

Keyingham Parish Council August 19th 2025.

Thank you for agreeing to attend the meeting of Keyingham Parish Council on **Tuesday 19th August 2025 at 7.00pm in Keyingham Village Hall.**

Councillors would be grateful for responses to the following queries which reflect issues raised with the Parish Council by Keyingham Residents regarding the service provision by Holderness Health.

Issues generally fall into categories of:

- Making appointments, especially with a GP
- Receiving prescription medication in an accessible and timely manner.

The general feeling of many users of the service appears to be summarised by difficulty making appointments and long waits to see a Doctor followed by difficulties in receiving medications.

Long waits for medication and incomplete prescriptions has led to a patient attending A&E to access medication – although this may be an isolated instance there are concerns about the strain that this places on the patient and on hospital services this occurring?

People report that the on-line booking system is not accessible/user friendly and would like a better alternative to securing appointments than walking to/ travelling to one of the surgeries to request appointments face to face. Elderly residents have reported being directed to A&E via the online booking system as it fails to recognise long-standing chronic conditions which do not require emergency care – can something be done to prevent this happening?

1. Why is booking an appointment within a reasonable timescale so difficult and how can this be made easier for them?

We understand that using the on-line system may be difficult for some people and can offer help/ support with its use. Appointments can still be made by telephone and in person.

Appointments are allocated using a 'traffic light' Red/ Amber/Green triage system.

Red = same day

Amber= within 2 days

Green = within 2 weeks

2. What is the correct way to use the NHS App to book an appointment with a GP?

It is not possible to book an appointment with a GP via the NHS App at present.

3. Many pharmacies are able to fill prescriptions completely and within 2-3 days, why is this not possible at HH?

It is possible for HH to fill prescriptions within 2-3 days, and according to our records this standard has not been breached for 11 months.

It is only possible to offer door to door delivery of medicines, on a specified day, to each area of Holderness. Deliveries are made every day except Sunday to specific villages areas.

4. **What is the current arrangement for patients to request repeat prescriptions for a month or two months ahead, to enable them to travel, and to reduce the stress of frequent refills with the associated waits and journeys to collect?**

28 Day prescribing is routinely available – i.e. sufficient medicines to last 28 days. Larger stocks of medicines require special arrangements, dependent upon type and classification of drugs, for reasons of patient safety and to avoid wastage, because medicines once issued cannot be re-used and must be destroyed.

5. **Why is it so often the case that there are long waits for prescriptions to be filled and are regularly incomplete when they arrive, necessitating several journeys to collect medications?**

Medicines are not stored/ kept on stock and are ordered in. Sometimes the availability of stock from some suppliers a problem for us, but we are working on building a trusted supplier network.

6. **If Commercial Pharmacies can fill prescriptions within 2-3 days and deliver to patients homes three times per week why is this not the case with HH?**

It is a matter of patient choice where they have prescriptions filled, and some companies can offer more frequent deliveries, either because this is their sole function, or because they have a larger network of delivery drivers/vehicles.

HH would like to continue to provide a prescription service to patients because the income it generates for the practice can be reinvested to provide more GP's and Primary Healthcare Professionals.

7. **Why is prescription delivery only available one day per week?**

It is only possible to offer door to door delivery of medicines, on a specified day, to each area of Holderness. Deliveries are made every day except Sunday to specific villages areas.

8. **Residents have expressed an interest in health education sessions in HH premises for people with specific health needs, for example diabetes, obesity, stroke recovery. Are these sessions available, and if not, could this be a priority for future provision?**

HH would be pleased to provide Health Education/ Awareness, Lifestyle and preventative healthcare sessions.

We would be interested in exploring resident's views and needs, please let us know of any planned events where we can meet patients and discuss their needs.

HH would be interested in operating a vaccination clinic for Flu and Covid injections in Keyingham Village Hall in the Autumn.