

Comments received from the general public during the consultation for the Kent Pharmaceutical Needs Assessment 2018				
Comments have been cut and pasted directly from the responses as written without amending for spelling or grammar. Names and addresses have been removed to anonymise the information for general publication.				
*see note at end				
Q12	Comments on the PNA documents	Type of response	Response from PNA steering group	
Shepway	You say transport links are good. They might be between large centres and larger villages, but not between small rural villages and either Doctors surgery or pharmacy - very limited rural bus services and very poor rural roads. Access to walk in centres or A&E sites are extremely restricted.	Access issues	Transport issues	Referred to KCC
Maidstone	Please don't close our Pharmacy. I use it to get my medication and my husbands, he has dementia and has had heart attacks so he has medication regularly. I don't know of another near and would have to go into town. A bus ride away.	Access issues	The PNA does not look at closing pharmacies. However it does identify when a pharmacy is essential	
Sevenoaks	Categorisation of DG&SCCG areas as Gravesham or Swanley is rather random with New Ash Green linked to Swanley and West Kingsdown to Gravesham. The opposite would be more logical.	Change to PNA	Amend PNA if appropriate	
Ashford	It is difficult to see from the area maps whether residents who live near the boundary of a map can in fact access pharmacies from a neighbouring map area. eg do residents of Appledore where the pharmacy has closed have access to a pharmacy in South Kent & Coastal area?	Change to PNA	KPHO are going to produce a map	Added to PNA
Swale	The map of population density in the countywide document had no legend.	Change to PNA	Already amended	
Canterbury	The overall feeling is that there will be areas in the future without adequate provision. Has there been any thought of providing a delivery service from a central location triggered by online prescriptions from the appropriate surgery?	Change to PNA	EPS is available in all pharmacies in Kent. Internet pharmacies are available for those that just want a delivery service without the face to face contact. Delivery is not part of the NHS contract so there may be a charge involved.	
Dover	To be honest, i am none the wiser. You have to legally review the document every 3 years, it is not due till next year 2019. (page 4)	Change to PNA	Thank you for the feedback. The PNA will be amended if appropriate	
Tonbridge and Malling	Surprised by some of the findings for over 60s.	Change to PNA	Thank you for the feedback	

Sevenoaks	<p>I have been contacted by 'junk mail' of an organisation based in Leeds, said to be supported by the NHS, which has offered to supply my medication by post. I have ignored this as I wish to patronise my local pharmacy and cannot trust the mail to deliver my essential medication on time.</p> <p>The PNA does not seem to have mentioned the service they provide for dispensing the Flu Vaccine.</p> <p>The PNA does not seem to have noted the access provided by chemists which they provide to some members of the population with addiction problems who need a regulated/overseen supply of a controlled drug.</p> <p>Some community hospitals with no pharmaceutical resource sometimes need to obtain a drug for new or discharging patients potentially at 'unsocial times' and I feel access to a service of this kind needs to be borne in mind to prevent 'bed blocking'</p>	Multiple comments	<p>1. The contact by the internet pharmacy mentioned is currently being investigated nationally. 2. The provision of NHS Flu vaccinations is mentioned under Advanced services see pg 13 of Kent overarching document. 3. Provision to addicts is a PH service commissioned service and therefore not listed under PNA see pg 14 of Kent document. However such services are mentioned in the Local services appendix . 4. Pharmacies within Hospitals are not part of the PNA as they only supply patients within the hospital. These are also provided by the local hospital trust and have a 24 hr 7 day a week support.</p>	
Maidstone	Very long document - as norm.	Negative feedback	Thank you for your feedback	
Thanet	long winded and excessive	Negative feedback	Thank you for your feedback	
Maidstone	<p>The pharmacy in the supermarket works well for me I can do my weekly shop and collect any medicine that I require.</p> <p>However there is a pharmacy within walking distance which I use in an emergency.</p> <p>Generally I am not impressed with the competence of the staff at my regular pharmacy. It was good when run by the supermarket but since it has been transferred to a well know pharmacy company it is not as good.</p>	Performance & quality*	Thank you for the feedback. Please see note at end.	Referred to NHS England & LPC
Dover	<p>No account seems to be taken of how busy or efficient pharmacies are. Many pharmacy customers have mobility problems or are immunosuppressed making them vulnerable to common infections and it is not uncommon to have to queue up in a small shop for 15 minutes or so putting them at risk and tiring themselves out. It also seems quite ridiculous to me that when a pharmacy receives an electronic prescription from a surgery then it can take many days before that prescription is ready to collect even when all items are in stock or it is a repeat prescription.. Talking to pharmacist for advice in private is also a bit of a joke . Some seem to have a curtained area others a small cupboard with absolutely no soundproofing. Also on ad hoc visits the pharmacist is usually busy so may have to wait a considerable time before they are available.</p>	Performance & quality*	Thank you for the feedback. Please see note at end.	Referred to NHS England & LPC
Dover	With the additional homes being built at Whitfield, provision for a pharmacy should have been included before building started.	Planning	Identified in PNA	
Canterbury	I feel there's a need for more pharmacies to be planned due to increased housing.	Planning	Identified in PNA	
Sevenoaks	The documents are very well written and cover all of the factors I consider to be important in the review of required services. The challenge is providing adequate services to rural communities.	Positive feedback	Thank you for the feedback	

Tunbridge Wells	They seem well balanced with good coverage of the subject matter.	Positive feedback	Thank you for the feedback	
Gravesham	Very informative and easy to read Need more 100 hour pharmacies and their addresses more publicly known	Positive feedback	Current 100 hour pharmacies are marked on maps with postcodes. Also in NHS Choices. New 100 pharmacies are no longer an exemption option in the regulations	
Sevenoaks	Looks well produced	Positive feedback	Thank you for the feedback	
Dover	No comment other than I am pleased to see that the issue of pharmacies is being considered.	Positive feedback	Thank you for the feedback	
Ashford	The plans for new development and the need for new services has been recognised. I wasn't clear whether there is a certain level of growth to force a new chemist facility. These need to be in same area as either a supermarket or dr surgery to allow ease of access. Regular chemist users are often in pain or in need and don't want to walk far.	Positive feedback	Thank you for the feedback. There is not a defined criteria for need for a new pharmacy . It is dependent on geography, demographics and the increase in population in a defined area. With the increase of use of EPS, pharmacies do not need to be close to surgeries and are more effectively sited with shopping or leisure areas which people access regularly.	
Tunbridge Wells	They are clearly written and easy to understand	Positive feedback	Thank you for the feedback	
Tunbridge Wells	Easy to read & comprehensive	Positive feedback	Thank you for your feedback	
Sevenoaks	It all seems clear and appropriate, both in its planning expectations and the logical conclusions therefrom.	Positive feedback	Thank you for your feedback	
Swale	Appears thorough	Positive feedback	Thank you for your feedback	
Swale	Very comprehensive and thorough	Positive feedback	Thank you for your feedback	
Shepway	I am pleased to see that my local pharmacy (****) provides a number of services, most of those reported in the documents	Positive feedback	Thank you for your feedback	
Dover	Consideration should be given to the use of mail order pharmacies for repeat prescriptions, as when the system is working, it works well and medication is received within a few days. (see further comments ref EPS system in Q 13)	System issue	EPS is available in all pharmacies in Kent. Internet pharmacies are available for those that just want a delivery service without the face to face contact. Delivery is not part of the NHS contract so there may be a charge involved.	
Swale	They all mention public transport. We already know that KCC is looking at curtailing bus services. What hasn't been mentioned is the effect of Universal Credit, and benefit sanctions which will affect people's ability to pay for public transport. Also many disabled people are losing their Motability vehicles but cannot use public transport. People on zero hours contracts, and those with small earnings on self-employment will both have fluctuating incomes and may also find accessing pharmaceutical help difficult.	Transport issues	Thank you for your feedback	Referred to KCC

Q13	Comments about access and services	Type of response	Response from PNA steering group	
Sevenoaks	Access to 100 hours pharmacies from New Ash Green is very poor for people with no personal transport.	Access	Nearest 100 hour pharmacies are in Dartford, Gravesend and Swanley.	Forward to KCC
Tunbridge Wells	1. Lack of out of hours pharmacies in our area. 2. No prescribing pharmacies in our area, nearest Medway.	Access	There is one 100 hour pharmacy in middle of Tun Wells and one in nearby Tonbridge. Pharmacy in Medway which prescribes for its patients is a private service not NHS.	
Tonbridge and Malling	I find the availability of the dispensing pharmacy a major boon, this has been the case for the past 30+ years - from being a mother of young children to a pensioner and grandparent.	Access	Positive feedback	
Swale	Although I usually walk to the pharmacy, I do take the car if the visit is part of a longer outing. For that purpose, the presence of the small car park nearby is very useful. Parking on the A2 is a hazard to all.	Access	Parking is common issue	Pharmacies list their car parking facilities on NHS Choices
Ashford	Offering extra services at the pharmacies is useful. Being able to get in and move around (from a disabled point of view) is clearly important. Having somewhere to sit whilst waiting is also advantageous. Parking needs to be close by so that people can nip in.	Access	Parking is common issue. All pharmacies should have disabled access and private areas	Pharmacies list all their facilities on NHS Choices
Dover	***** do a delivery service so this may well be a better solution to providing a new pharmacy in Whitfield, or, perhaps convince *** Pharmacies to locate a place in Whitfield.	Access	Delivery services are not part of the NHS contract and are provided at the discretion of the pharmacy. With the recent reduction of overall funding to community pharmacy, many now have to charge for this service. Whitfield area is identified in PNA	
Dover	re TRansport: In the documents this is considered to be GOOD. However this does NOT take account of the recent withdrawal of some local bus services, in particular that serving Staple Village	Access	Rural area	Forward to KCC
Dover	Too many pharmacies in close proximity to each other .	Access	The PNA looks at access.	
Shepway	Apart from public transport and rural roads, access to dispensing doctors surgery is good - is open when doctors surgery is open.	Access	Rural area	
Dover	The pharmacy in our local minor injuries clinic and emergency out of hours doctors, Buckland (Laughably called a hospital), was recently closed. This has meant that anyone accessing Buckland out of hours, or by public transport or on foot (which is many as the Dover has 50% of households with only one car), has to travel from Buckland with their prescription to the nearest pharmacy. If it is out of hours, the nearest pharmacy open is at Whitfield which is not accessible easily without a car.	Access	The dispensing service at Buckland Hospital was provided by the Hospitals Trust and was only for patients being treated by the hospital. There is a 100 hour long opening pharmacy in Folkestone Road Dover which is close to the station.	
Maidstone	I don't know of another near and would have to go into town. A bus ride away.	Access	Maps showing all pharmacies in a locality are available alongside the PNA and are also available on NHS Choices. The PNA recommends that where pharmaceutical services are essential that they are maintained.	

Thanet	All pharmacists lie. YES lie. I require a particular brand of drug , when I cannot get it I am told by every pharmacist that all brands are exactly the same. WRONG. The active drug ingredient has to be the same but there are not any strict controls on the make up of capsules or pill coatings and some will dissolve quicker and some slower and in some cases patients can react to the material in the capsule or pills. In my own case the Ramipril capsule actually has an ingredient that causes cancer. Unfortunately we know that drug companies control the whole system. The medical professions state that they want to find out what causes dementia etc well it is mercury and aluminium all which can be found in vaccines and drugs. There is also ketamine, the horse tranquilliser, which is banned in the sensible countries but used on infants in dental sedation clinics in the UK. I could go on but I know that who ever reads this will deny my claims even though the CCG in Thanet did admit that I was right 3 years ago.	Performance & quality*	Negative feedback.	Referred to NHS England & LPC
Ashford	I choose to use a pharmacy which is not the closest in terms of travel time because the pharmacist takes the time and trouble to get to know his customers. This is important when seeking his advice (thereby avoiding the need for a GP appointment).	Performance & quality*	Positive feedback	Referred to NHS England & LPC
Gravesham	Being able to use the same pharmacy close to my doctor's surgery means I can request specific brands of usual medications and I can trust the health advice offered by the pharmacist, in private if necessary.	Performance & quality*	Positive feedback	Referred to NHS England & LPC
Sevenoaks	My doctor's surgery has made it very straightforward to obtain prescribed medicines, both on-line (including self ordering) and by phone (repeat/batch prescriptions). My local pharmacy is superb in being able to offer advice on the medicines I am prescribed and potential interactions with other medicines I may need to treat e.g. minor ailments (cough's etc). The pharmacists on duty provide more general health advice in a highly professional manner such that I am confident they know what they are talking about. This is very important given the modern trend of 'Googling it'.and clearly	Performance & quality*	Positive feedback	Referred to NHS England & LPC
Tunbridge Wells	I use ***** because they are able to give additional help when I have a minor problem, especially as they are able to look at my record of what they prescribe for me and check there will not be a clash with medication.	Performance & quality*	Positive feedback. All pharmacies are able to provide this service	Referred to NHS England & LPC
Gravesham	The pharmacy I use is very overworked and sometimes it involves a long wait to get the medication. This means that the pharmacist does not have enough time to offer advice and recalls to discuss taking the correct medication and explain what it is for have been discontinued.	Performance & quality*	Negative feedback	Referred to NHS England & LPC
Tunbridge Wells	It would be useful if all pharmacies would offer blood pressure testing	Performance & quality*	Blood pressure testing is not an NHS service . However many pharmacies offer it as a private service or as part of healthchecks	Referred to NHS England & LPC
Canterbury	Currently I enjoy an excellent service in Herne Bay	Performance & quality*	Positive feedback	Referred to NHS England & LPC

Tunbridge Wells	I use a local pharmacy other than *****. This is because the local **** pharmacy is inefficient. They do not seem to have a regular pharmacist and they always seem to be under pressure. The queues in there are bad. I use a local pharmacy where I may have to wait a short time, but where they have what I am prescribed and will make an effort to put things right if there is a problem. They may be a bit old fashioned, and their systems may not be state of the art, but I trust them. Glitzy TV advertising does necessary equate to a worthwhile service.	Performance & quality*	Negative and Positive feedback	Referred to NHS England & LPC
Thanet	We have the use of an excellent pharmacy at *****	Performance & quality*	Positive feedback	Referred to NHS England & LPC
Tunbridge Wells	I have no access to a dispensing doctor's surgery. If the Pharmacist is not too busy or have no idea or even better, talks to you on the shop floor in front of everyone, literally what general advice?/ see above. My doctor forgets my name, literally. The pharmacist shrugs her shoulders on waste medicines, the other pharmacy is like a cattle auction market, the other one is too elitist and the other one.....MUR checks are done at my preferred pharmacy by the locum, never the pharmacist	Performance & quality*	Negative feedback	Referred to NHS England & LPC
Tonbridge and Malling	I mostly use my doctor but the pharmacy I use has been really helpful when I didn't want to have an appointment but needed something that would help me without causing me problems. As I keep my repeat prescriptions with **** in Tonbridge, I can phone for a repeat and if they don't have the script they will request it for me from the doctor's. They've been very helpful with this and also when I needed something for muscular pain taking into account that I cannot take Ibuprofen. They also check with me that I know how to take prescriptions that they can see from my records are not my regular items. Sometimes they conduct their own surveys on their services. I do order some items from my doctors online and I find being able to access my records at ***** group very helpful.	Performance & quality*	Positive feedback. All pharmacies can provide advice on long term conditions and with the patients' consent access their Summary Care Record to check for allergies and current drugs prescribed.	Referred to NHS England & LPC
Tunbridge Wells	**** is an excellent pharmacy , always very helpful on the phone or in person. The help with information about medication and all aspects of my health.	Performance & quality*	Positive feedback	Referred to NHS England & LPC
Tunbridge Wells	Pharmacist excellent at providing information & advice. Reviews undertaken to check if happy with medication.	Performance & quality*	Positive feedback	Referred to NHS England & LPC
Sevenoaks	Very impressive advice from ***** Sevenoaks about pain-killers recently; most considerate and thoughtful response to my question. Always well received, efficiently served and supported in the **** pharmacy. An outstanding service!	Performance & quality*	Positive feedback	Referred to NHS England & LPC
Swale	When I was prescribed new medication, the pharmacist took me to a separate room and explained how it worked and what to do if any problems. Didn't expect it but was pleased that he was so pro-active.	Performance & quality*	Positive feedback	Referred to NHS England & LPC

Maidstone	I am very disturbed that in Maidstone we appear to be putting all our eggs into the **** basket. My experience of this pharmacy chain (in particular the **** branch) is dire. On a number of occasions they have made mistakes in my husband's prescription and do not appear to be particularly interested or concerned. For five years my husband's medication has been processed by the **** Pharmacy in **** , who are excellent. For some reason I am being told that "whoever" will not pay the**** Pharmacy to dispense my husband's Nomad packs, despite my GP agreeing. I have had to very reluctantly return to ***** this time. **** do not appear to have enough staff and in **** there are very long queues to be served (45 minutes). The **** Pharmacy provide an excellent service and have never made a mistake with my husband's prescription. I feel **** have a monopoly with the NHS and give a very poor service. Your comments on situation with the ***** doing Nomad packs would really be appreciated as I am the person in the middle who is being told conflicting stories about Nomad service. Thank you.	Performance & quality*	Positive & Negative feedback. Provision of medication in Nomad/dossette boxes is not an NHS service and although it has been commissioned by CCGs in some areas, this is not the case in West Kent. Therefore pharmacies either fund the service themselves or have to ask the patients to contribute. With the recent large reduction in overall funding to community pharmacies, many are no longer able to provide this service free of charge. This patient's details (supplied) have been passed onto NHS England to reply to her concerns.	Referred to NHS England & LPC
Sevenoaks	Most usefully most of my prescription are handled electronically between surgery and pharmacy. The advice is very useful that the pharmacist gives including reviews of prescribed medicines. My pharmacy offers a number of useful tests - e.g. Cholesterol, blood pressure, mini health assessments which take [pressure off the surgery.	Performance & quality*	Positive feedback. The electronic prescription service is available at all pharmacies.	Referred to NHS England & LPC
Swale	Sometimes Pharmacy is very busy and I worry that mistakes could be made	Performance & quality*	Negative feedback	Referred to NHS England & LPC
Shepway	I very much appreciate the services available at the pharmacy. Some, automatic repeat prescriptions, medication review, new medication were all offered by the pharmacist, without my having to ask. She is very helpful with other queries, either general or specific. On occasions when she does not immediately know the answers, she will take time to find out. When new regulations concerning certain controlled drugs and driving were introduced, she was extremely helpful in making sure that I had exactly the information needed	Performance & quality*	Positive feedback	Referred to NHS England & LPC

Thanet	There was an occasion where I had to complain to the surgery about over-dispensing, ie producing all the items on my list though not requested. The surgery said that they had not prescribed them and that it was a ruse by the surgery to increase sales, that they did not suffer as a surgery but the CCG did.	Performance & quality*	Negative feedback	Referred to NHS England
Gravesham	I use **** pharmacy near to me and I also use**** pharmacy when I visit Kings college hospital. My local one always seems to be understaffed and slow to complete prescriptions . However it is nowhere near as bad as the Kings one which can mean literally waiting hours for prescriptions. It has recently been moved out of the hospital corridor into a separate potacabin type building and must have been designed by a committee! No thought has gone into the waiting areas dispensing areas it is awful.	Performance & quality* - Out of area	Negative feedback	Referred to NHS England & LPC
Canterbury	Parking can be difficult but it is outweighed by the professional service given	Performance & quality*/Access	Parking is a common issue	Pharmacies list their car parking facilities on NHS Choices
Tonbridge and Malling	The***** pharmacy attached to *****s operates very well and is particularly useful because it covers many 'out of hours' periods in the week and weekends. There have been some problems with parking (which I do not use) though observation suggests that these have been overcome. Difficulty in supplying particular medicines can be a problem but possibly no more than with other pharmacies.	Performance & quality*/Access	Parking is a common problem. Medicine shortages is a national issue for all pharmacies at the moment which is being addressed by the Dept of Health and Social Care.	Pharmacies list their car parking facilities on NHS Choices
Maidstone	It is very important for me to be able to order my husband's 18 medications online and have them delivered regularly. He is severely disabled and I am therefore housebound as his carer.	Performance & quality*/Access	Delivery is a private service	Referred to NHS England & LPC
Swale	It's very difficult for people on the Isle of Sheppey in remote villages to access pharmacies, also those anywhere on a low income who have to pay to use public transport. The advice offered by pharmacies is excellent PROVIDING they know what medication the enquirer uses. I've been referred back to my GP on occasion even when I've given details of my medication. I haven't asked for health advice, only about medication (both prescribed and off prescription).Pharmacies are often under great pressure from people trying to collect their prescriptions, and some seem permanently short staffed, so you can't go in and immediately expect advice. I've spoken to several people who are involved in health issues. Most of them were unaware of this consultation. I also had comments that people had lost faith in KCC consultations because they felt it was a paper exercise that didn't impact on decision making.	Performance & quality*/Access	Negative and Positive feedback. Transport issues	Referred to NHS England & LPC. Comments about consultation and transport issues referred to KCC
Thanet	i do think the rule of only have a month;s supply of regularly, taken till death medicines is a bit restrictive especially if only 1-2 tablets are taken per week. means an excessive use of plastic bottles(have to have mine dispensed in bottles due to lack of strength in hands) i understand with acute illness treatment it is reasonable and more controllable but if like me i have 7 chronic illnesses, remembering which one of 20+ medications is going to run out when is tedious and having 4 weeks supply whereas 3 months would at least cut down on the traffic and excessive visits and on bags, bottles and time	Systems issue - Repeat prescribing services	Issue with repeat prescription service	Referred to CCG

Dover	<p>Point #1: There is no way you can check to see whether the prescription is ready, before you journey to the pharmacy (wherever it is.) Before all prescriptions had to be made through the surgery (implemented mid 2016) the pharmacies (****, **** and no doubt some of the local chemists) ran a repeat prescription service, on the behalf of (and agreed with) the patient). This was extremely useful as the pharmacy would ensure the repeat prescription was received from the Surgery, and all items dispensed prior to sending a confirmatory text for collection to the patient.</p> <p>However, Since the change, and although you can order electronically through the doctor, it seems to be in the lap of the gods as to where the prescription goes. Many wasted journeys to date, as either the prescription has not been received, or sent to the wrong pharmacy. **** have also indicated to wait over a week to ensure dispensing is complete (which seems ridiculous in this day and age). Also, time wasting for GP's/surgery as prescriptions have had to be requested again, or GP visit has had to be made for urgent prescriptions (ie likely to run out of medication).</p> <p>Point #2: **** Dover does a periodic medication review, which does not seem to be referenced in the document.</p>	Systems issue - Repeat prescribing services	1-Issues with repeat prescription service which was implemented by the CCG. 2- Reviews mentioned are called MURs. All pharmacies can provide this service - see documentation and maps	Referred to CCG
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Q14	Comments on EqIA	Type of response	Response from PNA steering group	
Thanet	If GP's get paid to prescribe more some patients will try the quick fix and will not do the sensible thing in selecting a proper diet and exercise. We all know that diabetes can be controlled without drugs by diet and exercise. I would like to see less movement of services to the private sector where the only real governing factor is profit.	Query	Check and amend EqIA if appropriate	
Shepway	have same conclusion	Positive	Thank you for your feedback	
Sevenoaks	A well constructed document	Positive	Thank you for your feedback	
Tunbridge Wells	Apart from 'poor rural' areas most places are well covered.	Positive	Thank you for your feedback	
Swale	Seems OK to me.	Positive	Thank you for your feedback	
Canterbury	It's a hard area in which you try and make pharmacies accessible to everyone. But hopefully home delivery helps	Positive	Thank you for your feedback	
Canterbury	It appears not to affect anyone unfairly	Positive	Thank you for your feedback	
Dover	Does the EQiA take in the age of the population centres of Wards?	Query	Check and amend EqIA if appropriate	
Dover	No additional comments	Positive	Thank you for your feedback	
Tunbridge Wells	Saying all the right things, now let's see how well it implemented	Positive	Thank you for your feedback	
Tonbridge and Malling	No comments	Positive	Thank you for your feedback	
Sevenoaks	Sorry, not read this part.	Not read	Thank you for your feedback	
Swale	There is little point in the Government/NHS nationally paying for Media adverts saying in effect, don't bother your GP, talk to your local pharmacist, if you are going to start shutting our local pharmacists. You can't have it both ways.	Query	Check and amend EqIA if appropriate	
Thanet	not read it but see notes to above, chronic illness patients do not want to keep going to doc for repeats and pharmacy's every few weeks	Not read	Thank you for your feedback	
Swale	NO views		Thank you for your feedback	
Swale	Increase in House Building on Sheppey could have as negative effect on pharmacy efficiency	Not EqIA	Thank you for your feedback	
Shepway	I have read the EqIA and agree with its content. In my view, all necessary areas have been cover entirely satisfactory	Positive	Thank you for your feedback	
Swale	You don't seem to have taken into account those disabled people who live at home, have lost their Motability vehicle and can't use public transport. There is also an issue that KCC, seeing Councillors are predominantly Tory, ought to have more concern for the poorest people this Government is pushing into poverty and destitution. The Welfare State and the NHS are being destroyed and the motto seems to be 'Greed before Need'	Query	Check and amend EqIA if appropriate	