**Sent:** Monday, April 8, 2024   
**To:** MURRISON, Andrew <andrew.murrison.mp@parliament.uk>  
**Subject:** Ref: AM/JCP/02/220324 - Boots Warminster

**On behalf of Sebastian James**

Dear Dr Murrison,

Thank you for your letter dated 22nd March (Case Ref: AM/JCP/02/220324) regarding the Boots store at Market Place in Warminster. We are sorry to hear that your constituents have been disappointed with their experience at the pharmacy.

We acknowledge there was some disruption for patients as we completed the consolidation of our Warminster store operations with the closure of the pharmacy at the Avenue Surgery in October. Customer queues and waiting times were temporarily impacted as the pharmacy onboarded new patients and updated our systems and processes to fulfil their prescription requirements.

The Market Place pharmacy team has since worked hard to deliver an improved customer experience. Staffing levels have been increased and this has helped the store to manage queues and minimise waiting times. Regular visits have been conducted by the regional pharmacy team to enhance operational efficiency and support the store to manage its workload. We have also adjusted dispensing processes to increase capacity and adapted the pharmacy to enhance working space and customer waiting space. We continue to review and adjust the store layout to support queue management and help customers to access healthcare services more quickly.

Nevertheless, we are confident that the operational changes are supporting the pharmacy to manage high demand and improve prescription readiness, and the store has reported improved service levels and shorter waiting times in recent weeks. We are also in regular communication with local GPs to discuss how we can align and optimise our support for patients, including adjusting opening hours.

Regarding the new pharmacy contract application in Warminster, Boots was invited to comment as an interested party in line with the NHS England regulatory process governing the entry of new operators into a market for providing local pharmaceuticals services, as stipulated under the Health and Social Care Act 2012. We did so in February and at the time Boots queried the need for a new community pharmacy in Warminster given existing provision in the town and the fact that the Market Place store has been equipped to handle the increase in demand and items volume. However, it is ultimately for the ICB and Health and Wellbeing Board to assess whether local pharmaceutical provision is adequate or not, with each application for a new pharmacy contract assessed on its own individual merits against the established NHS regulatory criteria.

I trust this is a helpful reply which enables you to respond to the queries that have been raised and reassures you that Boots is committed to improving the customer experience in Warminster and delivering consistently high standards of service to your constituents.

Thank you again for the letter and please do contact me if you would like any further information.

Best regards,

**Sebastian James**

**Senior Vice President and Managing Director, Boots UK & ROI**

**Walgreens Boots Alliance – Retail Pharmacy International**

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