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Cllr Jane Hanna OBE
Chair, Oxfordshire HOSC
County Hall
New Road
Oxford

22nd November 2021

Dear Jane,

Pharmacy services in central Oxford

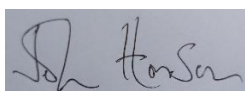
Since the closure of Boswells Department Store in central Oxford there has been only one dispensing chemist in Cornmarket, at Boots. On Saturday, 20th November I was informed when trying to collect a prescription sent from my doctor's surgery on the 18th to Boots that there were around 1,000 un-filled prescriptions in the queue awaiting dispensing at Boots.

Now there may be many reasons for this backlog, but it raises the question as to why the regional body responsible for licensing has failed to allow for the return of a second central Oxford pharmacy despite an application to open a dispensing chemist.

The central Oxford pharmacies are used by both students and residents from a wide area and while there is no competition there is no incentive for the monopoly supplier either to improve service to customers or even liaise with the surgeries to introduce an effective system for repeat prescriptions with a sensible deadline between ordering and collection.

At present, prescriptions brought in straight from the doctors by patients are taking precedence as most patients will wait to collect their prescription and repeat prescriptions fall down the order queue.

I would be grateful on behalf of my residents if HOSC would look into this matter and support a second licence for central Oxford to return NHS users to the former position before the pharmacy in Boswells was lost.



Cllr John Howson
St Margaret's Division
Oxfordshire county Council