

Seb Hobbs

Chief Executive
Well Pharmacy
Merchants Warehouse
21 Castle Street
Manchester M3 4LZ

29 September 2020

GP Rental payments

Dear Mr Hobbs

I am writing to express concern at reports we have received that Well Pharmacy is approaching its landlords to ask for rent reductions following a reported fall in income as a result of the Covid-19 pandemic. We have discussed these issues with your legal representative and we are disappointed that Well Pharmacy has not responded to our concerns despite our repeated attempts to contact you. In view of that I thought it would be helpful to write to you before then setting out our specific concerns.

While we understand the impact the pandemic has had on businesses, it is not helpful for some pharmacy operators to issue letters to their landlords advising they will be paying only 75% of the usual rent for the foreseeable future citing the current situation and a subsequent reduction in footfall. General practice has faced similar financial challenges and the approach your members have taken will further compound these difficulties.

While we are aware of the [code of practice](#) published by the government in June, the fact is that it remains voluntary and does not give pharmacies the authority to adjust their rent unilaterally, without agreement and without being transparent. Both parties must work together for the benefit of aiding swifter economic recovery, and the entire process must centre around that collaboration with both parties acting reasonably and responsibly in reaching any agreement.

I would be happy to speak to you personally to address this issue and look forward to hearing from you.

Yours sincerely



Krishna Kasaraneni
GPC Exec member

Chief executive officer: Tom Grinyer

