



## House of Lords

**From:** Toby Harris  
**Sent:** 05 September 2017 13:04  
**To:** Andrew Thompson, Vice President, Boots  
**Subject:** Defibrillators

Dear Mr Thompson

I am writing to you as Vice President of Boots the Chemist about the need for branches of Boots to purchase and install defibrillators. As I am sure you know, 32% of people survive a cardiac arrest, but where there is a defibrillator installed and people trained to use it the chance of survival rises to 80%. Boots the Chemist have an important and respected place on our high streets and their branches are seen as places where the public can receive health advice and support, as well as traditional pharmacy services. I do hope that Boots will now build on this reputation and ensure that life-saving defibrillators are provided in their network. A number of major retailers, including as I understand it Sainsbury's and John Lewis, have already agreed to do this. I look forward to hearing from you.

Lord Toby Harris, House of Lords, London, SW1A 0PW

### REPLY FROM BOOTS

**From:** Andrew Thompson <[andrew.r.thompson@boots.co.uk](mailto:andrew.r.thompson@boots.co.uk)>  
**Date:** 14 September 2017 at 16:21:21 BST  
**To:** Lord Toby Harris  
**Subject:** RE: Defibrillators

Dear Lord Harris,

Thank you for taking the time to contact me and I apologise for the delay in responding to your email. As a pharmacy-led health and beauty retailer we take our commitment to the health of our patients and the communities which we serve very seriously and we fully support the installation of defibrillators in appropriate public places, such as on the external walls of our pharmacies.

In line with the UK Resuscitation Council and British Heart Foundation guidelines, we believe that wherever feasible, defibrillators should be positioned on the outside of stores so that they are available 24/7, helping to make sure they are as available as possible, and of the most benefit to local communities. You will appreciate that our stores are not open 24/7, particularly on Sundays. We have already positioned a number of automatic external defibrillators (AEDs) on the external walls of our stores, and are in ongoing dialogue with local ambulance services, and other bodies with a view to further improving access to defibrillators.

The work involved in installing AEDS on the external walls of our stores involves seeking planning and landlord consents, surveys and electrical work. Boots agrees to bear the cost of such work whenever an AED is being installed.

I hope this information reassures you of our commitment to this important issue and please do contact me if you would like any further information.

Yours sincerely, Andy Thompson, General Counsel, Boots  
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