

**On behalf of Sebastian James**

Dear Mr Dommett

Thank you for your recent letter on behalf of the Council regarding community pharmacy provision in Warminster. We are sorry to hear that local residents have been disappointed with their experience at our Market Place pharmacy in recent months.

We acknowledge there has been some disruption following the consolidation of our Warminster store operations in October with the closure of the Avenue Surgery pharmacy. Customer queues and waiting times were temporarily impacted as the Market Place store onboarded new patients and updated its systems to fulfil their prescription requirements.

The local 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, reduce waiting times and improve the availability of medicines and readiness of repeat prescriptions.

Regular visits have been conducted by senior regional pharmacy leaders 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.

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

Regarding the Council's comments relating to a new pharmacy contract in Warminster, there is an established NHS regulatory process governing the entry of new operators into a market for providing local pharmaceutical services as stipulated under the Health and Social Care Act 2012. Therefore, it is ultimately for the ICB and Health and Wellbeing Board to assess whether local pharmaceutical provision in Warminster is adequate, 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 response which enables you to update Council colleagues and reassures you that Boots is committed to improving the customer experience in Warminster and delivering consistently high standards of service to local residents.

Please do contact me again if you would like any further information.

Best regards,

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