

Your Ref: CAS-2068515-N7C4M8

Swanage Medical Practice PPG
c/o Swanage Medical Practice
Station Approach
Swanage
Dorset
BH19 1HB

Sameena Arif
Market Entry Officer
Primary Care Support England Enquiries
PO Box 350
Darlington
DL1 9QN

11 September 2019

Dear Ms Arif

Re: No significant change relocation to 22 Station Road, Swanage, Dorset, DH19 1AE By Bestway National Chemists Limited

Many thanks for inviting the Swanage Medical Practice Patient Participation Group (PPG) to comment on the application submitted by Bestway National Chemists Limited to relocate the Well Pharmacy from its current location within the Co-Op Foodstore, Kings Road West, Swanage (referred to as the Leo Supermarket in their application and accessed via Springfield Road) to the larger premises at 22 Station Road, Swanage, where Barclays Bank used to be located (at the junction of Mermond Place and Station Road - not Springfield Road as incorrectly stated in their application).

In my capacity as the Chair of the PPG, I invited comments on the application from members of the PPG and members of our Patient Email Group (the name we have given to our Virtual PPG). We also discussed it at our PPG meeting yesterday evening. I have received a range of comments which I will summarise here.

Many people object to the application on the grounds that:

1. The current location of the Well Pharmacy within one of our main supermarkets is very accessible for the many people who experience mobility problems, particularly for those who come for an appointment in the Surgery (just across the road from the Co-Op) and then need to have a prescription dispensed, as well as for those who do a one-stop shop at the Co-Op premises (combining a visit to the Well Pharmacy with a visit to the Co-Op to do their shopping). This is particularly important for those patients with very limited mobility who can only just about manage to walk the very short distances currently involved. There is disabled parking immediately outside the Co-Op (unlike the proposed new location) and the bus and train stations, as well as the taxi rank, are also very close by - many patients with mobility issues currently take a taxi to and from the Co-Op and/or the Surgery and visit the Well Pharmacy at the same time. The proposed pharmacy relocation would inconvenience them considerably and would probably result in the need for more home deliveries for their medication.
2. The proposed relocation would result in there being three pharmacies in very close proximity on Station Road: 22 Station Road is approximately halfway between the Boots Pharmacy (1-3 Station Road) and the Day Lewis Pharmacy (40 Station Road) - only 60 yards or so from the Boots Pharmacy and about 75 yards from Day Lewis Pharmacy. If the Well Pharmacy is relocated as proposed, it is likely that many of those currently using the Well Pharmacy would choose to only walk as far as the Day Lewis Pharmacy, rather than walking past the Day Lewis Pharmacy to go as far as the old Barclays Bank building. Many consider that relocating to new premises mid-way between the Boots and Day Lewis pharmacies is of no benefit to anyone and that a move from the town centre to a location not currently well served, such as North or West Swanage, would benefit more patients.

On the other hand, I have also received comments from a number of people who are in favour of the proposed move, provided that it does result in improvements to the quality of the pharmaceutical services currently provided. Some concerns have been expressed about the quality of the service currently being provided and many feel that the current premises are not large enough to enable the staff to provide an efficient service. They would welcome any improvement to the service offered by Well Pharmacy and feel that new premises with greater working space may be one of the answers.

I have also heard about a number of complaints about the current level of service provided by the Well Pharmacy. Some patients have already moved to either the Boots Pharmacy or the Day Lewis Pharmacy.

Yours sincerely

Margaret Broadhurst

Mrs Margaret Broadhurst (Dr Margaret Guy)
Chair
Swanage Medical Practice PPG