



Mr Jamie Stone MP  
House of Commons  
London SW1A 0AA

27<sup>th</sup> March 2020

Dear Mr Stone

**At your side. Supporting our communities during Covid-19**

Like many others in the NHS, our pharmacies are on the very front line of healthcare, supporting our communities today as we have done for over 170 years. As we face up to the challenge of Covid-19, I am writing to inform you about some of the initiatives we are taking to help our customers and keep our colleagues safe.

As recommended by the Government, we've introduced social distancing measures in stores, including limiting the number of people who are allowed inside at any one time, marking out floors and closing off some sections so that people can keep a safe distance apart. We are also closing some stores to the public for an hour during the day to clean them and allow our teams to catch up. We know this will lead to customers having to wait longer, but this is of paramount importance to ensure everyone's safety. We thank everyone for their patience and support.

To protect colleagues and customers, we're installing Perspex and plastic screens on our pharmacy counters and we've ordered 20,000 protective visors as an optional measure for all our store colleagues.

We are increasing the capacity of our free online repeat prescription service so that many more people can get access to medicines online. These are delivered for free to their homes. We're also expanding our own delivery fleet and working with local volunteers so we can fulfil the demand for deliveries for the most vulnerable patients, particularly those over 70 years old and those who are required to shield at home for health reasons. We have taken the decision to waive delivery charges and are prioritising slots for these patients.

Pharmacists in our support office are running regular Q&A sessions online as well as answering the most frequently asked questions through social media and our national media partners, helping people to get the advice they need for themselves and their families.

All our colleagues in stores are working flat out to support customers. We are working really hard to meet the needs of all our customers and patients – please bear with us if this takes longer than usual. Equally important are those working out of sight in our supply chains, helping to ensure that medicines and other vital products keep reaching those who need them most. I thank them all.



We would like your assistance in sharing these messages with your constituents. We are committed to working with you to support them. We are at your side.

Yours sincerely

**Sebastian James**  
Senior Vice President and Managing Director  
Boots UK and Republic of Ireland