unwell when visiting the practice, we kindly ask that you consider wearing a mask if you are able to. This can help reduce the spread of infections and protect our staff and other patients, particularly those who may be more vulnerable.

Wearing a mask is not a requirement, it is a polite request to help us keep our team healthy and in work, so they can continue providing care to our patients.

Novus Pharmacy Staff Training

Please note, Novus Pharamacy will be closed from 1pm on Monday 16th November and Monday 7th December for staff training.

Increase in Urgent Medication Requests

We are currently experiencing a significant increase in the number of urgent medication requests received by the practice.

Many of these requests are for medications that have run out because repeat prescriptions were not ordered in sufficient time. Urgent requests place additional avoidable pressure on clinical and administrative teams.

To help us provide a safe and efficient service, we ask all patients to:

• Check their medication supplies regularly.
• Order repeat prescriptions in good time before running out.
• Allow at least 3 working days for routine prescription processing.
• Plan ahead for weekends, bank holidays, and travel.

Remember that repeat medications can be requested up to two weeks in advance, helping to avoid unnecessary urgent requests and allowing sufficient time for your nominated pharmacy to prepare your medication once the prescription has been issued, particularly for items that may need to be specially ordered and are not routinely kept in stock.

If you do require medication urgently, please submit your request via the online Klinik form wherever possible. This allows your request to be reviewed promptly and directed to the most appropriate member of the team. Please note, only medications classed as urgent under our "Urgent Prescription Protocol" will be issued urgently. This policy can be viewed on our website.

Thank you for your understanding and cooperation. By ordering your medication up to two weeks before it is due and allowing your pharmacy adequate time to dispense it, you can help us reduce delays and improve care for all patients.

Having Problems with your FreeStyle Libre Sensor?

If your FreeStyle Libre sensor is faulty, stops working, displays an error message or falls off before the end of its wear period, please report the problem directly to Abbott, the manufacturer.

You can report a faulty sensor in either of the following ways:

Online: Complete the FreeStyle Libre Sensor Support Form www.freestyle.abbott/uk-en/support/sensor-support-form.html

By telephone: Call Abbott on 0800 170 1177.

Samples Drop Off

Please do not leave samples outside the surgery or post them through the letterboxes when the practice is closed.

FIT test kits and urine samples must be handed in to the samples box located outside the nurses area in Risborough, or by the front door in Chinnor, during opening hours to ensure they are stored correctly and remain suitable for testing.

Samples left outside or posted through the letterbox may be unsuitable for testing, meaning you could be asked to provide another sample.

Thank you for your understanding and cooperation.

Requests For Further Blood Tests

If you are having a blood test appointment and would like any additional tests carried out, please contact the practice beforehand.

Our phlebotomists are unable to add extra tests during your appointment. Any additional blood tests will need to be discussed with and requested by a GP or appropriate clinician before your appointment.

Mental Health Support

Mental health is just as important as physical health. 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)
- ChatHealth—Text 07312 263 127 to start a conversation. This is an entirely text based service. (24/7)

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.

If You Are Struggling With Addiction

If you are looking for help and support, particularly with alcohol and/or substance misue, One Recovery Bucks offer a free and easy to access service. Please call 0300 7729 672, or use their online self referral form www.onerecoverybucks.org

A Day In The Life...*Of The Duty GP*

My computer is on, my first cup of tea is already going cold, and the day has barely begun. From 8am, patient requests start arriving through Klinik. A child with a high fever, an elderly patient becoming confused, someone experiencing chest discomfort. Behind every request is a person waiting for help.

Being the duty GP is both fascinating and daunting. I never quite know what is coming next. My role is to identify who needs urgent attention, who can safely wait and who may be more seriously unwell than their symptoms initially suggest. Some decisions are straightforward. Others make me pause and question whether I might be missing something important. Managing uncertainty is part of general practice, but on duty days, that responsibility feels particularly real.

Just as I begin to feel on top of things, the phone rings or an urgent message pops up! An ECG needs interpreting, an abnormal blood result requires action, an urgent prescription needs authorising or a patient requires a home visit. Priorities can change within seconds.

Between requests, I debrief GP trainees and paramedics, discuss challenging cases and support colleagues with clinical decisions. There are moments when I feel pulled in several directions at once. Staying calm and making safe decisions amid constant interruptions can be challenging. Yet there are moments I genuinely treasure: reassuring a worried parent, recognising serious illness early or helping a trainee gain confidence.

When I finally close my computer, I reflect on the day. Did I make the right decisions? Could I have done anything differently? Some days I go home exhausted, but knowing I may have made a difference to someone's life makes it all worthwhile.

Written by Dr Rangah Niranchanan

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