

JUNE 2026

Just wanted to say how lovey Dr Guler is. Very informative appointment.

Thank you for your kind comments, this is particularly pleasing to read as Dr Guler is a new GP Registrar and KMP is his first placement. He will be working with us until August, then returns several years later for his final placement. We are already looking forward to having him back. We passed your comments onto to Dr Guler who was very appreciative, stating it meant a lot to him – Thank you!

This is a thank you for Stephen at Kingswinford (Standhills Road) Surgery. He has been very helpful explaining things to me and helping me decide which injections to have. Thank you so much.

Thank you for your kind comments. We have two Stephen/Stevens at the practice, both of whom would be able to advise on vaccinations. Both are valued members of the team, putting patients first. Thank you for confirming they are doing a good job.

Compliment

I received excellent attention from James the physiotherapist. Exercises helped plus instructions in diagram form. Really informative and helpful.

Thank you for taking the time to provide feedback, we will pass this onto James.

JULY 2026

My husband has been very ill for almost a month with severe diarrhoea. He has seen or spoken to 4 doctors and paramedic at this surgery. No-one has asked about his medication. In desperation on Saturday I went to Boots in Merry Hill to try to find a natural remedy. The assistant asked me about his medication. I said he had started a Parkinsons medication 2 months ago. She said it takes a month for the medication to get into the system so that would be cause of his severe diarrhoea. It has taken 6 doctors and 2 nurses to not diagnose the problem. 1 assistant in Boots diagnosed the problem.

Thank you for your feedback. Due to confidentiality restrictions it is difficult to go into detail here, however, I am happy to discuss this with the patient directly. For context I can see that the 6 doctors and 2 nurses appears to include hospital staff as well as those at the surgery. I apologise that the cause was not identified earlier. The investigations and tests carried out appear to be in line with the history given at the appointments and the symptoms reported. We will, however, share your

feedback with clinicians to ensure that specialised medication changes, initiated outside of Primary Care, are considered.

AUGUST 2026

Dr Samuel was really good with me. Got me into the hospital, right ward and was really respectful and kind. Really helpful and nice.

Thank you for taking the time to provide feedback. We will pass this onto Dr Adaramola.

I filled in the form at 9.00am this morning to see a nurse. I had a phone call at 9.30 inviting me for an appointment at 10.15. I saw Miss Pearman early. She was very efficient, helpful and friendly, putting my mind at rest. An excellent service which could not have been better.

Thank you for taking the time to provide feedback. We are pleased to hear that the triage system worked for you. We will pass your kind comments onto Harriet.