



AD 979

Amesbury Town Council

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Dear

Pharmaceutical Service in Amesbury

Having received numerous complaints from residents regarding experiences at the two Boots Pharmacies in town, councillors feel compelled to highlight issues that must be rectified before external pressures result in an error that has grave consequences.

Amesbury is situated in a rural area, with 30,000 people potentially being served by three pharmacies – two in Amesbury, one in nearby Durrington. Four thousand service personnel plus their families are to be relocated to Salisbury Plain over the next five years. The largest number of these will come to Larkhill, for whom Amesbury is their main town.

Problems with the service have escalated over the past two years, possibly exacerbated by the large housing development (**how many houses????**) on the south side of the town. The increase in patient numbers at the GP's surgeries obviously affects the demand at the pharmacies. Levels of stock and capacity to deliver the required level of service is in question, with a waiting time for the preparation of prescriptions now having reached up to 2 hours, with regular queues lasting above 1 hour, sometimes resulting in customers being turned away.

Today's requirement for the pharmacist to respond to requests for confidential advice must add to the pressure on timely delivery of prescriptions.

Amesbury Town Council is aware of residents who are now avoiding the local pharmacies and travelling to larger towns and out-of-town facilities. This situation is totally inadequate when dealing with members of the public who are incapacitated and in need of medical relief.

Councillors would appreciate a speedy response to their concerns with reassurance that the situation in Amesbury will be resolved to provide an efficient, effective service for local residents.

Yours