

**Bristol, North Somerset
and South Gloucestershire**
Integrated Care Board

Our Ref: 13255

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Private and Confidential

Liam Fox MP

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16 February 2024

Direct dial: 0800 073 0907

Email: bnssg.customerservice@nhs.net

Dear Liam

Thank you for your email dated 18 February 2024 raising your concerns regarding the availability of Pharmacies in Portishead on a Sunday.

To clarify, there was a change of ownership of the pharmacy in the Waitrose store in Portishead last year, this was a complicated change where there was a full change of ownership and then a subsequent change of directors. We are anticipating that the current directors will apply to change the trading name of the pharmacy, but currently the pharmacy is still on the Pharmaceutical List trading as Lloyds Pharmacy.

We have investigated the position in relation to the Sunday opening hours at this location and there appears to have been a misunderstanding as part of the change of ownership process - the contractor has confirmed they will now be opening on Sundays moving forward.

For information, Boots Pharmacy in Portishead are not due to close until 6 April 2024 so will continue to provide a service to Portishead community until this date. I hope that helps to clarify the position and the pharmacy services in Portishead.

I hope that this letter has been helpful. If however your constituents remain unhappy, please do not hesitate to contact the Customer Service Team on telephone number 0117 900 2655 or email bnssg.customerservice@nhs.net

Yours sincerely



Shane Devlin
Chief Executive



Shaping better health