



MERROW RESIDENTS' ASSOCIATION

www.merrowresidents.org.uk

Keith C Meldrum, CB, The Orchard, Swaynes Lane, Merrow, Guildford, Surrey. GU1 2XX

+44(1483) 565197

keithmeldrum@btinternet.com

Mr Sebastian James
Managing Director
Boots UK
Nottingham
NG2 3AA

8th November 2023

Dear Mr James

Closure of Boots Pharmacy, 4 Kingfisher Parade, Merrow Park, Guildford, GU4 7EW

I am writing to you on behalf of the Merrow Residents' Association which represents residents in Merrow and has a membership of over 500 to raise concerns about the proposed closure of your Boots pharmacy in 4 Kingfisher Parade, Merrow Park, Guildford, Surrey, GU4 7EW.

We understand from conversations with employees at your Boots pharmacy in Kingfisher Parade that their shop will close in January 2024 although we have seen no official confirmation of this decision. We assume that from this time all the prescriptions which currently are destined for this pharmacy will be dealt with in your Boots pharmacy at 227 Epsom Road, Merrow, Guildford, GU1 2RE.

We are extremely concerned at this decision which flies in the face of the known facts. I am sure that you will be fully aware of these concerns since some Merrow residents have written to you and you have also received a letter from our MP Angela Richardson dated the 2nd November 2023 with which we are in complete and total agreement.

My wife and I currently use your pharmacy in Epsom Road and have done so for years. The pharmacist in charge Jennifer Sherriff is absolutely excellent and is a credit to your company and her profession. She knows many of her customers by name, is an exceptional leader and unfailingly polite and helpful but she is already being pressed to the limit now that the Lloyds' pharmacy in Sainsbury's in Burpham has closed. A couple of years ago we would have to wait about five minutes to be served and have our prescriptions issued but since the closure of the outlet in Sainsbury's we now have to wait up to an hour to receive our medicines due to the length of the queue in the shop. I cannot believe that it is being suggested that the throughput from Kingfisher Parade, Merrow Park will be transferred to Epsom Road Merrow as it will be completely swamped however hard Jennifer Sherriff and her overworked staff try.

I am aware from social media and from approaches from our members that that these concerns are widely shared within our community. No one can understand why it is being suggested that the pharmacy in Kingfisher Parade should close since it is sited across the road from Merrow Park surgery and serves the community in that area. In a nutshell it is the opinion of this

Association that your pharmacy in Epsom Road won't be able to cope with the increased workload however hard they try to do so.

I appreciate that Boots is a commercial organisation and that it has to take commercial decisions but in your mission statement you say that customers are at the heart of your business. That being the case we fail to understand how you can even consider closing your pharmacy in Kingfisher Parade as the service you provide to your customers could be seriously affected.

Please tell me that we are all mistaken and that your pharmacy in Kingfisher Parade will not be closed and that both this pharmacy and the pharmacy in Epsom Road will remain open in order to serve your customers in Merrow and the surrounding area.

If you or a member of your senior staff wish to discuss any of our concerns with me they have only to call and I would be happy to go into more detail. My telephone number appears above.

Yours sincerely

K C Meldrum CB
Vice Chairman
Merrow Residents' Association

cc Angela Richardson MP