

# The Cross Keys Practice

Newsletter – July 2017

[www.crosskeyspractice.co.uk](http://www.crosskeyspractice.co.uk)

## Staff News

Dr Lucinda Lo joined the practice in June as a salaried GP. She will be working Tuesday to Friday and we welcome her to the Practice. Dr Lo will take over Dr Moghal/Brodie patients from the 5<sup>th</sup> July 2017.



Dr Brodie will move to share a patient list with Dr Goldie-Brammer and will be located in room 6, Princes Risborough in the future.

Our current GP registrar is Dr Raj Rana who is with us until the end of July and in August Dr Chris Partner will join us for 12 months. We will also have 2 other GP registrars working with us from November, Dr Mandeep Sahota and Dr Liz Acaster. They are all fully qualified doctors gaining experience in General Practice.

In April we said goodbye to Daphne Shepherd from our reception team, she had worked at the Practice for 11 years. We wish her all the best in her retirement.

We also said goodbye to Dr Rachel Moghal at the beginning of July who has moved to another practice. We wish her well in her new position.

Dr Spanswick will be raising money for Rennie Grove Hospice again this year after successfully raising over £2000.00 for them in 2016 with the London Marathon. This year's challenge will be the Prudential Ride 100 – a 100 mile cycle ride through Surrey, on the 30<sup>th</sup> July.

If you would like to support her/Rennie Grove Hospice, please go to

<https://www.justgiving.com/fundraising/Lucy-Spanswick>

Donations can also be handed in at reception.

## Thame 10K

Doctors and Nurses from Cross Keys put on their running shoes for the Thame 10K on 24<sup>th</sup> June. For a few this was their first running event, and for others building on experience. We hope to encourage more members of staff next year!



## Refurbishment programme update

We have recently installed automatic doors at our Princes Risborough surgery onto the High Street. We have also made some internal changes and moved the check in screen to ease access in reception. We are still waiting for the pavement to be raised in the High Street to remove any step at the front doors.

We have also replaced all the flooring in the nurse's area at Princes Risborough and created a new notes storage area at Chinnor.

Our next project is to install automatic doors to the Fenoughty & Cooper rooms under the arch in Princes Risborough and expand an office upstairs by removing an internal wall in Princes Risborough.

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## Lincoln House, Princes Risborough

You may be aware that the Practice owns another building in New Road called Lincoln House. Currently this is used by private practitioners but we are moving towards our own clinicians using the consulting rooms there.

By October/November we hope to have GP consultations there on busy days when we are short of rooms in the main surgery. You will be informed by reception where your appointment will be when you book.

## Carers

***Are you a carer or have someone who cares for you?***

[Bucks Carers](#) and [Oxfordshire Carers](#) are organisations that are there to help if you need them.

The practice has recently assigned a member of staff, Jo Disberry, to assist with this process and to collect relevant information for our system such as next of kin, emergency contact numbers, access to medical records etc.

If you're a Carer and would like further information then please contact reception who will arrange for someone to assist you. Future roadshows may be held at the surgery.

## Winter Resilience – Paramedic Service

Our locality are bidding again for a Paramedic Service to help with home visits this winter 2017/8. This was very successful last winter and we hope to be able to offer this again. We used the Paramedic Service to help with home visits within our Practice area

We will keep you updated as to whether we are successful with this bid.

## Flu and Shingles vaccinations



Flu is a highly infectious disease with symptoms that come on very quickly. Colds are much less serious and usually start gradually with a stuffy or runny nose and a sore throat. A bad bout of flu can be much worse than a heavy cold. You are at risk from the effects of flu if you have a long-term health condition and the effects of flu can make it worse even if the condition is well managed and you normally feel well. You should have the free flu vaccine if you are:

- pregnant
- have a heart problem
- have a chest complaint or breathing difficulties, including bronchitis, emphysema or severe asthma
- have kidney disease
- have had a stroke or a transient ischaemic attack (TIA)
- have diabetes
- have a neurological condition, e.g. multiple sclerosis (MS), cerebral palsy or learning disability
- have a problem with your spleen, e.g. sickle cell disease, or you have had your spleen removed
- are seriously overweight (BMI of 40 or above)
- are a carer
- you are 65 or over

If you are seeing a clinician (doctor or nurse) during flu season make sure to ask them for your vaccination. We will be running a series of Saturday walk in clinics and pre bookable weekday clinics from late September through to January 2017. Dates will be advertised in the surgery towards the end of August.

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## Travel Health News

*by Sophie Fairfield, Practice Nurse*



### Measles in Europe

There have been outbreaks of measles this year in several European countries such as France, Germany, Romania, Portugal and Norway. There have also been cases in the UK. Measles is highly infectious with potentially serious and life threatening complications. Travellers who have never had measles or are unvaccinated or incompletely vaccinated are at risk of measles particularly if staying with friends or family and mixing with the local population. Travellers also facilitate the spread of the disease to other vulnerable people. Please discuss immunisation with the Travel Nurses if you have never had measles or had two doses of MMR (Measles, mumps and rubella) vaccination.

### Hepatitis A

There is a global shortage of hepatitis A vaccination. We are taking all steps possible to provide protection for travellers who need it. Hepatitis A is spread through contaminated food and water or person to person through the faecal-oral route. Risk is higher where personal hygiene and sanitation are poor. Frequent hand washing with soap and hand sanitation along with good personal hygiene will reduce the risk of hepatitis A acquisition and spread.

## Lung function testing at Cross Keys

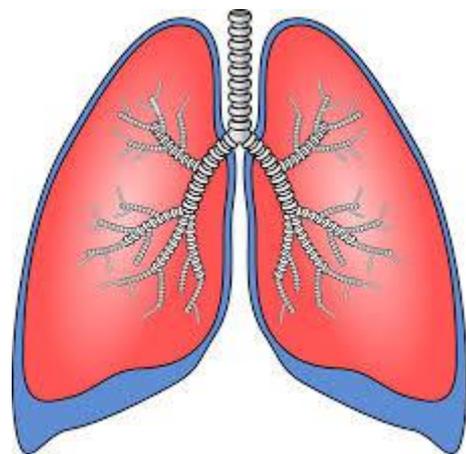
*By Brenda Michaels, Clinical Nurse Manager*

Are you a current smoker?

If the answer is yes then you are at risk of smoking related lung disease called Chronic Obstructive Pulmonary Disease (COPD). In addition to cigarette smoke, cigar smoke, pipe smoke and second hand smoke can cause COPD. Your risk of COPD is even greater if you have asthma and smoke. You can also develop COPD if you're exposed to chemicals and fumes in the workplace. Long-term exposure to air pollution and inhaling dust can also cause COPD.

The changes in your lungs relate to the very small airways and most people do not experience any symptoms until they have lost approximately 50% of their lung function. The most common symptoms are shortness of breath on exertion with/without cough.

COPD can be detected by a simple lung function test. You can get this test for FREE at Cross Keys if you are a registered patient and a smoker. The respiratory nurses will be happy to discuss the process with you. Please ask reception to ask one of the nurses to call you if you would like to have this test.



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## Patient's Perspective

by Denys Williams (Chair of PPG)

I am sure we have all been saddened by the events in London and Manchester and it was great to see the recognition given to the work of the police, fire and medical services. It is reassuring to know that when they are needed their response has been tremendous. Too often we take them for granted. When did you last take a moment to say thank you to those who do their daily job helping you? As chair of our Patient Group I look at the various ways we can all provide feedback on the service we get from our surgery. Sadly there are very few comments and those tend to be of a negative nature!

Feedback of both a positive and negative nature helps the staff and the Patient Group know where best to direct their efforts to provide you with a better service. The easiest way is to go online at: I WANT GREAT CARE

(<https://iwantgreatcare.org/gpsurgeries/cross-keys-practice-1>) or at: NHS Choices <http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=37931> and leave a review.

Whilst it is great to have positive feedback there will be times when patients have a concern or complaint, whilst they can use the various websites, I would suggest they take the time to speak to the practice manager to ensure the problem is resolved. Of course a simple thank you is always welcome.

More people are signing up to be able to make online appointments. It is easy to do and avoids the 8am telephone battle! Last week I went online at 8am, got an appointment with my 'preferred' doctor for 9.20am and by 9.40am had left the pharmacy with a new prescription! Many of you have a mobile phone so why not make use of it? You can also send messages to your doctor and ask for a telephone appointment to avoid a trip to the surgery when



appropriate. Making better use of the doctors, nurses and staff time helps to ensure those that need an appointment can get it.

Every month a representative from the Patients Group attends a locality meeting of surgeries in our area chaired by the Aylesbury Vale Clinical Commissioning Group (AVCCG). We bring patients view to the proceedings and are an important part of the process as our local health services are developed and reshaped to meet the challenges they face. It is clear that they face hard choices, but along with the great service we get from our surgery they will continue to meet our health needs. However, we all have an essential role to play and it is clear that the best person to look after your health needs is YOURSELF! This is particularly true for those patients with long term conditions. Your health care professional sees you less than 1% of the time, the rest of the time you have to manage your own condition with their support. To this end the AVCCG is developing a care and support package to help the patient better manage your condition.

Finally, I need help! We have a small number of patients on our Patient Group representing you, but we need a better cross section of the patient population. Can you spare some time to join us? Contact me at [crosskeyspg@gmail.com](mailto:crosskeyspg@gmail.com) or leave a note at the surgery.

Keep well,  
Denys Williams, Chair Cross Keys PPG