

Suggestions

March 2026

Last week I submitted an online request to a GP at 07.45am with a medical problem. Within half an hour I had received a reply from Dr Evans, who had prescribed medication to resolve the problem. The prescription was sent electronically to Boots and the medication was available within a few hours.

KMP should be commended on providing such an efficient service.

Thank you for taking the time to feedback on the service you received. We are pleased to hear that your experience was a positive one. We are committed to providing high quality care and it's always rewarding to hear we've met our goal.

April 2026

**Stop taking tablets that you're not supposed to
Stop doing unhealthy stuff
Stop eating unhealthily**

Whilst we agree that these are suggestions, we do not feel they are appropriate for this box. We would also encourage a healthy lifestyle.

May 2026

**Stop smoking
Stop vaping**

Again, these are suggestions, however, we do not believe that the PPG box is intended for such comments.

Should you need help to stop smoking/vaping, please speak to a member of staff.

I had an appointment for my disabled mother who has no wheelchair. I borrowed the surgeries to get her into the building. It had 2 flat tyres, no brakes and no footrests.

The doctors surgery should be able to supply a functioning wheelchair if needed. My mother does not have one and I could not get it into my car even if I did have one. Please can you get one.

Thank you for your feedback. I am sorry you did not find the wheelchair that was made available to you useful. The wheelchair was donated to the practice by a patient's family several years ago. It isn't required very often as most patients have their own walkers, chairs, scooters etc, therefore, it has tended to be for emergency use only.

Unfortunately, upon inspection there appears to be a split in the inner tube of the tyres so despite having recently been pumped up, the tyres did not retain the air. Footrests are available but, unfortunately, were not provided to you.

We have taken the wheelchair out of use for the current time, whilst repair work is carried out. Should this not be possible, we will work with the PPG to look at possible alternative solutions. There is no requirement for practices to have a wheelchair, indeed many don't have one due to the risk assessments and infection controls that are required.