

Keelby Parish Council

General Update 7 – July 2025

Introduction

The Parish Council is aware that many people in the village are concerned about the reduction of clinical services offered from the Roxton Practice Branch Surgery in Keelby.

With this in mind, the Parish Council invited Doctor Peter Melton to their meeting in February to receive an update of plans to reinstate services; the presentation from Doctor Melton was well-received and a review of need and provision was promised.

Current Services

Currently there are face-to-face services offered at Keelby two days per week as follows:

- GP Clinic - 1 x session (Monday or Wednesday) – 12 appts.
- Nurse Clinic - 1 x session (Tuesday) – 20 appts.
- HCA - 1 x session (Tuesday) – 20 appts.

Given that there are c2,777 registered patients from Keelby, which equates to c8% of the registered list at the Roxton Practice, and that in the last 12 months Keelby residents made use of c2,938 face to face appointments (approximately 57 per week), it is not unreasonable to suggest that we should have more face to face appointments offered from the Keelby Clinic.

Working with the Roxton Practice Patient Participation Group (PPG), the Parish Council will continue to liaise with the Practice to ensure adequate arrangements are available.

Update 7 Focus:

Roxton
Practice
Clinical
Services in
Keelby

The Parish Council
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Janet Milson, Clerk
to Keelby Parish
Council

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Current Challenges

We have raised the following issues with the Practice:

- Lack of public transport to Immingham
- Demand for services for the elderly and less-mobile in Keelby
- Inability to see a GP at Keelby on 4 days of the working week
- Lack of understanding of Community and Home Visit services available to compliment GP provision

Revised Service Model

As a result of initial discussion, the Practice have analysed available usage data and have identified that current face to face slots available at Keelby are not being fully utilised by Keelby residents.

With effect from the 28th April, a new GP triage service has been in place, and all requests via AskMyGP are triaged by a GP to ensure that the patient is referred to/seen by the most appropriate Care Provider (this may not be a GP).

When booking an appointment – what's important?

In order that the true demand for clinical services in Keelby can be assessed, it is important that when using the AskMyGP booking system or speaking to a Care Navigator or Clinician when arranging an appointment, it is very important that you stress your preference for an appointment at the Keelby Clinic. Of course, this should not be the cause any delay to you gaining an appointment, but it is important that the fact that you would be preferred to be seen at Keelby is recorded on your referral. Doing so might also lead to you being seen by one of the Community Team or in the form of a Home Visit.

The Parish Council will continue working with the PPG and the Practice to ensure that adequate services are provided for our residents and regular reviews of need and provision will continue.

The Parish Council can be contacted via: Janet Milson, Clerk to Keelby Parish Council: clerk@keelbyparishcouncil.gov.uk