

Our Ref: ME3539- CAS-318977-  
Y0X7N3

To be quoted on all future correspondence

Primary Care Support England

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Phone 0333 014 2884

**Sent via email to all interested parties  
on distribution list**

28<sup>th</sup> October 2024

Dear Sir/Madam,

**Re: Application for inclusion in a pharmaceutical list at 32 Oakwood Gardens, Gateshead, NE11 0DE in respect of distance selling premises by Pharmacy @ Home Ltd.**

We have received the above application, a copy of which is enclosed, and North East and North Cumbria ICB has completed its preliminary checks. We are now notifying interested parties of the application.

If you wish to make written representations on this application, they should be sent to me at the above address within 45 days of the date of this letter i.e. by **12<sup>th</sup> December 2024**. You should note that any comments submitted will be shared with other interested parties and the applicant and may be shared under the Freedom of Information Act as requested.

North East and North Cumbria ICB will consider all representations that are received and will arrange an oral hearing to determine the application if it identifies a matter on which it wishes to hear further evidence.

Please ensure you include our reference (see above) in the subject line of your email as this will help us file your representations with the correct application as quickly as possible.

I can confirm that no information that has been received in relation to this application is being withheld under paragraph 21(4), Schedule 2 of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013.

Yours sincerely,

*Stamatina Sarafoglou*

Stamatina Sarafoglou  
Pharmacy Market Administration Services Officer

Enc.

## **How we will involve patients in decisions on pharmacy applications**

When we receive an application to move an existing pharmacy or to open a new pharmacy we must write to:

- nearby pharmacies
- in some cases, nearby doctors' surgeries
- the Health & Wellbeing Board which is a committee of the borough, county or city council, and
- the local Healthwatch organisation, which exists to represent local patients in general

We send them a copy of the application and invite them to make comments within 45 days. Comments can be made by letter or email.

In addition, the law requires us to involve patients in our decision-making. We may do this by sending copies of pharmacy applications to:

- city/district and county councillors covering the area involved
- the town or parish council covering the area. In areas which do not have a town or parish council we may instead contact prominent community, neighbourhood or residents' groups
- patient representative groups attached to nearby doctors' surgeries.

They will also be invited to make comments within 45 days.

When we send them a copy of an application we will also send notes to explain:

- what the application is about
- why they are being asked for comments
- what we will consider when making a decision, and
- what happens next after a decision is made.

Applications are not confidential. If they want, councillors or patient groups may share details with local people so they can also make comments within the same 45 day period.

Any comments we receive will be sent to the pharmacy applicant. They will have a chance to respond to us about those comments.

Most applications are decided using written information, including any comments received.

In general, we will not hold public meetings about pharmacy applications. This is because an applicant cannot be made to attend to respond directly to any questions from members of the public.

However, we may hold a hearing if we need more information before making a decision. Where written comments from councillors or patient groups suggest that local people hold strong views, we will invite those councillors or patient groups to attend the hearing.

The hearing will be held in public so that (although members of the public will not be able to ask questions) they will be able to hear the arguments for and against the application. These will include any comments made by their representatives and the responses received.

All comments at the meeting will be taken into account in making a final decision on the pharmacy application.

NHS England's [Privacy Notice](#) describes how we use personal data and explains how you can contact us and invoke your rights as a data subject. We will protect your information in line with the requirements of the Data Protection Act 2018.