

Wexham Road pharmacy

Dear Mr xxx,

We have recently been informed that you have tried to contact us regarding an incident at the former Lloyds pharmacy branch on 10 Upton Lea Parade, Slough, SL25JU.

We have taken over the business in July 2023 from lloydspharmacy. Unfortunately, when purchasing we were not informed about the incident and the subsequent processes going on.

We have only found out from the staff and would like to express our regrets.

We believe Lloyds pharmacy was operating under lloydspharmacy sops when the incident took place. We as Slough pharmacy upon taking over now use our own sops.

Upon finding out we have amended our processes further to ensure that this does not happen again. We operate strict standard operating procedures which involve each tray being removed from packaging and double checked again with the patient.

We have further added to our sops, and now provide a different brand of trays with totally different packaging to any households that involve more than one person with trays.

We regularly review our process to ensure we are providing a safe service.

Many thanks