



Monica Harding
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Nikki Mallinder,
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20th May 2025,

Dear Nikki,

I am writing today in support of local pharmacy provision, specifically the application “offering to secure identified improvements or better access at 14 High Street, Thames Ditton, Surrey, KT7 0RY by Mohammed Khorzanian”, Surrey Heartlands ref: CAS-360656-V4Z7T8.

In January, when I wrote a letter for the consultation on Surrey’s draft Pharmaceutical Needs Assessment (PNA), I shared my concerns about potential gaps in pharmacy provision for my constituents, particularly for vulnerable individuals – those struggling to walk long distances, unable to drive, or unable to use public transportation – for whom distance from primary care can impose significant burdens.

One of the particular gaps which I highlighted was the vacuum left by the closure of Boots Pharmacy on Thames Ditton High Street. The service is missed by local residents – particularly the elderly and those with regular medical needs. Additionally, the current relationship between Giggs Hill Surgery and Glenlyn mean that many Thames Ditton patients are seen in Molesey, rather than closer to home. Moreover, following the consolidation of Glenlyn’s internal pharmacy onto the Kents Pharmacy Site, they have to travel again further to pick up prescriptions. These combined factors comprise what is currently a notable gap in the primary care accessibility for residents. I believe the ICB should recognise this.

The strength of feeling about this in the community is palpable; I believe you are aware of a petition calling for the return of a pharmacy to Thames Ditton, which received more than 1,200 signatures and was shared with Surrey County Council and the Health and Wellbeing Board.

Since my election, a highest priority has been working for better primary care for the people of Esher and Walton. I am extremely pleased therefore to be able to support this application for a new pharmacy at the above address, which would be of vast benefit to primary care coverage in Thames Ditton and, consequently, to thousands of my constituents.

There is wide agreement on the need to move care closer to people – from acute settings like hospitals to community and primary resources like pharmacies and GPs. Indeed, this Government is making this point central to their coming 10-Year NHS Strategy. The pharmacy under consideration would, I believe serve this goal.



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This new pharmacy proposes to provide coverage above and beyond core NHS hours – indeed, the pharmacy would be open either as long or longer than local General Practices, meaning it will be more accessible, particularly to those in full-time employment, education, or care. This means people getting consultation and medication faster with benefits for their own health and for reducing the strain on the health service.

The pharmacy is also looking to offer a wide range of services currently not available in the local community. For instance, while the Government affirmed its support for Pharmacy First in the recent funding deal – allowing pharmacies to continue to treat a number of minor illnesses without reference to a GP – this community-led approach depends upon the presence and accessibility of pharmacies, like the one here proposed, which would be accredited to provide Pharmacy First. Moreover, this new pharmacy would deliver benefits as wide-ranging as the New Medicine Service (for aiding long-term / novel treatment), contraception, hypertension case finding, and flu vaccination.

Surrey's own PNA argues for an expansion of non-essential local services – this application is an excellent opportunity to provide them in Thames Ditton.

Pharmacies are an extremely valuable frontline service, yet 21 Surrey community pharmacies have closed in the last three years. To expect more care to be provided with fewer locations risks gaps and inadequacies in care coverage – particularly given the relatively high population density in Elmbridge when compared to the rest of Surrey.

Overall, I believe that Mr Khorzanian's application to open a new pharmacy in Thames Ditton would benefit a community whose primary care access has undoubtedly suffered since the closure of Boots. This pharmacy would provide a wide range of new services and long opening hours, both beyond the baseline for a new pharmacy. It would support the mission of moving care to the community, boost local health outcomes, anticipate future population growth, and restore easy pharmacy access to vulnerable people. The residents of Thames Ditton have clearly expressed their desire for a new pharmacy and I believe Surrey Heartlands should facilitate this.

Thank you for your consideration and for your regular engagement and collaboration with me on this issue and others.

Yours sincerely,

Monica Harding MP

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