

# Ash Parish Council

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The Managing Director  
Lloyds Pharmacy Ltd.  
Sapphire Court  
Walsgrave Triangle  
Coventry  
CV2 2TX

29 June 2022

Dear Sir,

As Chairman of Ash Parish Council, I write on behalf of some 7500 residents. Many have expressed concern about the totally unacceptable level of service being provided to the community from your branch of Lloyds Pharmacy at Wharf Road, Ash Vale, Surrey. GU12 5AZ

The service provided at this branch has in recent years slowly deteriorated, however it has now come to a point whereby the branch is closing at least one day a week, often a Monday. When it is open, it is now also employing a security guard to manage the excessive queues and to deal with the subsequent anti-social behaviour arising from disgruntled customers who are having to wait for excessive amounts of time (1 to 2 hours plus) to place and collect their vital medical prescriptions. This sorry state of affairs has also resulted in making the headlines in the local newspaper, The Surrey Advertiser.

Quite clearly the persistent failure to employ sufficient resources to deal with the current demand and the poor management of your branch in Wharf Road, is having a significant, negative impact on our local community.

Where I may accept that residents are at liberty to take their prescriptions elsewhere to be dispensed, it is important for you to note that the community where the pharmacy trades is in one of Surrey's recognised areas of social deprivation. Many of the residents who use this pharmacy are elderly or vulnerable and they simply do not have the means or transport to take their prescriptions elsewhere. These people are solely reliable on Lloyds and the inability to access an adequate service is causing a great deal of anguish and upset in the village. Moreover, the National Health Service (NHS) is currently recommending that residents should first seek advice from their local pharmacist for minor health concerns, yet here in Ash it is a challenge just to get through the door!

I appreciate the staff who are currently employed at the Ash Vale branch are doing their best in very difficult circumstances and this complaint is not a direct criticism of them. However, for their sake and for the local residents, I now respectfully ask you, as a matter of urgency to address all the concerns raised above.

Please note, a copy of this letter has been sent to the General Pharmaceutical Council and the Rt.Hon. Michael Gove M.P. Member of Parliament for Surrey Heath.

I look forward to hearing from you

Yours faithfully,

Councillor Nigel Manning  
Chairman  
Ash Parish Council.