

Applicants Supporting Statement

Extension to Malpas Brook Pharmacy
135 Goodrich Crescent
Newport.NP20 5PE



28th February 2026

Planning Support Statement

Proposed Extension to Existing Pharmacy Premises

Applicant: Geoff Thomas Ltd

Site: Malpas Brook Pharmacy, 135 Goodrich Crescent, Newport NP20 5PF

Planning Application Reference:

1. Introduction

This statement is submitted in support of the application for an extension to the existing pharmacy premises.

The pharmacy opened on 2 December 2019 and has since become an established and highly valued healthcare facility within the local community. The purpose of this application is to facilitate the continued growth of the business in a manner that enhances patient care, improves accessibility, and ensures compliance with professional healthcare standards.

2. Background and Need for Development

Since opening, the pharmacy has experienced significantly higher levels of patient usage than originally anticipated. Prescription volumes, consultation demand, and walk-in healthcare enquiries have increased year on year.

The existing internal layout and floor area are no longer sufficient to accommodate:

- Current customer footfall
- Increased prescription dispensing volumes
- Expanded clinical service provision
- Additional employed staff required to deliver safe services

The proposed extension is therefore operationally necessary to maintain safe, efficient, and professional standards of care.

3. Proposed Improvements

The development seeks to:

3.1 Increase Customer Area

The front retail and waiting area will be enlarged to:

- Improve patient flow
- Reduce congestion during peak hours
- Provide a more comfortable and accessible waiting environment
- Enhance accessibility for elderly and mobility-impaired patients
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3.2 Expand the Dispensary

The dispensary requires enlargement to:

- Accommodate increased prescription volume
- Improve workflow efficiency
- Ensure safe dispensing practice in line with regulatory expectations
- Provide adequate working space for pharmacists and support staff
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3.3 Improve Staff Facilities

Due to increased staffing levels necessary to meet demand, the development includes:

- A suitable staff kitchen facility
- A more appropriate toilet provision
- Improved staff welfare space

These improvements are essential to support staff wellbeing and maintain professional service standards.

3.4 Larger and Accessible Consultation Room

The proposal includes a larger consultation room to:

- Provide confidential healthcare services
- Support expanded clinical services
- Ensure compliance with accessibility expectations
- Accommodate patients with mobility aids or carers

This is particularly important given the evolving role of community pharmacy in delivering front-line healthcare services.

4. Parking and Rear Yard Use

To accommodate the extension, part of the original staff parking area at the rear of the property has been incorporated into the development.

However:

- One parking space has been retained for delivery vehicles.
- This space allows safe and practical access for pharmaceutical and wholesale deliveries during business hours.
- Outside operational hours, the space is used to charge the business's electric vehicle, supporting environmentally responsible practice.

The retained space ensures continued operational functionality while enabling necessary expansion.

5. Community Benefit

The pharmacy has become an important healthcare resource since opening. The proposed extension will:

- Improve patient access to services
- Reduce waiting times
- Enhance confidentiality and dignity
- Support additional local employment
- Strengthen primary care capacity within the area

The development is proportionate, operationally justified, and directly linked to demonstrable demand.

6. Conclusion

The proposed extension is necessary to support the continued safe and effective operation of a successful and valued community healthcare facility.

The development represents a logical and sustainable expansion of an established business that has exceeded expectations in serving local residents.

We respectfully request that Newport City Council grant approval for the proposed extension.

Geoff Thomas

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