**Dear Malcolm,**

**We have installed defibs in all our larger branches.  We aren't releasing the full list, but are working with local ambulance authorities to make sure they are aware which branches have received them.**

**With regards to the feedback on Oxford Street, also thank you.  I will pass that onto the team.  As I am sure you will appreciate, in a branch as busy and complex as that one, it takes a while for changes to be understood by everyone.**

**Best wishes**

Benet Northcote

Director, Corporate Responsibility

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