



# Keelby Parish Council 4<sup>th</sup> February 2025

Dr Peter Melton – GP Partner  
Steve Peart – Managing Partner

## List and Sites

- > 35,000 registered patients
  
- Three delivery sites:
  - i. Immingham - Main
  - ii. Weelsby View - Branch
  - iii. Keelby - Branch

# Service offer

- Comprehensive core & enhanced GP services
- Minor surgery
- Dispensing (eligible patients >5k)
- Undergraduate & postgraduate training (medical and clinical)
- Clinical pharmacy and health & wellbeing mental health services
- Frailty & community care team
- Extended access
- Winter ARI service
- Out-reach services including cardiology, MSK, physio, rheumatology services.

# Workforce

- > 160 staff across three sites and community
  - i. GP – 23
  - ii. Doctors in training – 4 GP Reg, 2 FY2, 2 Yr5 medical students
  - iii. Nurse – 22 – (1 Community Matron, 6 ACP/ANP, 1 Trainee ACP, 12 Practice Nurses, 2 Nursing Associate).
  - iv. Pharmacist – 5
  - v. Paramedic – 3
  - vi. Mental Health Practitioners - 2
  - vii. Pharmacy Techs - 4
  - viii. Counsellors – 7
  - ix. HCA – 16
  - x. Dispensers – 13
  - xi. Care Navigators – 29
  - xii. Care Co-ordinators – 6
  - xiii. Medical Secretary – 4

# Patients per GP

Practice	Patients per WTE GP	Patients per GP
LITTLEFIELD SURGERY	712	593
WOODFIELD MEDICAL	1,457	1,327
<b>THE ROXTON PRACTICE</b>	<b>1,610</b>	<b>1,199</b>
GREENLANDS SURGERY	1,634	1,602
PELHAM MEDICAL GROUP	1,761	1,285
BIRKWOOD MEDICAL CENTRE	1,937	1,969
CLEE MEDICAL CENTRE	2,211	1,880
DR OZ QURESHI	2,253	2,163
HEALING PARTNERSHIP	2,532	2,363
SLC MEDICAL GROUP	2,740	2,045
DR A SINHA	2,760	2,264
DR P SURESH BABU	2,886	2,848
BEACON MEDICAL	3,043	3,195
RAJ MEDICAL CENTRE	3,184	3,397
DR AP KUMAR	3,352	3,307
STIRLING MEDICAL CENTRE (MATHEWS)	4,109	4,383
QUAYSIDE MEDICAL CENTRE	4,420	1,886
OPEN DOOR	11,897	2,538
CORE CARE FAMILY PRACTICE	13,730	1,465
Average	2,002	1,618

England comparator — GP FTE = 1,709 GP HC = 1,285

## Delivery Methods

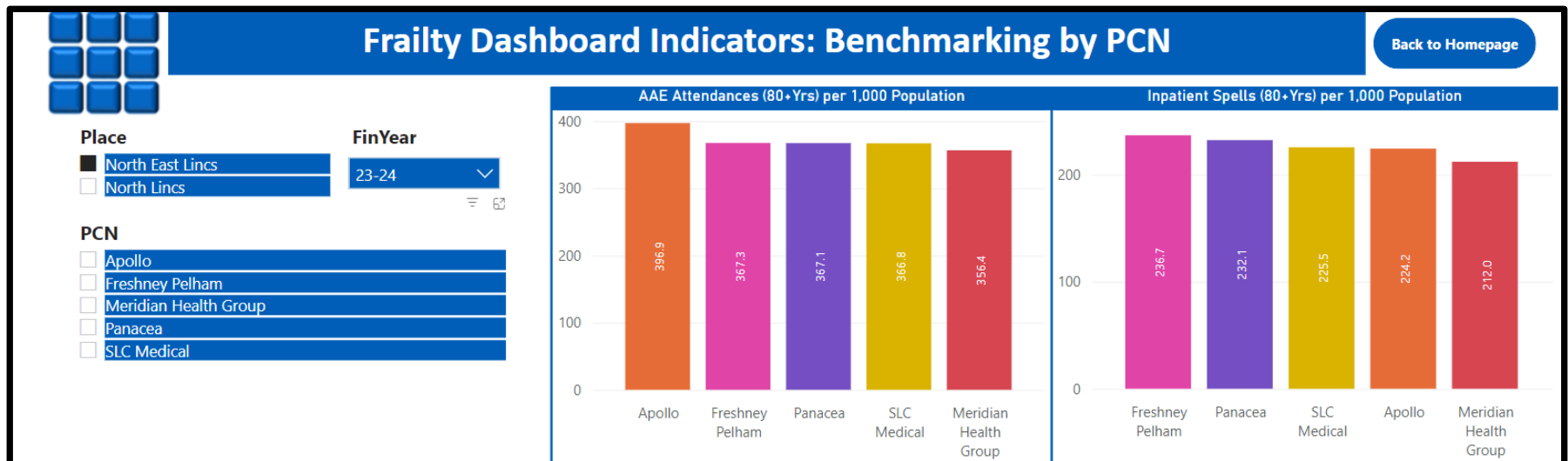
- Face to Face – available from all sites.
- Community – care homes, housebound and hard to reach
- Telephone
- Digital and self service

## Face to Face

- Choice of three sites – Immingham, Weelsby View and Keelby
- Urgent and routine
- Aim to ensure continuity of care
- GP appointments, chronic disease, screening, bloods and diagnostics

# Community 1

- Community team weekly ward rounds and housebound support. Care Co-Ordinator liaison with care homes – lowest A&E attendances and inpatient spells for over 80s frail.

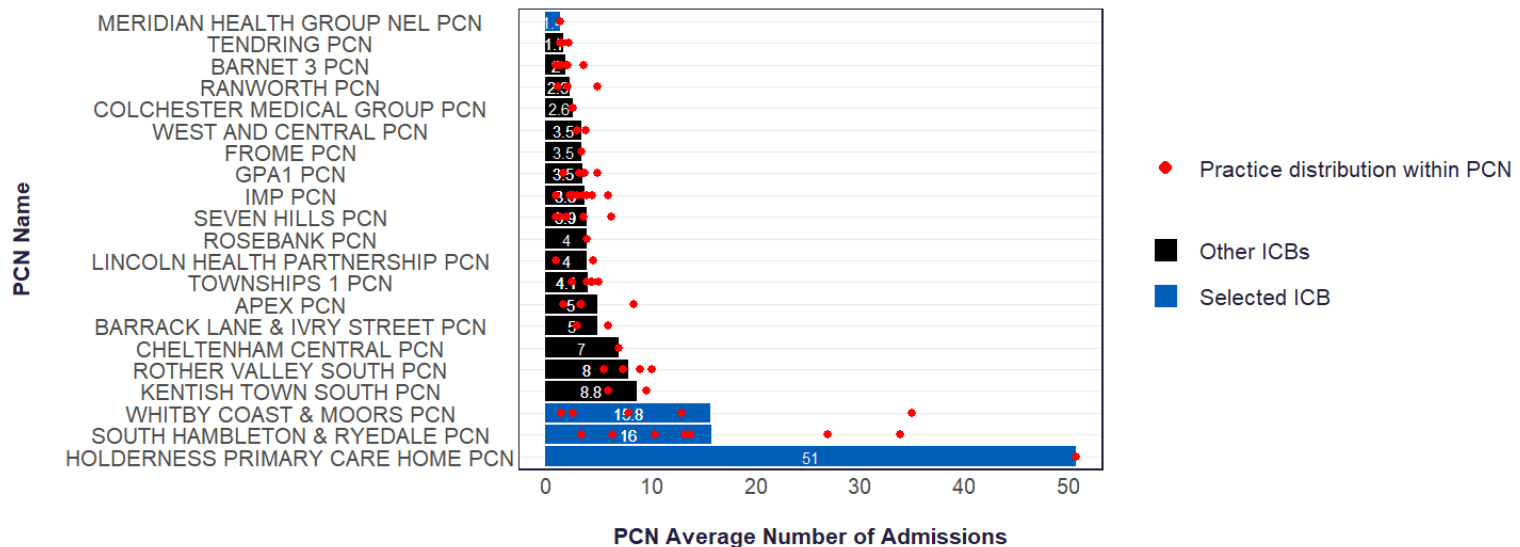




# Community 2

- Lowest rate of urgent admission amongst 23 selected PCN pilot sites.

**Monthly average of non-elective (80+) hospital admissions referred by the GP**  
 SUS + Faster Admitted Patient Care, Jan-Oct 2024

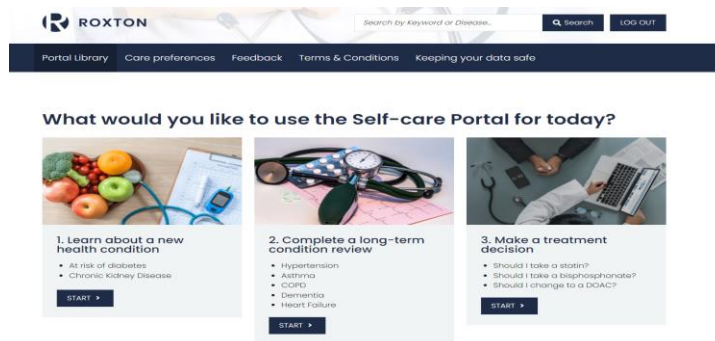


## Telephone

- Cloud based telephony now live
- Ring back activated – avoid waiting in queue
- Open 8am – 6.30pm Monday to Friday
- 9-10,000 calls per month – average wait time for all calls in December 3 minutes and 36 seconds
- Patient Partner – 1,500 per month 50% users aged 61+
- VIP flags for patients/carers End of Life

## Digital & Self Service

- Ask MY GP – available now between 8am and 2pm – 10,000 requests per month
- Text messaging of results
- Roxton self care portal to support remote care



<https://roxtonportal.co.uk/conditions/>

# Appointment System

- Urgent on the day
- Routine within 48 hours (target two weeks nationally)  
–
- 500- 1000 requests per day for all services and clinicians.
- Full GP triage on all requests.

## Keelby Site

1 x GP clinic per week (Monday)

1 x HCA clinic per week (Monday)

1 x Nurse clinic per week (Tuesdays from 4<sup>th</sup> March)

# High Intensity Users (HIU) - 1



**73% female**

**27% over 70yrs**

- 3% of our list (1,003 HIU patients out of 35,093)
- Consistently use 15% of all GP appointments (based on last 3 years of data)
- That's 13 GP appointments on average every year
- And 13,000 GP total appointments in the last 12 months to this group
- We are seeing 52 of these patients every day in a GP appointment
- We were previously not aware of the majority of these patients

# High Intensity Users (HIU) - 2

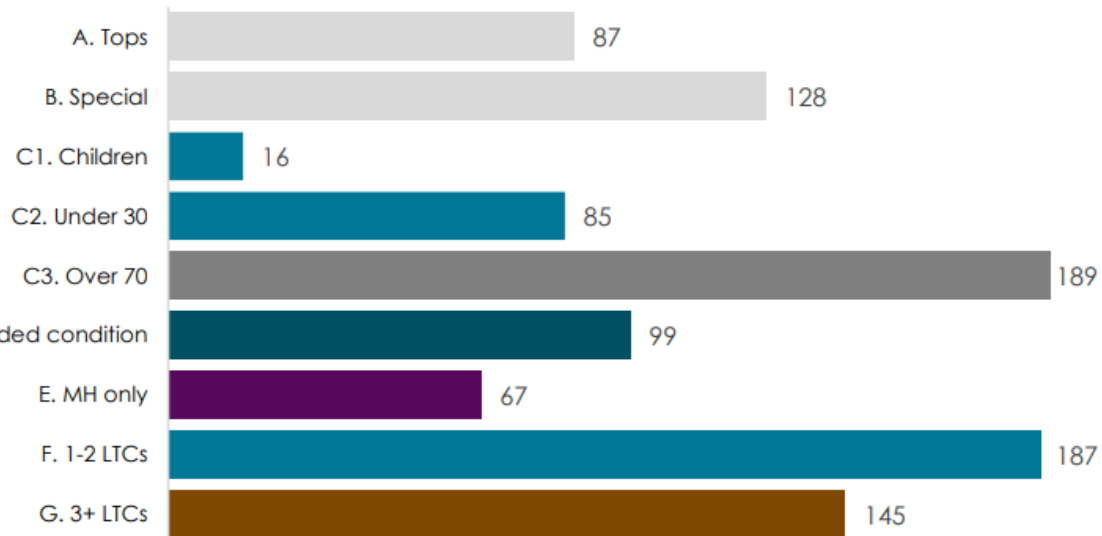


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- A. Tops: highest 10% consistent attenders
- B. Special: any of cancer, dementia, palliative, care home, housebound
- C. Age cohorts
- D. No coded QoF condition
- E. Severe Mental Health
- F. 1-2 QOF coded LTCs
- G. 3+ QOF coded LTCs

## Cohorts



# High Intensity Users (HIU) - 3



Registered site/branch	Whole list	%	Regular attenders	%
Weelsby View	17,058	49%	457	46%
Immingham Surgery	14,524	41%	428	43%
Keelby	2,858	8%	100	10%
unknown	653	2%	18	2%
<b>Total</b>	<b>35,093</b>		<b>1,003</b>	

- Keelby patients –3.5% of Keelby list (Imm 3.0%, WV 2.6%)
- Dedicated MDT clinics led by GP – 30 mins appointments now available.

## Patient Feedback

*"Overall, how was your experience of our service?"*

- 84% patients responded very good or good in the last eight months on the Friends and Family Test (following change to appointment system)
- 68% prior to the appointment system change.



# Pharmacy Services

- Pharmacy@Roxton
  - Community pharmacy provider (01/07/23)
  - Enhanced remote & direct clinical service offer
  - Enhanced dispensing offer
  - Enhanced additional services – Pharmacy First, minor ailments contraception, blood pressure, vaccinations, medicine reviews, long term condition management.
  - Enhanced clinical pharmacist offer (Pathfinder)
  - Items dispensed increased from 10.2k to over 15k per month.
  - Joint delivery service with dispensary (repeat delivery service for Keelby – Thursday – approx. 60 patients per week).

# Estates & Premises

- Immingham Lease to 2029
- Weelsby View Lease to 2027 and exploring options with ICB
- Keelby Refurbishment of existing site confirmed by ICB

# Ongoing Relationship

- National PCN Test Site Successful – 23 sites across the country selected.
- >£1m grant for staff and additional technology.
- PPG representation and relationship with local councils.

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