



# **Consultation Analysis Report**

Between NHS Greater Glasgow & Clyde  
and Mr Andrew Mooney

Published 25 January 2016

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## 1. REGULATION

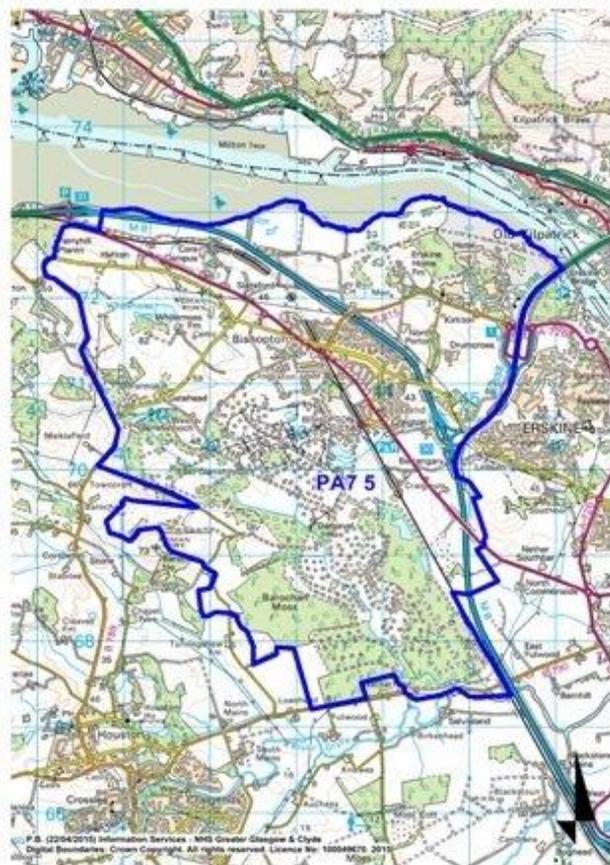
Amendments to the National Health Service (Pharmaceutical Services) (Scotland) Regulations 2009 were made in June 2014, which introduced changes to public consultation arrangements in respect of applications to join a Health Board's Pharmaceutical List.

The amendment now requires an intended applicant to consult with the Board and together, undertake a joint public consultation. The consultation must aim to reach, as far as possible, the majority of residents within an identified neighbourhood in which the proposed premises are located. At the end of the consultation, an agreed Consultation Analysis Report (CAR) must be sent to the Pharmacy Practices Committee (PPC) chair.

## 2. CONSULTATION PURPOSE

The aim of the public consultation was to:

- assess the views of local people as to whether they believe there was adequate access to pharmacy services within the identified neighbourhood (outlined on map below) for premises proposed at 19 Greenock Road, Bishopton PA7 5JW.
- measure the level of public support for a new pharmacy in this area.



Location map of premises and neighbourhood identified by Mr Andrew Mooney.

### 3. **METHODOLOGY**

The Health Board and Mr Andrew Mooney [intended applicant] undertook a pre-application meeting on 5 November 2014. A Joint Consultation meeting was held on 24 June 2015 during which the public consultation content, scope, methods of public engagement and commencement date were agreed. The consultation commenced on 3 July 2015 and ended on 10 November 2015, a total of 90 working days. The local holidays on 20 July and 28 September occurred during this period.

On 3 July 2015 the consultation commenced through the following publications:

- Newspaper advertisement in Paisley Daily Express (appendix 2)
- Twitter Programme (appendix 3)
- Stakeholders contacted - email (appendix 5)
- Questionnaire - appearing on Board Website (appendix 6)
- The newspaper advertisement appearing on The Renfrew Health and Social Care Building Solus Screens

The consultation was also advertised in the local community magazine IBE local in the August 2015 addition.

All communications encouraged responses using the electronic questionnaire available from the Board's website during the stated period.

In recognition that some members of the public would not be able to access the electronic questionnaire, it was also available (on request) in paper format and translated in other languages. A large font type paper version was also available.

It was also acknowledged that a few of the public might not wish to complete the questionnaire but would like to make general comments by letter or email. It was agreed therefore that if received, general comments would also be included within the consultation analysis report.

During the consultation period, the intended applicant agreed to visit a number of people and organisations to encourage participation in responding to this survey (included within appendix 1):

### 4. **CONSULTATION SUMMARY**

In 2014 the population of the neighbourhood identified by the intended applicant was 6,292 (Small Area Population Estimate - SAPE) identified from data zones: S01005350 (692); S01005354 (789); S01005356 (684); S01005358 (791); S01005359 (808); S01005360 (749) and S01005351 (1,779); The public consultation would however have been available to a much wider population, including people living in the wider area around the neighbourhood, the GP practice which has a list size of around 7000 as well as those commuting into this general area e.g. in employment.

The re-development plans for the Royal Ordinance Factory currently known as Dargavel Village to the south of Bishopton, includes:

- a residential development of 2,600 homes
- 150,000 square metres business park
- 450 hectare Community Woodland Park
- Health and community centre facilities
- Retail and education provision
- Infrastructure

ROF illustrative masterplan (PDF) Appendix 9

Works commenced in 2012 and are expected to be completed in 2033.

During the consultation period: 421 (electronic & paper) questionnaires were received; 414(98%) were submitted from individuals; 4(1%) from a Group or Organisation and 3(1%) did not specify a category. 115 requests for paper questionnaires were received but only 85 were returned. There were no requests for questionnaires in large font type or, translated in other languages.

Three general comments were received by email. Two have been included in Appendix 7 but one was not relevant to this survey and therefore has not been included.

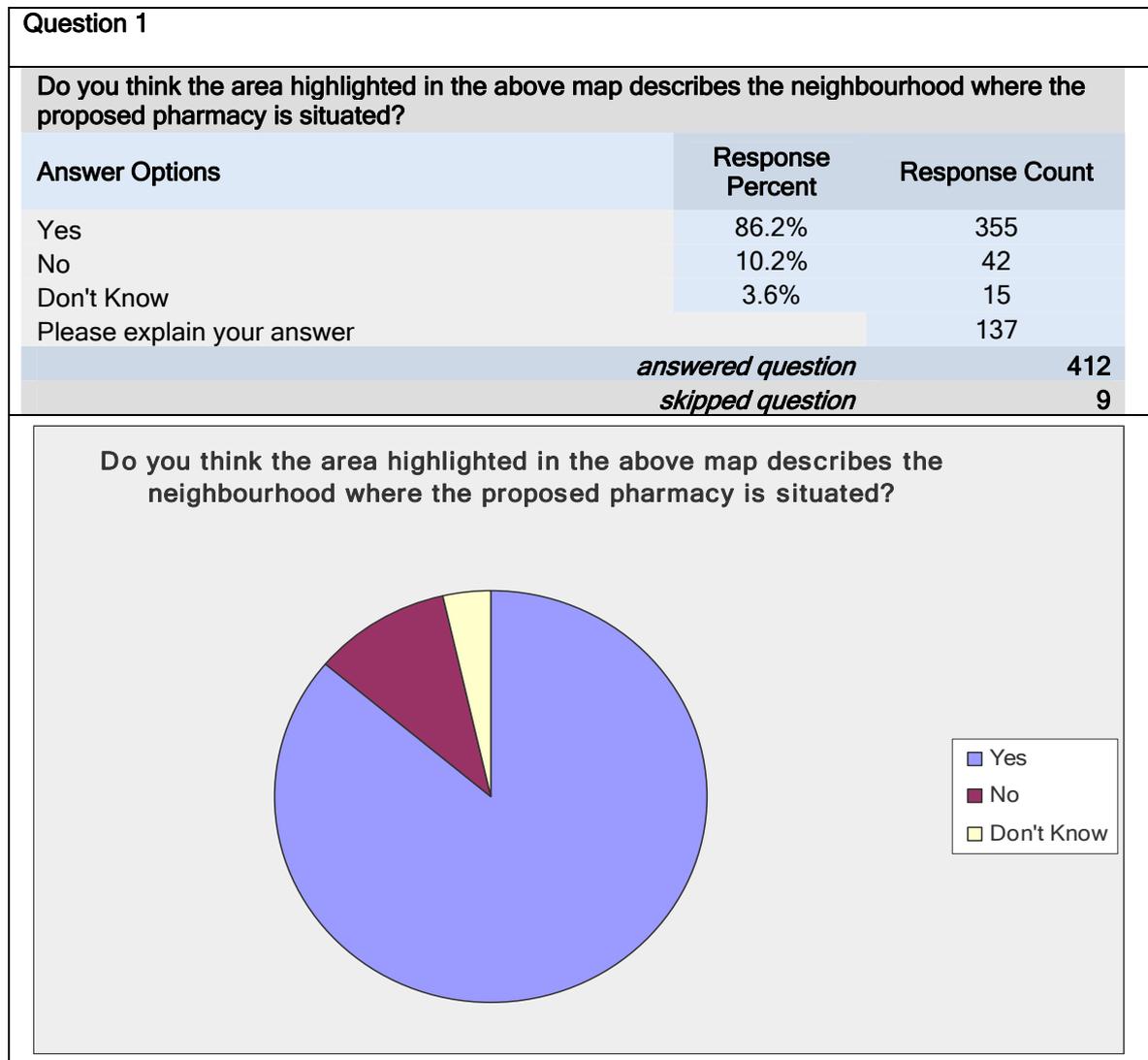
One unsolicited letter was received. This was from the local Member of Scottish Parliament regarding the outcome from an independent survey he had undertaken following discussions with the intended applicant (Appendix 8)

The NHS Greater Glasgow & Clyde and Mr Andrew Mooney survey generated the following summary outcomes from responders to the questionnaire :

- 363 (86.2%) agreed with the neighbourhood for the proposed pharmacy
- 216 (51.4%) agreed that the proposed location would provide adequate access to pharmaceutical services within the neighbourhood
- Approximately 333 (79%) believed that there was currently an adequate provision of pharmaceutical services within the neighbourhood.
- 307 (72.9%) supported the opening hours for the proposed pharmacy
- 274 (65%) believed the proposed services were not required within the neighbourhood (question 5).
- 192 (45.5%) did not believe there were any other NHS services that the intended applicant should consider and 156 (37.1%) did not know.
- 240 (57%) did not believe the proposed pharmacy would encourage closer working between other healthcare providers.
- 301 (71.4%) believed the proposed pharmacy would impact on other healthcare providers
- 279 (66.3%) do not support the opening of a new pharmacy at 19 Greenock Road, Bishopton PA7 5JW

## 5. RESPONSE TO QUESTIONS

The information received from the survey is summarised as follows. (Please note: the comments have been extracted from actual responses received.)



Respondents were asked to explain their answer, and the following comments were made:–

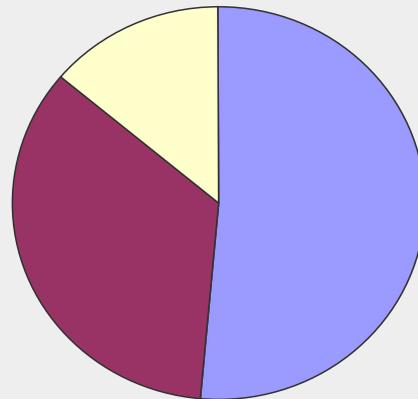
- Come outwith the area
- It shows the Bishopton neighbourhood.
- it does describe the neighbourhood of Bishopton
- This does highlight the area designated as Bishopton and defines the area for 2500 new homes.
- Applicant's "neighbourhood" includes 2 18-hole golf courses.
- This is the geographical area of Bishopton
- The map represents the area of Bishopton including the new development at Dargavel.
- Bishopton and outskirts
- The map is not detailed enough to give a precise location in order to form an opinion of the proposed location.
- It is my belief that the village will double in size.
- I believe that the village will double in size.
- Because the housing in the area is growing and so is the community.
- Proposed 2500 houses and growing.
- The neighbourhood is changing and the village will have some 2,500 more houses and 7000

- more people. Currently there is 450 new houses in 12 months.
- Proposed pharmacy in a more central area of Bishopton given present and future growth and allowing easier access.
  - The given address would seem to match this map.
  - Although the highlighted area describes the neighbourhood for the proposed pharmacy, the existing pharmacy is only a short distance away and provides for the same neighbourhood. Unsure why there would be a requirement for two pharmacies in such close proximity.
  - Your map shows areas in Erskine and across river to old Kilpatrick - certainly NOT in the neighbourhood! Erskine has at least two pharmacies - so area is well covered.
  - Not sure another pharmacy is required as existing shop deals well with "neighbourhood" highlighted.
  - Think this is optimistic to think Erskine would come to Bishopton.
  - Well positioned for new housing developemnt.
  - Not very well.
  - I would not use above - distance too great. Map not strictly accurate - also too large an area does not seem a fair share of business established chemist.
  - Distance too far (for me).
  - The star is on the AB and difficult to see. It is a poor quality map.
  - Terrible map. ROF show no houseing, having to make assumption as to where the ----- lines are. ROF will eventually be bigger than existing village.
  - Unclear map. Does not show the new development housing aready built and the extent of the area still to be developed.
  - this is the proposed development plus existing bishopton and new houses
  - Covers existing village and shows the area covered by the Dargavel Village, 2600 houses in construction
  - This is the populated area around Bishopton and Bishopton Health Centre where residents would make use of the proposed new pharmacy
  - Bishopton is designated as the largest housing development in the clyde valley.there will be 2500 houses within the next few years ,at present there are 400 new hoses and the development is ahead of schedule
  - The pharmacy is situated on the Main Road in Bishopton, and the area shown is the new estate which is no where near the pharmacy.
  - With the new housing development another pharmacy will be needed
  - The outline appears to have some strange deviations from recognised roads but covers the general area.
  - Yes, covers Bishopton and Dargavel including space still to be developed.
  - The proposed pharmacy is situated in Bishopton. It is nowhere near Dargavel village and the majority of new housing. The proposal for Dargavel Village made it quite clear that this new development would include new facilities. This proposal is attempting to put a new facility in the existing Bishopton. It is quite a different neighbourhood.
  - Poor map
  - Don't know how large the new part of Bishopton is.
  - It seems as if the area has been deliberately pushed to the west so as to look like it will be covering a greater area. The area highlighted has some proposed housing however the area is mainly open field and farm land that can not be built on at a large enough scale to warrant another pharmacy in the area.
  - I live off of stuart road and recognise the features.
  - Map gives a false impression of the population. Many areas underdeveloped
  - The area outlined is the neighbourhood of the proposed new pharmacy.
  - The area does not wholly apply to housing.
  - It takes in the whole of Bishopton and surrounding area.
  - local area
  - I believe that the description is adequate
  - It hardly 'describes' the neighbourhood, which is on the main A8 within a group of shops, including being next to an Indian takeaway, with limited street parking.
  - the majority of the area outlined is actually the newly-built Dargavel village - not Bishopton
  - Your map is not very good, but its roughly correct
  - MAP SEEMS TO BE ACCURATE IN ILLUSTRATING THE NEIGHBOURHOOD FOR THE PROPOSED PHARMACY
  - This map covers all of Bishopton village
  - The neighbourhood detailed is the entire village.
  - Comprises existing and new development in Bishopton

- The area is changing very quickly in Bishopton - a new pharmacy situated in the new building site would make much more sense than another pharmacy on Greenock Road just a few yards from the present one.
- The boundary general encompasses the as-built and proposed extents of Bishopton.
- Includes Bishopton and the new Dargavel Village.
- It's easy to access
- I'm assuming it's covering Bishopton and the immediate vicinity outwith Erskine
- but the existing Pharmacy is only half a mile away and has never presented a problem with its location.
- the area highlighted is not in Bishopton but Dargavel the "New Village"
- Seems to include most of Bishopton
- Looks like the area where the shop units are.
- It appears to include 'old Bishopton' and the new homes currently being built.
- It does not correctly identify some of the main roads in the village - for example Kingston Road which is a main thoroughfare going South to North. There are other inaccuracies eg the location of Drumcross Road is wrong
- Most of the area is the other side of the railway line and in the new Dargavel village.
- Does not look very clear or accurate.
- Looks accurate and encompasses the new development of houses
- The area highlighted is way outside the limits of Bishopton and large areas are uninhabited and it appears to be very close to Houston,
- Are included proposed housing developments
- The area on the map looks o.k.
- Poor map. Much of area shown is agricultural and non residential.
- Doesn't describe it, just show the boundary it will affect.
- Boundary appears to have been extended considerably in order to show a greater need for the pharmacy. It is obvious that by extending these boundaries, the results are skewed in favour of the new proposal.
- Yes clearly highlighted and too close to existing pharmacy
- I believe this would be a great addition to the village since the other chemist is at the opposite end of the village
- Area specified is much greater than will be served.

Question 2		
Do you think the location of the proposed premises will provide adequate access to pharmaceutical services in and to the neighbourhood?		
Answer Options	Response Percent	Response Count
Yes	51.4%	205
No	34.6%	138
Don't Know	14.0%	56
Please explain your answer		210
<i>answered question</i>		<b>399</b>
<i>skipped question</i>		<b>22</b>

Do you think the location of the proposed premises will provide adequate access to pharmaceutical services in and to the neighbourhood?



Yes  
 No  
 Don't Know

- Much better situated for new Dargavel Village.
- More central.
- It will have easier access than the current pharmacy.
- The Location is more central.
- It will provide adequate access
- New Pharmacy would be easier access
- Main access at the moment is direct from the Health Centre, which is in the immediate vicinity. Secondary access will in the course of time be via Station Road and Gledstane Road.
- The present pharmacy makes more than adequate provision for the community's needs.
- Seems central.
- The location is more central within the village: More accessible for residents.
- Proposed location is central within the village.
- Local shops there.
- The proposed pharmacy has better access and is more central to the village community.
- The location is very central & would be more accessible than the existing pharmacy.
- Central location within the village.
- The current pharmacy is very small and in an area which has restricted accessibility and parking, therefore, the proposed new pharmacy would offer a more central location, larger premises and easier access.
- Road congestion/parking could be a problem and there is already adequate access to the existing Pharmacy. It is close to the Health Centre, local Dentist etc. and handy bus stops if required and better parking than at the proposed site.
- Road congestion/parking could be a problem and there is already adequate access to the existing Pharmacy. It is close to the Health Centre, local Dentist etc. and handy bus stops if required and better parking than at the proposed site.
- The wording of this question is terrible. What exactly are you trying to ask?
- This has a much better location than current pharmacy eg better parking. Also larger premises plus more central.
- Bishopton has adequate access to pharmaceutical services. The new Dargavel village which is included in the "Neighbourhood" has none at all and is anything up to two miles from the proposed facility.
- Near co-op and community library with plenty parking
- The premises is large enough with parking to the front and rear
- congestion of traffic on that specific area
- Perfect location, very central
- proposed premises is located in existing area containing shops and services, with accessible parking.
- Good location for access and parking.
- Good location for access and parking.

- More accessible parking/easier access.
- Next to local shops.
- its on the main road and adjacent to new development
- Is central in Bishopton.
- The location which is proposed offers easy access and parking.
- Proposed location will provide parking that will be easily accessible.
- It has easy access and parking facilities and is central to the town.
- Easy access and parking.
- Convenient Local shopping area. Can walk or drive there. Easy to park
- Busy local shops and library co-located. Good parking available
- More suited to the village, eg it is central and easy to park.
- This location is much more central to all houses and is now the hub of the village.
- New pharmacy will provide easier access and better parking as existing pharmacy has very limited parking and is located next to traffic lights. Only method of exit is to reverse onto main road which is in my mind very dangerous.
- I do not know what is proposed as the entrance and parking facilities from looking at this map. It also seems to be extremely close to the already existing and fully stocked and functioning pharmacy so why would we need another?
- I don't believe it is required
- Again, the proposed premises is in close proximity to existing pharmacy and fail to see why there would be a requirement for two serving the same neighbourhood.
- Busy local shops and library there to.
- On a main road.
- Near community library.
- On street parking
- On street parking is limited and traffic congestion is heavy outside the proposed premises.
- Will certainly be more convenient for residents at NW end of village.
- Already have a good well located chemist for "Bishopton" but parking for proposed site could be problem as already mobed due to other shops.
- Present pharmacy is adequate.
- As area gets bigger parking is building up.
- Already have this service which is exemplary.
- The site of the present pharmacy provides excellent access opposite Health Centre, dentist, bus stop outside door. Station nearby.
- We already have an excellent pharmaceutical service which is ideally located near surgery.
- Very convenient for this neighbourhood.
- Yes, but to the detriment of existing pharmacy.
- Possibly re: obviously new housing estate in factory for example.
- Parking problems.
- Adequate services already available at current pharmacy. Short distance from proposed new pharmacy.
- There is ALREADY adequate access to pharmaceutical services.
- The location is adequate, but seems excessive, since there is a pharmacy in the neighbourhood.
- Dargavel Village will have no chemist yet if proposal goes ahead the old village will have two on same street.
- Proposed site should be in development NOT a 2nd pharmacy in old village further from new development.
- The bulk of new housing will be on the factory site.
- If more pharmacies are required site in Dargavel Village is where it should be located.
- the village has two centres of shopping
- As Dargavel Village develops, the "centre" of the neighbourhood will move South. Two pharmacies 500 yards apart on Bishopton's main road would not make sense. Refer to my answer to Question 9.
- Any new pharmacy should be within Dargavel Village.
- Yes, it is a very good service and convenient for the Health Centre
- would be beneficial to the west end of both current and new houses
- Is on main road and has good parking
- It is central and most important has ample safe parking both on and off road away from

major junctions and pedestrian crossings

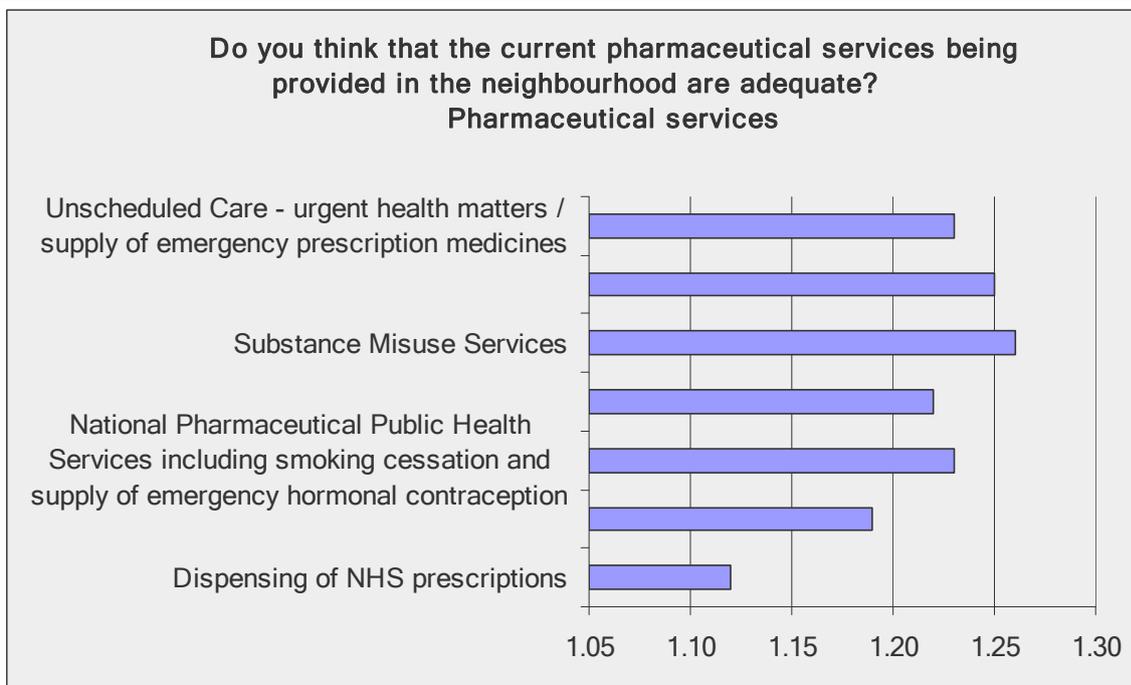
- There are two shopping areas in bishopton and the proposed location is now recognised as being the prime location for access both to old and new bishopton,thesis local coop,dry cleaner and hard wear shop within yards of the proposed pharmacy
- Local centre
- The existing pharmacy is better placed to the health centre and provides a more than adequate service, it is also more central.
- It is no where near the Health Centre.
- This will put even more strain on the parking and an accident waiting to happen
- Better parking facilities
- Most of Bishopton housing tends to be towards the location of the existing chemist shop.
- NO AS YOU WOULD HAVE TO WALK OR DRIVE FURTHER TO RECEIVE YOUR MEDICATION FROM THE DOCTORS SURGERY
- Adequate parking behind these shops however not commonly used as this is off main road and access is one way only
- Existing provision is fully satisfactory so I don't see the need for another facility.
- We already have a pharmacy a few hundred yards away which has and continues to provide more than adequate pharmaceutical services to the village and surrounding area.
- I think the current pharmacy already does.
- The existing pharmacy is closer to the new homes in Dargavel Village. The site of the proposed new pharmacy does not provide any improved access to pharmaceutical services in the neighbourhood.
- We already have an excellent pharmacy that adequately covers everyone in Bishopton.
- The access around that area is already congested due to the other shops in that exact area. There is insufficient parking directly outside the site and it will cause a safety concern for anyone using the area.
- I think the chemist already here will fulfil all the needs of the village.
- The only off street parking is the cooperative etc carpark which is very busy at times and greenock road (A8 ) is a busy road. Parking on it, which people do already is dangerous.
- The proposed location is already in a fairly congested area and has inadequate parking facilities.
- Since bus services to Bishopton are poor, it is essential to have good pharmacies within walking distance for those who are not able to drive due to illness or old age. The train service is good, but with the doubling in size of the village, it may well turn out to be too crowded for the sick or the elderly.
- The main central shopping is beside the proposed pharmacy. There is plenty parking available,unlike the current pharmacy which has limited space for cars. Cars have to back out onto main road.
- Pharmacy should be located closer to the Health Centre to make it easier for patrons to collect prescriptions.
- Not required
- It should give a local provision at the Greenock end of the Village.
- Difficulty parking
- It would be beneficial to have a pharmacy near the new village, also one where parking was freely available would be a great improvement.
- Poor vehicle access and a long way from the Medical Practice premises.
- If the proposed additional service is intended to address the village extension arising from the Dargavel Village developments then it on the wrong side of the railway line i.e. it should be in the new "Village Centre" -
- Adequate provision is currently provided by existing arrangements
- It is not near the doctors surgery
- not central enough and no car parking
- Parking will be a problem
- This will be beneficial to the residents of Dargavel Village.
- convenient, near library, shops etc, some parking available
- I think it would be in the wrong place for those of us who are moving in to the area in the new houses. There is a proposed shopping centre here and surely this is where the new pharmacy should be. As it stands the pharmacy we have on Greenock Rd serves the community more than adequately with a wide range of services.
- It's situation is on main thoroughfare
- Already overcrowded.

- Plenty of car parking, easy access for pedestrians, disabled etc
- could be sited nearer to new housing estates to give better coverage.
- Customers from the community growth area and new-build homes will not have easy or ready access to the proposed premises which, in terms of access, do not offer anything new to the current provision.
- Personally I think it would be better in the new village.
- There is already a pharmacy situated in bishopton village which provides adequate pharmaceutical services.
- The other one is much closer to medical centre.
- It's on the main road so accessible
- Am sure it will however as we already have a pharmacy I don't see the need for another in such close proximity as the existing pharmacy already fulfils the needs of the village
- there is congestion around that area presently
- There is currently a pharmacy on Greenock Road close to the Health Centre which provides all my pharmaceutical requirements.
- Already have a pharmacy along the road
- We already have a more than adequate service
- CAR PARKING IS ADEQUATE
- Very busy part of the main road for parking. Most of the shops in Bishopton are here, so traffic is a problem even although there is some offroad parking.
- The area proposed is always very busy and parking will be a problem.
- I believe we already have adequate access to pharmaceutical services within the neighbourhood and the location of the proposed premises for further pharmaceutical services is not required.
- The proposed pharmacy is too close to the existing pharmacy
- It is situation on the main A8 through the village and there is parking available with the car park behind, the road and across the street in front of the Co-op.
- There is already adequate access to the existing pharmaceutical services
- No, another chemist would be far better situated in Dargavel village.
- It is a distance away from the local Health Centre and if you are unwell the current location is near the Health Centre.
- The existing pharmacist provides adequate access
- existing Pharmacy located on the Main Street and close to the Health Centre.
- Centrally located adjacent to other shops in the village, although a bit remote from the Health Centre.
- Only 1mile from the present pharmacy
- Very close to existing pharmacy.
- Another pharmacy is not required,
- We already have a chemist that provides adequate service to Bishopton and other chemists within a couple of miles of Bishopton
- Difficult parking
- Very limited parking and narrow roads make it almost impossible for more than a few cars to park outside. Given the large and varied number of services being proposed, this poses a problem in terms of the safety of pedestrians having to cross a busy road and increases considerably traffic congestion in this area. This would also have an adverse effect on existing businesses in this location.
- The current pharmacy opposite the health centre already caters for the population of 'original' Bishopton. As the development of Dargavel Village progresses, there is likely to be a need for another pharmacy located there, but this proposal is no more convenient for the new community than the existing pharmacy.
- Parking cars an issue too near traffic lights and other shops The fact
- Too near traffic lights and shops
- Bishopton is the whole village
- There is already a pharmacy in this area with the capability to cater to this area
- Parking limitation
- There is already a pharmacy on this road.
- There are many elderly at this end of the village and I am sure they would benefit form the pharmacy being closer. I know personally that this would benefit me.

Question 3

Do you think that the current pharmaceutical services being provided in the neighbourhood are adequate?  
Pharmaceutical services

Answer Options	Yes	No	Rating Average	Response Count
Dispensing of NHS prescriptions	366	50	1.12	416
Supply of medicines under the Minor Ailment Service	332	77	1.19	409
National Pharmaceutical Public Health Services including smoking cessation and supply of emergency hormonal contraception	296	89	1.23	385
Chronic Medication Service - for people with long term conditions	309	87	1.22	396
Substance Misuse Services	267	96	1.26	363
Stoma Service - appliance supply for patient with a colostomy or urostomy	271	91	1.25	362
Unscheduled Care - urgent health matters / supply of emergency prescription medicines	300	92	1.23	392
<i>answered question</i>				416
<i>skipped question</i>				5

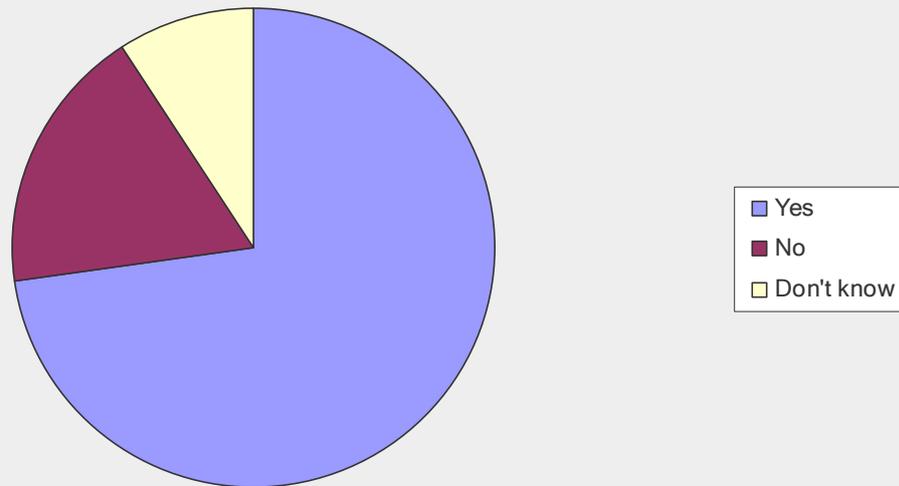


Question 4

Do you think the proposed opening hours are appropriate? Pharmacy opening hours  
Monday 9.00am - 6:00pm Tuesday 9.00am - 6:00pm Wednesday 9.00am - 6:00pm Thursday 9.00am - 6:00pm Friday 9.00am - 6:00pm Saturday 9:00am - 4:00pm Sunday Closed

Answer Options	Response Percent	Response Count
Yes	72.9%	293
No	17.9%	72
Don't know	9.2%	37
Please explain your answer		184
<i>answered question</i>		402
<i>skipped question</i>		19

### Do you think the proposed



*Respondents were asked to explain their answer, and the following comments were made:–*

- Longer opening hours on Saturday beneficial.
- more than adequate for my needs
- Additional Saturday opening hours will be welcomed.
- Clearly it would be advantageous for the pharmacy to be open to accommodate patients' needs. The vast majority of the working age population in Bishopton travel out of the village to work and therefore extended opening times on one or two days a week would be helpful.
- Saturday afternoon opening could be helpful
- Extended hours is helpful for people working.
- An early start or late opening one day a week would be helpful as the GP surgery is open late.
- Saturday afternoon could be helpful.
- The hours are good - could be longer.
- opening earlier & later would also benefit the working community.
- I work during the week so open all day Saturday would be very helpful.
- The proposed opening hours will offer more flexibility.
- Extra hours on Saturday is beneficial.
- Saturday afternoon benefits those who work through the week.
- Would like it open longer as it is often closed after the last appointment at the Medical Centre.
- Yes apart from Saturday afternoon opening they match the current provision.
- I think a half day on a Saturday would be more than adequate.
- Do something different from other chemist like Sunday
- Later opening times once or twice per week would be more adequate.
- For people who work business hours a later closing time would be beneficial
- Should be open later to accommodate those who work
- It would be better for the pharmacy to open at 8.30 and be open for some hours on a Sunday
- would be helpful to have one late night a week say a Monday when doctors sit late
- Will be good to be open after 12 pm on a Saturday
- If there is to be a second pharmacy it would be better if the opening hours were complementary rather than the same, i. e. one of them should perhaps open on a Sunday.
- It would be better to have longer hours 8-7.
- Good hours for a Saturday instead of closing at lunchtime.
- Increased opening hours.
- Saturday afternoon is good.
- Very beneficial with full Saturday hours
- pharmacy opening hours should be 24/7

- Staying open until 6pm helps those who work.
- Longer hours could be appropriate especially for those working 9-5 days.
- There could be a benefit for longer hours on alternate days.
- Open after normal working hours for most people.
- Excellent
- It would be more suited for people if it opened even half an hour earlier, so that there was a chance of picking up a prescription before work. Not entirely necessary but would be useful.
- Proposed pharmacy will offer more flexibility than at present.
- later closing on Saturday and opening on Sunday
- I don't believe another pharmacy is required
- Saturday opening is beneficial as no other pharmacies in the area open late on Saturday.
- Although earlier in morning and later in evening would be helpful.
- No local pharmacy open on a Saturday afternoon.
- Saturday afternoon opening would be good.
- The extra opening times on a Saturday will benefit the community.
- Saturday afternoon opening beneficial.
- Should be adequate.
- Open at convenient times.
- Very similar to present pharmacy, Need to change hours to: Mon 1pm-10pm, Tue Closed, Wed 1pm-10pm, Thur 1pm-10pm, Fri 1pm-10pm, Sat 1pm-6pm, Sun 10am-6pm to give 7 day opening and extended hours in the area.
- This is a good service, everyone should be able to access the chemist within these hours. In addition they deliver medicines if necessary.
- These proposed hours are better than at present
- allows for commuters arriving after work in Glasgow. Usually around 17.40
- Opening times would suit the majority of people collecting regular medication and also those collecting after visiting to surgery
- the proposed hours are better than at present, Given the growth within bishopton it may have to extend hours as the coop did
- Current local pharmacies close at lunchtime
- I feel late opening a few nights per week perhaps shared by the existing pharmacy would provide a better service.
- Should be open a.m. Sunday.
- Fairly standard I would say.
- Would prefer 8.30 opening and Sunday hours
- I personally would be happy with those hours.
- These seem appropriate for now, but may need to be extended over time with the expansion of the village and rising demand for healthcare.
- given the growth taken place in the area Doctors surgeries extended hours only time will tell.
- Can't see any benefit in the extended Saturday opening hours
- No time alterations required
- I do think they are. Anyone who cannot make it within these times, due to work commitments, can always take their prescription to another chemist near their work or a main shopping centre.
- Longer hours would help people who are at work all day get better access and in an emergency situation.
- Not needed.
- There is no other pharmacy in the area that is open on a Saturday afternoon, this would be very helpful.
- Acceptable
- it should stay open later as the last GP consultations regularly go beyond 6pm
- really just normal hours
- If an additional pharmacy is deemed appropriate then the proposed hours seem appropriate
- I THINK THEY ARE SUITABLE AND ARE OPENED WHEN G.P SURGERY IS OPENED AS WELL AS THE SATURDAY.
- THE HOURS SUIT MOST PEOPLE
- Opening times are adequate with the surgery hours
- This would be very helpful for people who work
- Saturday afternoon opening will be extremely beneficial as at the moment the next nearest pharmacy open after 1pm is Asda Linwood.
- Typical shop hours

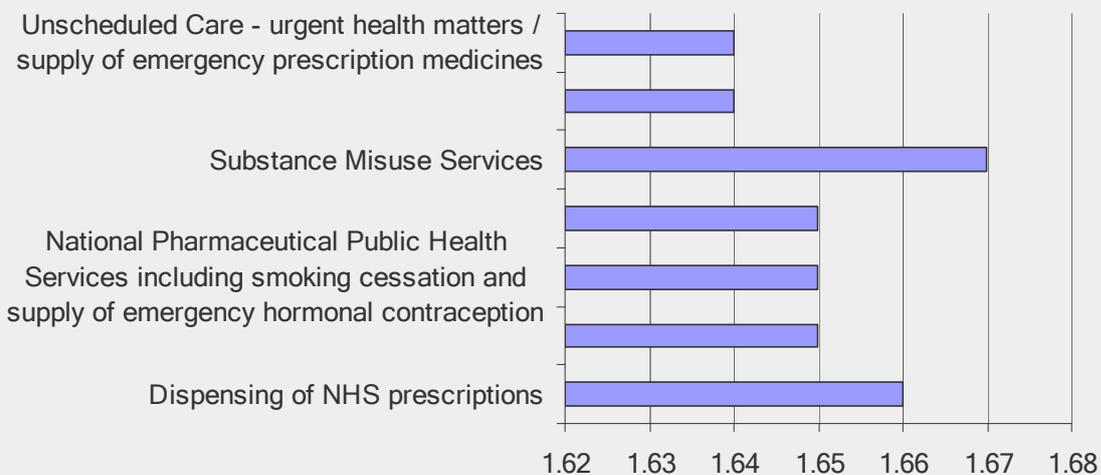
- covers normal working week/ school times. Assume it would also be part of emergency provision in area
- If GPs are extending surgery times this should be reflected in pharmacy availability too.
- Times are more than adequate.
- Excellent, currently the pharmacy is not open on a Saturday afternoon, highly inconvenient especially with small children.
- If you're going to build a new pharmacy for no reason you may as well have it open on a Sunday.
- present opening hours are adequate.
- I do not see any need for Saturday opening until 4.00 p.m.
- There is little additional value in providing a second service if it cannot work together with the existing provision to provide 7-day availability.
- Appropriate for area
- if 24 hours per day is not on the cards then the above is ok
- Yes especially the Saturday afternoon
- These hours allow for commuters to collect prescriptions on the way home, pharmacy is very very close to the surgery so if there is a problem that can be sorted quickly.
- A new chemist should provide cover on a Sunday as well
- Monday to Friday times are fine but I can't see that opening till 4pm on a Saturday as opposed to the existing pharmacy opening times would be advantageous to many people.
- Sunday opening should also be considered
- A short emergency service on Sundays would be useful
- Increase in Saturday opening.
- With flexible hours people need longer hours
- Sunday service would be required to make any difference to what we already have.
- Perfectly adequate. Especially Saturday, longer opening hours.
- Self explanatory.
- The opening hours are above core hours as specified by the health board. The Pharmacy is open 52 hours per week.
- There is already a pharmacy in Bishopton with the same opening hours except on Saturday when it closes at 1pm
- Almost the same as already provided in village.
- Long hrs - would be useful to have a Sunday provision
- Although it would be good to have a pharmacy in the village that was open on a Sunday
- These opening hours work and the closeness of the railway station the hours allow train users to pick up prescriptions on their way home

#### Question 5

**Do you think that the pharmaceutical services being proposed for the pharmacy are required within this neighbourhood?**

Answer Options	Yes	No	Rating Average	Response Count
Dispensing of NHS prescriptions	134	259	1.66	393
Supply of medicines under the Minor Ailment Service	135	253	1.65	388
National Pharmaceutical Public Health Services including smoking cessation and supply of emergency hormonal contraception	131	239	1.65	370
Chronic Medication Service - for people with long term conditions	131	246	1.65	377
Substance Misuse Services	120	239	1.67	359
Stoma Service - appliance supply for patient with a colostomy or urostomy	131	231	1.64	362
Unscheduled Care - urgent health matters / supply of emergency prescription medicines	135	237	1.64	372
<i>answered question</i>				<b>394</b>

Do you think that the pharmaceutical services being proposed for the pharmacy are required within this neighbourhood?  
**Pharmaceutical services**

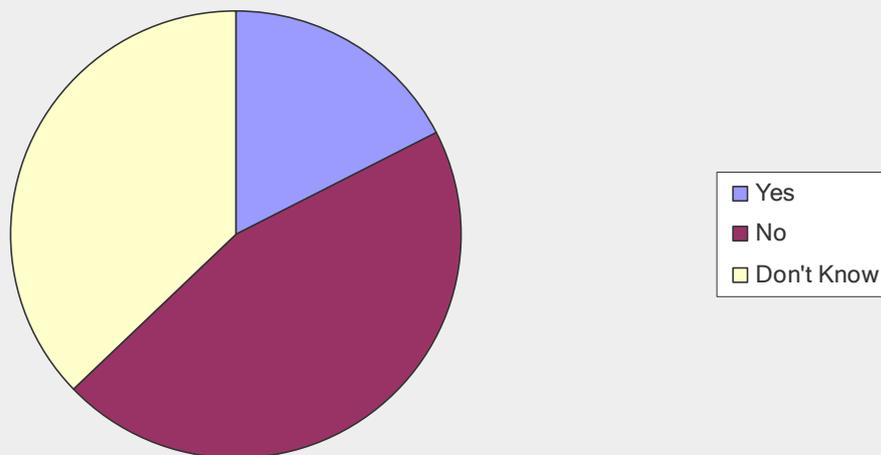


Question 6

Do you think there are other NHS services that the proposed pharmacy should consider providing?

Answer Options	Response Percent	Response Count
Yes	17.4%	69
No	45.5%	180
Don't Know	37.1%	147
If Yes, please explain your answer and describe what services you would like to see being proposed		104
<i>answered question</i>		<b>396</b>
<i>skipped question</i>		<b>25</b>

Do you think there are other NHS services that the proposed pharmacy should consider providing?



Respondents were asked to explain their answer, and the following comments were made:–

- Asthma clinic consultation area n seperate room. Current pharmacy is very small and no privacy.
- Vaccinations. Private consultation area
- Current pharmacy offers limited services
- Minor Ailment Treatment room
- Travel and flu vaccinations. Health check service.
- Contraceptive clinic, blood pressure monitoring. Travel clinic
- Asthma clinic.
- Chiropody? Space for self help groups.
- Physiotherapy and podiatry services would be beneficial.
- Contraceptive - blood pressur checks/saves going to doctors.
- Physiotherapy
- Podiatry
- podiatry/physiotherapy
- Travel vaccinations.
- Asthma Clinic & Flu Jabs.
- More pharmacist and advice services
- Monday to Friday delivery service for elderly & disabled.
- Delivery service for disabled & elderly
- Possibly flu jabs
- Asthma clinic?
- Counselling/CBT services.
- Asthma review.
- Helath promotion, sign posting to various services. Flu jabs.
- Further health promotions i.e podietry would be helpful.
- Perhaps visiting physiotherapist and poditrist. Holiday injections.
- Injections for holidays.
- Asthma Clinic. Travel Clinic.
- Flu vaccine, travel clinic.
- Flu vaccines.
- Blood pressure checks
- Chiropody sevicees would be useful.
- What is needed is physio, optician and chiropodist.
- Given the strain on the health of the country ,I am sure there are many services that are possible.The current provision is very limited given it size and the ability to offer confidential advice

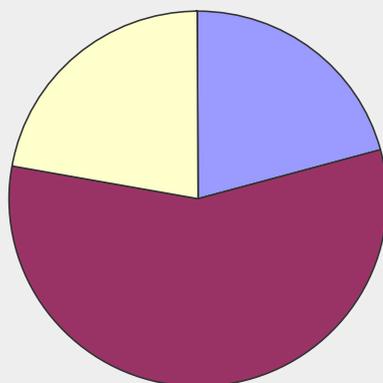
- There are many other services that people in bishopton have to travel to receive .Another pharmacy must relief the pressure on gp surgery.
- Advice and consultations on medicines. Flu vaccine or other services such as asthma/diabetes advice services
- More physio chiropractic chiropodist podiatrist
- Chriopody
- Sunday and extended opening
- More providable nessecities for healthcare ie more availability to stronger over the counter pain killers as transportation is very poor locally in this area
- The existing provision is perfect
- Flu vaccination,private reviews of ongoing medication T his has never happened in the past physio sessions, asthma clinics,inhaler sessions, chiropody service,
- deliver medicines to their elderly patients,
- Free Repeat Prescription Service, diabetes and cholesterol testing,
- Athsma, blood pressure and cholesterol clinics would be advantageous.
- Home delivery for very ill or frail elderly people
- only if demand dictates.
- Podiatry clinic, minor ailment clinic
- Chiropody.
- Sunday opening, and one late night a week.
- out of hours service
- Saturday afternoon opening of pharmacy
- Private vaccination for travel

#### Question 7

In your opinion would the proposed application help other healthcare providers to work closer together i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services?

Answer Options	Response Percent	Response Count
Yes	20.8%	85
No	57.0%	233
Don't Know	22.2%	91
Please explain your answer		165
<i>answered question</i>		<b>409</b>
<i>skipped question</i>		<b>12</b>

In your opinion would the proposed application help other healthcare providers to work closer together i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services?



*Respondents were asked to explain their answer, and the following comments were made*

- I think they work close enough together as it is so do not see how things will change with the introduction of another pharmacy.
- No- the present Pharmacy is straight across from the GP surgery, three doors along from the dentist...and has a very good working relationship with all of the healthcare workers
- I believe all of the healthcare providers already work closely with the existing pharmacy.
- The relationship which the existing pharmacy has with healthcare providers, other pharmacies etc. might be described as flourishing
- Believe more private spaces provided
- I look forward to future changes where pharmacies can reduce the pressure on GPs.
- The current pharmacy has great relationships with other healthcare professionals in the vicinity and wider area.
- The current pharmacy has a very impressive working relationship with all of the above healthcare personnel. If anything, an additional pharmacy could put relations between these healthcare workers under strain, adding confusion and complications.
- Improved
- There is already a pharmacy in the area which has a very good relationship with the local GPs and all healthcare workers.
- Pharmacy in place already provides more than adequate cover.
- Why would it?
- I feel this is already provided and that a new pharmacy won't make a difference.
- The pharmacy service already provided within this area already ensures other healthcare professionals work together. The close proximity of the current pharmacy and gp practice is in an ideal situation to ensure that there is a good relationship between the already existing pharmacy and gp's! From previous experience it seems that the current pharmacy has excellent relationships with local gp's, district nurses, dentists, optometrists, other community pharmacies and social services. I am unsure how a new pharmacy would build on the excellent relationships already established.
- There is plenty of space.
- Less pressure in GPs.
- The more convenient hours offer a more flexible healthcare option than burdening GPs.
- A duplication of services within Bishopton and not at all meeting the needs of Dargavel We see no value in fragmenting an excellent service in Bishopton.
- the existing Pharmacy already has a great working relationship with the local surgery and also with village residents. A second Pharmacy in such close proximity would simply water down relationships, reduce trust and lead to competition,

- The current service already works in partnership with other health services I don't see a need for another pharmacy in Bishopton.
- Bishopton is about to double in size & current provisions will not be enough so will help ease pressure on the above services
- No differently to that which it already does.
- Question is not clear
- Location must help.
- Ease burden on GPs with extra proposed services.
- Extra room space
- Yes, strength in numbers focused on providing great care to the neighbourhood patients.
- As Dargavel village expands more people will require health services, therefore having another pharmacy may help to alleviate the pressure to provide such integrated services to larger numbers of people.
- more rooms and space available apparently
- Longer opening should suit everyone.
- Any services must improve the service and help other NHS staff. The current services are poor for the 21st century.
- New pharmacy being proposed will offer enhanced accommodation which could offer multi-disciplinary discussion to take place. Current pharmacy has limited space.
- The existing pharmacy already has very good relationships with all these providers, is established in the village and has been working closely with them aiming to provide an adequate service for all current and future users.
- Our current pharmacy is just across the road from the health centre
- The proposed pharmacy does not appear to be providing any services not already in place by the existing pharmacy and in fact is located further away from the health centre which may negatively affect partnership working.
- I assume existing pharmacy co-operates with Health Centre
- Chemist shop and surgery are so close to each other, work so well together.
- Already in place.
- Present pharmacy close to Health Centre & dental surgery.
- Other healthcare providers already work well together. The existing pharmacy is across the road from Healthcentre and next door to dentist surgery.
- The one that is there is placed to service the community.
- Existing pharmacy more than adequate.
- We already have this ongoing with the present pharmacy.
- Not more than is already provided.
- Cause confusion. Present pharmacy excellent understanding with GP centre.
- Already very well established links between existing pharmacy and other healthcare providers.
- Present pharmacy provides all the support needed.
- Any new facility should be considered to be sited where the bulk of potential users live.
- Bishopton Health Centre and the existing pharmacy have a long standing relationship and benefit from being in close proximity to one another. Dental services are also in close proximity.
- I have seen the present pharmacist liaising with the GP, and also hear that she is working with other groups. I think she is very conscientious and her service could not be bettered.
- there has to be opportunity for some form of integration
- Will provide wider range of services than existing provider could supply due to size of premises. Will reduce workload on GP's
- There would be a better distribution of resource and services within the area.
- better facilities
- As we already have a pharmacy the other providers are already working together, however as Dargavel grows I do think another Pharmacy would ease the load for our existing Pharmacy. As I have
- Present pharmacy is very close to Doctor Surgery---Dentist and their associate services.
- Unnecessary as these things are already in place.
- A second pharmacy in this small area would only
- The existing service already works very closely with the other healthcare providers
- Seriously, we have an excellent service in place in the village, trusted reliable and efficient.
- The proposed application is not near a GP surgery. It is not near a dentist, optometrist or any other social services.
- We already have a chemist in the area that provides this.

- Due to the expansion of the Village this Would be an idea
- The existing pharmacy meets the needs of the area in question
- As previously advised, Bishopton already has a perfectly adequate pharmaceutical service and doesn't need any further additions.
- It would serve to disrupt the already great service offered by existing providers. This is an area that doesn't cope well with change. The locals like to know who they are relying on and have worked hard to get the community into the existing model.
- There is an excellent chemist down the road, opposite the medical centre
- The current pharmacy provides very efficient, adequate and friendly services to the local community.
- The sole existing pharmacy in the village is small; a new pharmacy providing additional space would vastly increase the scope for other healthcare providers to work closer together.
- the position of the proposed pharmacy will encourage integration due to access and parking
- I think this cause greater confusion amongst healthcare services,
- Can't see why it would help other healthcare providers .....etc as the existing one already does this and so does the Pharmacy at Erskine shopping Centre.
- Current providers already meet this requirement.
- They work closely enough as it is.
- no need to duplicate present provided services
- I don't believe that another pharmacy, especially in such close proximity to the current facility, would give added value.
- Being so remote from the Medical Centre will make it difficult for healthcare professionals. The proposed location is too far away for close relationships.
- There is already a close relationship between the pharmacy and other health professionals. It is geographically closely linked to the health centre and the dental practice
- Services work fine as they are
- Not really as there already is a superb service
- Current pharmacy appears well integrated with existing health provision within village and is much closer to Health Centre and local dentisit that the propsoed site of additional pharmacy
- Present arrangement seems adequate to me
- already supplied by well established and local pharmacy
- the present pharmacy is ideally situated beside doctors
- Very good rapport between medical centre professionals and existing chemist, these businesses being situated 100 yards apart
- expansion of area needs another outlet for prescriptions, medications, advice as existing shop very small.
- If the new pharmacy was able to accommodate many different clinics and facilities it would provide a fantastic opportunity for different medical professions to work together. This collaborative approach would be fantastic for the local community.
- we have had and still have an excellent service from the existing pharmacy.
- At this moment in time the Health Clinic in Bishopton already liaises with the current chemist.
- The current healthcare provision represents a significant under investment in primary care facilities and availability. I do not understand how a second pharmacy in the community will alleviate such issues.
- I'm sure they all work together coherently at present
- There is already a very good pharmacy that covers the area.
- I feel the pharmacy that we currently have fulfils the needs of the community
- A second pharmacy would make it more complex for heathcare providers to work together as the provision of pharmaceutical services would be fragmented.
- Already a pharmacy within the village
- THE CURRENT SERVICES PROVIDES ALL OF THIS AT THE MOMENT.
- Existing Pharmacy works well within the community especially as it is located close to the health centre.
- The relationship between current healthcare and pharmacy is excellent!
- It would impact negatively on the current chemist
- THE CURRENT PHARMACY IN THE VILLAGE ALREADY PROVIDES THAT RELATIONSHIP
- All required services are covered by the existing facilities
- I don't see any benefit to other services by the opening of another pharmacy.
- At the moment, the existing pharmacy and the health centre work closely together,
- I think it has the potential to add complexity to the current situation which actually functions quite well in my view.

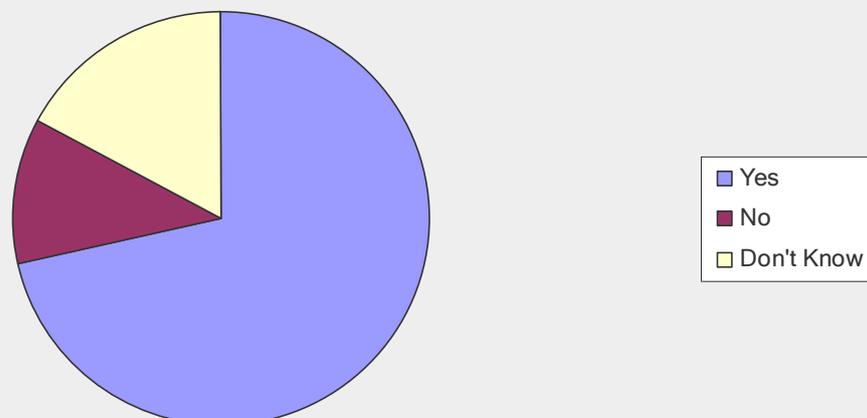
- The existing providers seem to work well together already
- Already do work together
- I believe the current pharmacy which is located very close to both the Health Centre and the Dental practice already provides an adequate service in this regard.
- Dentist is 2 doors away and the gp and district nurses are based in the health centre across the road from the existing pharmacy
- Bishopton pharmacy already has close links with all healthcare providers & is next to dentist & across road from health centre
- I think that the existing chemist handles all requirements required as it is next to the Dentist and one minute from GPs and community nurse.
- The existing Pharmacy already provides an excellent level of support to other health care providers.
- The existing pharmacy seems to provide a good service and cover all necessary areas of need.
- It's only going to provide the same service already available to the community.
- Also existing pharmacist already works closely with local medical practice and good working relationships have been formed. I feel that these relationships could potentially be under threat with the proposal of another pharmacy within the same area.
- Other healthcare providers already work closely with the existing Pharmacy.
- Services already being filled.
- 

#### Question 8

In your opinion would the proposed application impact on other healthcare providers i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services?

Answer Options	Response Percent	Response Count
Yes	71.4%	292
No	11.5%	47
Don't Know	17.1%	70
Please explain your answer		213
<b>answered question</b>		<b>409</b>
<b>skipped question</b>		<b>12</b>

In your opinion would the proposed application impact on other healthcare providers i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services?



Respondents were asked to explain their answer, and the following comments were made:–

- Positively.
- Not really either way for other healthcare workers but will obviously impact negatively on the existing pharmacy which has worked hard over the years to serve the community and is now going to be in competition with another business that will take business away from them.
- It would have a negative impact on the current Bishopton Pharmacy which has worked hard in the last few years since being taken over to provide a great and sufficient service. It could negatively affect the jobs of the workers in this present pharmacy and will definitely impact financially on the present pharmacy as it will take patients away from them.
- I think the proposed pharmacy would be beneficial to the other health services in the area.
- It would be detrimental to the existing pharmacy which is well run and already provides an excellent service.
- Yes a positive impact
- It might adversely impact on the existing pharmacy
- It could dilute the quality of the services already provided
- The current pharmacy in Bishopton is more than suitable. The addition of a further pharmacy risks the viability of both pharmacies
- In my view it would have a very negative impact on our much loved existing pharmacy. the existing one will find it difficult to survive, bearing in mind the financial commitment involved in the purchase of such a business.
- Positive.
- This would have a positive impact on these existing services.
- It would have a massive impact on the current pharmacy within the area.
- I believe it would impact negatively on other pharmacies who already provide the neighbourhood with a more than adequate service.
- As states previously, it would impact the lives of the owner and workers of the pharmacy already there
- Opening a new pharmacy would have a detrimental effect on the business of the already existing community pharmacy.
- In a positive manner.
- It would help other services by lessening patients needing appointments.
- Lessen the workload on nurses & GPs - could potentially attract more shoppers to the area benefitting all.
- The proposed facility would merely provide opposition/competition to the existing without any additional benefit to Bishopton..
- introducing a competitive provider in such close proximity to the well loved and well established Pharmacy is lunacy and bound to be generally divisive
- id be concerned about impact on existing pharmacy.
- The current chemists in bishopton functions perfectly well and another pharmacy would potentially hurt the business of a valued part of the local, original Bishopton community.
- It would obviously impact on a service which is already in situ.
- I think initially the impact will be felt by existing pharmacy.
- The current pharmacy has shown no signs of not being able to cope with increased demand from the growing population.
- I think at first it will impact the existing pharmacy in Bishopton, however with the growing population it would definitely benefit the village.
- Positive effect. Massive population increase will just add more demand. A second pharmacy wil help ease this pressure
- As stated above I already feel it would impact the relationship between the current pharmacy and the healthcare providers.
- Nonegative impact
- pharmacy we have would suffer from a competitor in such a village the size of Bishopton.
- Will give choice as sometimes suppliers tied to a chemist can't provide what is needed
- Bishopton is a growing community due to major housing development at Dargavel Village. Existing pharmacy may not be able to adequately service the community once the development is complete. However an additional pharmacy may have a detrimental impact on the existing pharmacy - is there currently enough 'business' to support two pharmacies?
- The existing pharmacy would see a dilution of business as another facility is not necessary.
- In a positive manner.
- Traffic congestion/parking problems would be improved with a 2nd pharmacy in Bishopton.
- Would lead to better sharing of knowledge and services.
- Yes, may make other pharmacy improve their service

- any additional medical/pharmaceutical services would be beneficial to an expanding community
- It can't be negative
- It could reduce workload, could increase availability of appointments in the practices.
- By reducing their workload and increasing their availability.
- Will help to lighten the load of all the other medical facilities in the area.
- Positive impact.
- Absolutely, in a completely positive manner.
- The only impact would be positive and patients would have a choice depending on location. The pharmacy can and should offer improved service in Bishopton.
- I think it would take away business from other pharmacies, but it would not really affect the other healthcare workers.
- Could offer a closer working relationship with other healthcare providers.
- Good service already exists.
- I do not want our chemist to close
- I feel it may if anything negatively impact the close working relationship already in place with the existing pharmacy and other community healthcare providers
- Extra facilities must be a help to all the providers named above
- It is bound to reduce the turnover of the existing pharmacy with possible impact on the services it provides
- I assume the existing pharmacy will have a fall in business. Can NOT see two businesses surviving! Perhaps when new development complete a pharmacy could be opened in that area.
- The present chemist has and does provide a really good service and another one might cause confusion with prescriptions etc.
- Would take business away from existing pharmacy who are helpful and have served the village adequately for years!
- It would take a lot of business off existing pharmacy.
- The present pharmacy would suffer.
- The present pharmacy which is excellent would suffer.
- I don't think area could sustain two pharmacies.
- The existing pharmacy services serves the community well and has done in the 40 years I have lived in Bishopton. It would not be fair to take away the business from such a well run establishment.
- It would impact on the pharmacy that is here.
- Existing pharmacy much closer than other providers.
- The other professional bodies have a very grounded and ongoing working compatibility with the present pharmacist. Would add extra workload for all.
- A massive impact of the current pharmacy which for many years has provided a loyal service to the community.
- Opening another pharmacy in Bishopton would impact on the present pharmacy
- The other pharmacy is closer to the GP surgery.
- Likely to weaken links and by having 2 pharmacies in one road and no provision in new development will not help anyone.
- The proposed application will IMPACT on the present pharmacy on Greenock Road
- It would mean one of them closing down in the long term as there isn't enough trade for both of them.
- As far as I know the existing pharmacy comfortably copes with existing demands upon its services.
- Impact on current pharmacy.
- It would improve the service to customers and give them choice
- In short term will take custom away from existing pharmacy. In long term existing pharmacy would be unable to cope with doubling of size of Village and requirement for greater number of services, due to size of premises.
- It would have an effect on the existing pharmacy but it is too small and cramped with inadequate safe short term parking
- It would raise the standard of service, deliver a more balanced service across the area. The current pharmacy has no potential to enhance any services due to its limited size,
- Current pharmacy would lose business.
- As previously said with Dargavel village growing another Pharmacy would not impact on services already in place.
- YES IT WOULD AS THIS YOUNG PHARMACIST HAS JUST TAKEN OVER THIS SHOP

AND WOULD BE EXTREMELY UNFAIR FINANCIALLY.

- Business would unnecessarily impinge on Kate Stewart's business. We do not need another pharmacy.
- This would certainly take customers away from the existing pharmacy This pharmacy is small and has limited parking however is located close to the doctors, there is seldom a queue or waiting time.
- It could make the existing service unsustainable and lead to potential price increases or possible closure.
- Direct competition with the current provider.
- I think it will adversely affect the business of the current Bishopton chemist
- The existing pharmacy would suffer through decreased footfall, although this is unlikely given the high regard in which it is held. I would worry that the new operator would use existing Bishopton customers to remain afloat until such times as Dargavel Village is bigger with more housing occupied. The existing pharmacy might close and the new operator would then move deeper into Dargavel Village when the new shop units open there. This would then leave Bishopton without a pharmacy.
- The opening of a new pharmacy would affect business at our current pharmacy
- There is a chemist on the same street within the same area already.
- The existing pharmacy adjacent to the Health Centre provides an extremely adequate service to the area
- There is already a pharmacy which is well situated near to the doctors and station and it is doubtful that there is enough business for two.
- Two Chemists in such close proximity would harm the existing business and perhaps cause one or both to close.
- It could result in the revenue being finely split between both businesses and the original may require to close. This would have a huge impact on those leaving the doctors and having easy access to the chemist nearest.
- Would have detrimental effect to existing pharmacy.
- The excellent chemist opposite the medical centre would be negatively affected.
- Would be damaging to current pharmacy who provides excellent services already
- A second pharmacy would only introduce confusion to an already well established and efficiently organised pharmacy.
- The sole existing pharmacy is opposite the health centre and on the main road for commuters walking from the station and should thus continue to attract customers. The new pharmacy will bring in additional customers who otherwise are forced to go to a different town to seek pharmaceutical services.
- It would have a positive effect new premises ,easy parking, greater space, and a much needed service given the growth outlook
- This new pharmacy could impact on the profitability of the existing pharmacy.
- to the detriment of the current pharmacy
- Can't see how it would be of benefit unless the existing one can't cope.
- Yes, It would split the customer base between two pharmacies. This could negatively impact the current local business/pharmacy.
- It would reduce the number of customers in the current pharmacy in bishopton, which is already meeting the needs of the village
- Cause duplication and confusion.
- already a good chemist near to the health centre
- I think a pharmacy that could offer services, could take some of the pressure from the GP's, by providing minor ailments, contraception, or smoking cessation. Also it would be good to have somewhere that you could have a confidential conversation with a pharmacist in a private room.
- Bishopton is a small conurbation and already has one pharmacy. They should be looking to expand this instead of building a new one which will only serve to increase competition with the effect of putting them out of business.
- It must have an effect on the ability for the current pharmacy to operate economically.
- Reduction of viability for existing pharmacy
- Do not believe the area can sustain two pharmacies, afraid it will result in both closing in time
- I would be concerned that the neighbourhood could not support two pharmacies which ultimately may impact negatively on the service provided
- It may pick up sales from through traffic and hurt the present set up
- POSSIBLE LOSS OF STAFF IN EXISTING PHARMACY
- likely to impact on existing pharmacy

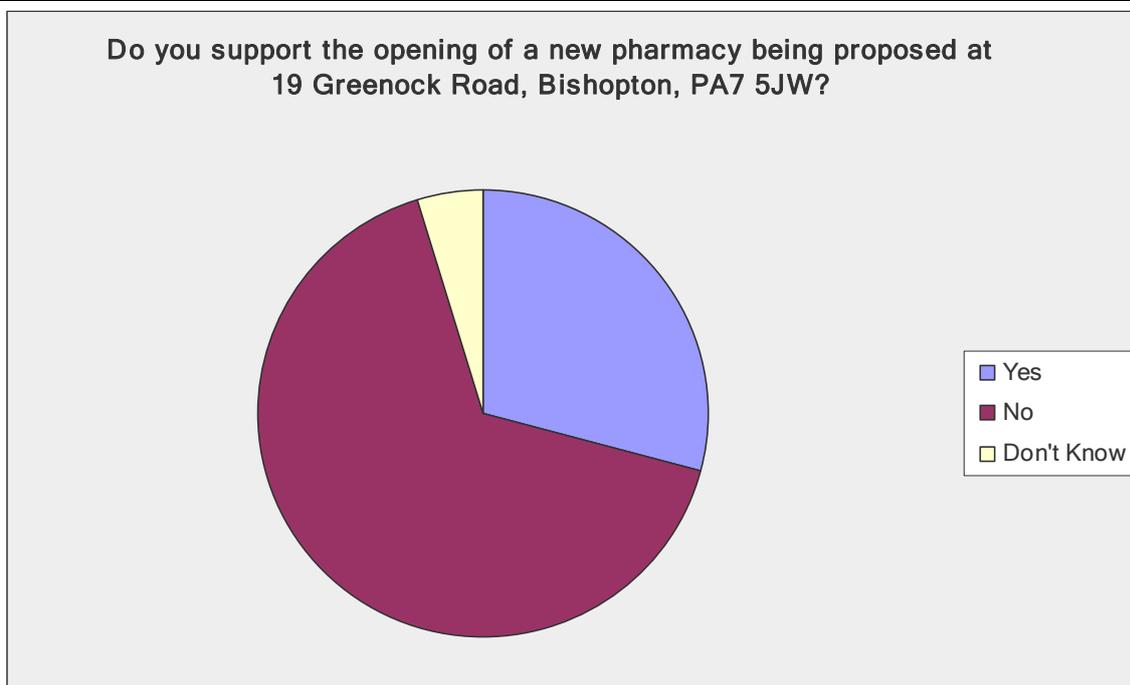
- Yes, it would have a negative effect on our existing pharmacy
- no requirement for another pharmacy, risk that there is over provision and thereby an inadequate service ensues
- The current village pharmacy
- In a positive way by providing extra services.
- Clearly another outlet offering same services as existing pharmacist and situated half a mile away would impact on present provider and may be detrimental to service given at present.
- I believe there is sufficient pharmacy already in place.
- Bishopton does not need another pharmacy,
- already have pharmacy with adequate services.
- The village does not generate enough business to support two pharmacies therefore it is possible that one or the other could be forced out of business :- the existing pharmacy should be left as sole supplier
- I don't think the village could support another chemist even with the large development being undertaken at the moment. Mainly I think most people work and will use chemists closer to their place of employment. Unless at the moment there has been an upsurge in business at the local chemist I don't see the development making a huge difference
- There will be a negative impact on the current pharmacy.
- Sufficient pharmacy provision in the area already.
- Other pharmacy on the same road.
- All the services for healthcare are in close proximity to one another which must be beneficial to all concerned.
- However it may impact on the current small local pharmacy in terms of customers
- present pharmacy already has a rapport with the local doctors/dentist etc
- Would affect the business of the well established pharmacy within the village
- It would have a negative impact on the current chemist
- It would impact negatively on the current pharmacy!!
- Yes, it would have an impact on the other pharmacy I. The village.
- IT WOULD NEGATIVELY AFFECT THE EXISTING PHARMACY IN THE VILLAGE BY TAKING AWAY CUSTOM
- Bound to affect established pharmacy
- The proposed pharmacy is too close to the current pharmacy.
- Our Resident Pharmacy is of the highest standard and knows its customers extremely well and and I feel another Pharmacy would not have the same knowledge or as friendly an atmosphere of its customers in Bishopton
- At present they only have one pharmacy to liaise with but another pharmacy would add to their already busy workload.
- It is too close to the current pharmacy to be an effective benefit to the community
- At the moment the area described has one pharmacy which dispenses prescriptions, but also sells other items. Moving some customers to a new pharmacy would negatively impact that business.
- I do believe this would affect our current pharmacy. If they felt they were unable to deal with the increased workload/prescription through put generated by the new families, then I think there would be a case to discuss. However, in that case, I would have thought it would be better for them to have larger premises and more staff than have another pharmacy.
- I am concerned that two pharmacies on the same road a mere 0.6 miles apart would result in neither business having an adequate customer base for commercial viability.
- Another pharmacy would surely have an impact on their livelihoods.
- The present pharmacy and cause them to lose business and consequently finance
- It would have a negative impact upon the existing pharmacy
- Would completely ruin current pharmacy
- It would impact on the business of the current pharmacy
- The existing pharmacy
- Would have a negative impact on the existing village pharmacy.
- Excellent existing pharmacy
- It would probably impact in a negative manner on the existing pharmacy.
- Yes I feel that this would have a huge impact on the existing pharmacy
- It is likely to be detrimental to the existing village pharmacy.
- Two Pharmacies in this small village would not be sustainable.
- It would cause disruption in the current pharmacy available
- The proposed application would impact on the local pharmacy in Bishopton which is adequate for the needs of the village and to support the Bishopton Health Centre.

- Pharmacy already there has provided an excellent service for over 15 years. The health centre also.
- Existing pharmacy in bishopton

### Question 9

**Do you support the opening of a new pharmacy being proposed at 19 Greenock Road, Bishopton, PA7 5JW?**

Answer Options	Response Percent	Response Count
Yes	29.1%	120
No	66.3%	274
Don't Know	4.6%	19
Please explain your answer		263
<b>answered question</b>		<b>413</b>
<b>skipped question</b>		<b>8</b>



*Respondents were asked to explain their answer, and the following comments were made*

- A bigger pharmacy would be better parking.
- Better access i.e. parking. Easier access for buggy/disabled access. Larger premises = more services.
- Improved position, nearer centre.
- Due to Bishopton's growth and future changes.
- I do not support this as it is not required and there is a current great service that will be put at risk with this opening of a new pharmacy.
- Existing pharmacy offers a great service already
- Not required. They always put themselves out to order in specific drugs that are required and they provide out of hours delivery if required, they are a very friendly and efficient service which would be under threat if a new pharmacy opened. The population of Bishopton, since the present pharmacy opened, has decreased and is now due to go up again, so the present pharmacy can in my opinion adequately cope with the volume of patients that could potentially come to the pharmacy, with the expansion of the village.
- I worry that with so many people moving to the area, the existing pharmacy may not be able to cope. As a mother of two young children, I feel two pharmacies within the village would be very comforting. The proposed pharmacy also is much more accessible for a pram whereas the

existing cannot accommodate my pram and I am forced to leave my child outside which is certainly not ideal.

- The current pharmacy provision is more than adequate for the neighbourhood.
- The growth of Dargavel Village in Bishopton will increasingly cause pressure on the existing Pharmacy.
- Better location than existing chemist. Easier access from village and parking available whereas existing chemist parking is terrible. Easier access for wheelchair users.
- Existing pharmacy adequate
- As I have consistently made clear above, a new pharmacy is unnecessary.
- Current one too small with limited offer as constrained by space and facilities. Would not go there to discuss private matters.
- I think a larger pharmacy would provide better services to the village. The village is growing every day and the existing small pharmacy will no longer be able to cope.
- The recent increases in housing means we need more and better services.
- This would be an asset to the village.
- The village is going to double in size.
- There is absolutely no need for a new pharmacy in this area. The current pharmacy provides all required healthcare services to the locality.
- A bigger pharmacy with more privacy for private conversations.
- As I have said above, I cannot support something which is surplus to the needs of the community and is a threat to our existing well-loved pharmacy. All you need to do is ask any customer in the area and they will all say the same. We are happy with everything our pharmacy offers and have no need for a doubling up of services
- The needs of the village now and in the future would, in my opinion, gain from the proposed new pharmacy.
- The existing pharmacy is very small & lacks private space for complex or sensitive consultation. Also the proposed pharmacy is in a much better location near other local amenities with better parking.
- Modern pharmacies should be able to offer enhanced services and more importantly patient confidentiality, therefore, due to limited space the current pharmacy definitely falls short. and does not offer any confidentiality
- I feel that the current pharmacy is more than adequate for the area and provides all the required services.
- Not required unless a large housing development is proposed north of the railway line. Dargavel Village will require its own Pharmacy.
- Not required unless a large housing development is proposed north of the railway line. Dargavel Village will require its own Pharmacy.
- Very happy with service from bishopton pharmacy
- I believe it would impact negatively on other pharmacies who already provide the neighbourhood with a more than adequate service.
- I believe the pharmaceutical services already provided are above satisfactory and meet the pharmaceutical requirements of the population on the proposed neighbourhood.
- Village requires another pharmacy.
- Yes, as this proposed site provides better parking and access.
- The site offers better wheelchair and pram access.
- I don't think the village, including the current developments, would be able to adequately support two pharmacies.
- As stated there is no need for a new facility at the proposed site, but Dargavel will certainly need one in the very near future. Two pharmacies cheek by jowl is not the answer.
- It makes no sense - I perceive no need - and if there is need, then it should be sited in Dargavel, not close to the existing service
- The service already provided is brilliant and I don't feel we need another pharmacy.
- Adversely affect current pharmacy
- The existing pharmacy is very small and offers very little privacy. Given the plans to increase the size of the village I think there will (in time) be sufficient business for both pharmacies to operate. My only concern is that the existing pharmacy could suffer before the increased level of business takes effect.
- Absolutely resounding no! Any other pharmacy which moves in and takes away business from Bishopton Pharmacy reduces the chance of success for both.
- Dargavel is only going to get bigger. This will prevent the other one getting over run.
- I just don't think it is necessary. Present pharmacy is coping with the influx of residents and provide excellent service. There are many other retailing shortfalls withing the village which

- could be remedied without another chemist
- Bishopton Medical Practice has limited ability to grow therefore there are a finite number of people who will require nhs pharmacy services. I believe the current pharmacy is able to meet demand.
  - The pharmacy in the village is across from the surgery therefore no need to congest the other end of village and also for environment reasons.
  - Do not cause competition in a small village. Support one another. Where help is needed is in Dargavel Village.
  - Long overdue and will pre-empt impending volume issues.
  - A second pharmacy is not needed, neither is the increased traffic and parking problems this would cause.
  - think it would make more sense to build one in dargavel village which would be easier access for them
  - Easier access to premises than the existing pharmacy
  - As above
  - As above it is not clear whether there is a need currently. This may change in future with the expansion of the village due to the Dargavel housing development.
  - This pharmacy would give residents a choice and would be more accessible for top part of Bishopton.
  - As above
  - Current pharmacy is perfectly adequate
  - The current pharmacy is excellent. I feel that another one would be superfluous to requirements.
  - Significant new housing in area. Current pharmacy and offers no privacy.
  - Good to have choice and competition
  - any additional medical/pharmaceutical services would be beneficial to an expanding community
  - It's required due to the growing numbers in the village.
  - The proposed pharmacy would provide more integrated services and would help to meet the needs of a growing population in Bishopton.
  - Any additional resources will help further integration.
  - Brings a better service to the community.
  - Lack of parking and also at traffic lights.
  - Current pharmacy small and offers little confidentiality or privacy. A lot of new housing in bishopton.
  - 100%
  - Especially as it is a business offering residents a much needed service.
  - Bishopton is growing rapidly in population through Dargavel and this is set to continue. All services need to be developed e.g Schools, Shops, leisure, healthcentre etc Current pharmacy is too small, poorly accessible and offers little privacy and confidentiality.
  - Current and potential growth of Bishopton.
  - Current pharmacy has been the same since the 70s. Another would give choice. - Current pharmacy is too small. - No privacy on ease of access. - Located beside traffic lights which are new.
  - Current pharmacy not adequate in today's world. Have lived in Bishopton for nearly forty years and have seen no changes carried out. Bishopton is going to be doubling in size, therefore, to my mind, present pharmacy is and will not be fit for purpose.
  - AS stated previously I would prefer to see the expansion of the current pharmacist who is established and offers a great service to the community. She has local knowledge and great relationships with the community and provides an excellent service.
  - I get on very well with our chemist and see no need to destabilise a current excellent service. I think she is getting on well with the doctors
  - The existing pharmacy provides a very good service and is near the surgery which is handy.
  - As a resident with a young family, I feel that a bigger pharmacy with a range of services would be invaluable.
  - With this location parking and access would be easier. I also feel a larger premises would be more suitable for privacy as previously in the existing pharmacy the consultation room was unavailable.
  - I do not believe the opening of a new pharmacy would benefit the community of Bishopton. It's planned location is in close proximity to the existing pharmacy and I can see no benefit to this. The new proposed pharmacy is not providing the community with any service or opening hours that are not already in place in the long established existing pharmacy.

- Better size with more privacy
- Current pharmacy too small
- No confidentiality.
- No privacy
- The amount of new houses being built show that Bishopton is no longer a 'small village' and we must increase our facilities accordingly
- New pharmacy would be much better in the new development instead of just along from existing one.
- Bishopton community has greater need for businesses other than a pharmacy. Should the need for another pharmacy arise, it would be more appropriate for this to be incorporated into a larger healthcare centre.
- It is too close to the existing pharmacy. There is probably a case for a second pharmacy in the new Dargavel Village development when that reaches the point of having retail sites made available, but that is some years distant.
- I live at end of village where Health Centre and existing pharmacy are. It would be selfish to reject another business at other end of village - but do not see two businesses surviving. Many people shop outwith village going to supermarkets and pick up pharmaceutical products there.
- Think village got good well situated pharmacy and delivers great, helpful service already.
- Think the village has adequate pharmacy and is next to Health Centre and also think premises could be
- It would take a lot of business of existing pharmacy.
- The present pharmacy would suffer.
- I feel that our pharmacy provides a good, friendly and helpfull service as it is.
- My wife and I have been so well looked after we would not change.
- Our present pharmacy give great service to the community and the staff could not be more helpful.
- Site not as conveniently sited as the present pharmacy.
- Bishopton has too many duplicate businesses
- Can only be beneficial.
- We have enough.
- Although its proposed location may be an advantage to some, the existing service has supported Bishopton for may years.
- Happy with present facility - most helpfull staff.
- Present pharmacy has served community for over 45 years if not more.
- In my opinion the existing pharmacy facilities are adequate for "Bishopton" What is needed is an ADDITIONAL pharmacy in DARGARVEL VILLAGE.
- No evidence that the current pharmacy is not coping. If anythin a proposal for the current pharmacy to develop as needs required.
- New pharmacy IS NOT REQUIRED as present pharmacy meets all needs.
- I do not think it is necessary
- As above
- As more houses are built a new pharmacy will be required in the future. i.e., both pharmacies will be required.
- Present pharmacist has made a vast improvment to services provided. Always very helpful.
- Wrong location, little parking unless across road or behind library. No safe crossing without 300 yard walk.
- We have a very good chemist at Greenock Road already.
- There is a pharmacy in Bishopton who give an excellent service.
- Service at existing chemist adequate
- Present pharmacy adequate.
- As above. Plus there would need to be a greater distance between the two pharmacies for the proposed second pharmacy to adequately serve the population of the far-end of Bishopton (Northern end).
- there is a need and there will be a much greater need given the growth in housing in bishopton
- Not at present. When the developments have progressed a case could be made for another pharmacy on the other side of the railway. Refer to my response to Question 2.
- Should be within Dargavel Village.
- we are well provided for with the present pharmacist, having another pharmacy will split the income making it difficult for both to survive.
- the village is fast becoming a small town with an increase from 5200 to in excess of 13000 and possible nearer 20000

- Village will be able to support two pharmacies in the future, and the proposed pharmacy will have superior premises
- The existing pharmacy is too small and cramped to deal efficiently and comfortably with the number of people waiting for prescriptions. You are constantly buffeted and moving around the shop to let other customers in and out. Bishopton's population is rising rapidly and likely to double with housing development at former Royal Ordnance Factory. Parking at the existing pharmacy is a small strip between the pavement of the main A8 road and the shop front shared with a hairdressing shop where cars are frequently parked for long periods. It is frequently congested with cars parked on the pavement forcing pedestrians onto the main road. Parked cars when leaving have to reverse on to the main road yards away from a major junction and pedestrian crossing. This is an accident waiting to happen. There have been two fatalities on the crossing since I moved to Bishopton. The location of the proposed new pharmacy has excellent safe on and off road parking to front and rear during the proposed opening hours
- The current pharmacy has not changed in the past 40 years, however bishopton has changed and is now going through major changes that will more than double in size.
- What we currently have is sufficient.
- i dont feel there is currently any requirement for another pharmacy in such a small town
- If it is to supply the new village it should be beside the new Health Centre when it is built.
- With the growing number of residents it will cut down waiting time for pharmaceuticals
- I believe that the current pharmaceutical service being provided in the neighbourhood is more than adequate.
- On the basis that we do not need two separate sites but a larger premises would be beneficial which has to be balanced against the current proximity of the current premises to the Medical Centre.
- TWO PHARMACIES IN WITHIN A SHORT DISTANCE OF EACH OTHER RIDICULOUS IDEA!!!!!!
- If this is to support the new Dargavel village then it is no closer than existing pharmacy Remove customers from the existing chemist
- Not until the size of the community can no longer be supported by the existing service. This is likely to take 10-15 years if not more.
- Unnecessary. Duplication of services.
- I don't think it is needed. The current pharmacy is excellent.
- Reasons outlined above. This is a pharmacy to serve Dargavel Village, coming into Bishopton and an area of high footfall, threatening an excellent local business, and then I would strongly suggest, planning to move to Dargavel Village when it is economically viable, and leaving Bishopton without a highly regarded and relied upon local business. I would urge you to reject this application, and insist that it is situation inside Dargavel Village and not in main Bishopton.
- There is no need for another pharmacy. The existing pharmacy is outside doctors surgery, convenient, provides services needed,
- It is not required and again as previously advised, we have perfectly adequate pharmaceutical services already within Bishopton.
- The existing site is a great facility. They are perfectly placed next to the health centre and have on site parking with extra parking opposite with a safe crossing to be used if needed. Since moving away due to work, I still travel from Barrhead to collect my repeat prescription from this very helpfull pharmacy.
- Not needed in such a small community.
- I do not think it is needed in the community.
- As previously stated above we have an excellent pharmacy in this area. Plus the fact that the proposed location has no parking facilities and would be in an already congested area.
- I was born in Bishopton more than 50 years ago, and in that time have seen the number of houses in the village grow enormously without any real increase in facilities and services. It is now about to double in size again and desperately needs better services. A new modern pharmacy will bring life to the centre of the village - currently rather soulless - and should in turn attract other new services and businesses. Moreover, many people living in Bishopton depend heavily on their cars and in the event they are either too ill or too old to drive, it is essential to have good medical and pharmaceutical services within walking distance.
- location,potential size, ability to offer other health services when necessary
- We have one chemist in bishopton..why another so near?
- Bishopton has greater needs than a pharmacy.
- IT is not necessary at this time.It should be considered in say 6/7years
- The existing pharmacy provides an excellent service and is conveniently situated for the Health Centre

- The existing Pharmacy is in a good location for the Health Centre giving easy access after a visit to the Health Centre.
- With the extra housing being built the existing chemist would be under huge pressure to maintain the excellent service they do at the moment.
- Not necessary
- Not needed
- To many pharmacies can be very awkward for the local GPs . For example which pharmacy will be used on a regular basis.
- I think I have already explained my feeling we are very very lucky to have a pharmacy as friendly and efficient in Bishopton and i don't think we need another one.
- NO need to duplicate services which are already provided especially near to the health centre
- That will take business from the established pharmacy which has good working relationship with the community.
- That will take business from the established pharmacy which has good working relationship with the community.
- The proposed location is much too far from the existing Health centre and Dental Surgery.
- The location is too far away from the Health Centre and the Dental Surgery.
- As per my views above
- I think with the huge amount of new builds in the area, another pharmacy is definitely needed, as the existing one seems too small to cope with many more numbers.
- Not required, no need within a small village. Current staff and premises provide an excellent service from a good location, and with ample parking at the Community Centre.
- the existing pharmacy serves the village very well. The pharmacist has an excellent relationship with her customers and is well-trusted by them. I think if there were to be another pharmacy it would be better to be sited in Dargavel village. I do not think Bishopton can support 2 pharmacies
- I don't support this at all, small businesses in Bishopton will be affected - this will take away the current village and small community feel we currently have.
- we already have a superb service and there is also a pharmacy in Erksine
- It is not required.
- The present pharmacist has served my family well over the last forty five years
- I DO NOT SEE THE NEED FOR A NEW PHARMACY SO CLOSE TO THE ONE WHICH IS ALREADY EXISTS
- I feel needs of community are currently being met by the existing pharmacy and have been impressed with the service currently on offer.
- I AM HAPPY WITH THE SERVICE I RECEIVE FROM MY PHARMACY
- no requirement
- Very happy with the service we get at present in our local pharmacy the owner of the shop and staff all very pleasant and helpful don't think we need another shop at present perhaps in later years when the new houses are built
- I am worried that the affect on the current pharmacy may cause the owners to consider closing if they lose business.
- At the moment there is restricted access and egress at the existing premises especially for wheelchair and pushchairs.
- Frequent visits to existing pharmacy does not suggest that the pharmacist is under any pressure to continue to deliver a very high standard of service to existing population of old and new Bishopton and to absorb new clients as the ROF development continues for next few years
- Not sure it's necessary.
- as before, need for another pharmacy and future development of the housing stock, this site will serve the top end of village.
- The current one is doing a good job. Maybe extend opening hours in line with possible new surgery times.
- The village already has a good pharmacy.
- Excellent location, great parking, good size unit to provide the community with a much needed all encompassing pharmaceutical provider with relevant clinics and support for young and old alike. To have this proposal rejected would be completely absurd, this is a much needed resource for our growing community.
- I believe that proposed pharmacy is too near existing chemist.
- There is in my opinion no need for a second pharmacy
- I dont know what impact this would have on the current pharmacy. While it is sometimes difficult to park outside the current one it will be the same at the new location.

- I fail to see how it will improve provision of pharmacy services nor the need for it since, through personal experience, the current provision appears to be satisfactory.
- new pharmacy won't be needed until Dargavel Village's population increases.
- Would depend if Kate can cope with increased demand from Dargavel in what are very small premises. I would rather see her move to larger premises and continue to trade than face competition.
- I think one in Bishopton and surrounding area is sufficient
- We already have an excellent Pharmacy and an extremely professional and helpful Pharmacist in our existing premises..I would not like to see business taken away from them. Even with the expanding village I do not think we need another Pharmacy.
- Extremely satisfied with excellent service, and assistance all members of staff at existing pharmacy.
- There is a very good service provided by the one we have already.
- We do not need another chemist as we already have one. The one we have provides a brilliant service.
- I feel it would take away business from other services in the area. I have always found the existing service to provide excellent customer service.
- Why change something which has been working for a long number of years, good parking in the community centre car park, easy walking distance of the surgery, train, and bus. My daughter uses a wheelchair, how would she get to the pharmacy when we are poorly off for dipped kerbs and good pavements? There are many stick users who would also suffer. The parking where the new surgery is proposed is awful and I mean awful at the moment so what would it be like with folk trying to access the pharmacy as well. The street is not wide at this point and with eating premises and other jobs how would the traffic cope. There are no dipped kerbs around the proposed pharmacy in fact the kerbs are exceptionally high, we know as we often have to plan a route around the village at the moment. At the present pharmacy there is a green crossing and dipped kerbs which my daughter fought for many years ago with the assistance and encouragement of the local councillor who requested that she find areas that need attention for wheelchair users.
- I feel what we currently have in the community is sufficient for its needs
- A second pharmacy in Bishopton is not required.
- One is enough for the village
- Additional pharmacy is unnecessary.
- More than happy with the service we have
- NOT NECESSARY AS THE SERVICE HERE IS ALREADY PROVIDING EVERYTHING.
- We already have an excellent Pharmacy
- The current pharmacy is more than adequate to deal with the villages needs and requirements.
- There is no requirement for another pharmacy
- WE HAVE A PERFECTLY ADEQUATE PHARMACY IN BISHOPTON,
- I think the proposed location is far too close to existing facilities.
- Perfectly good pharmacy adjacent to health centre, offroad parking at pharmacy, health centre across the road, or community centre across the road. This is a much quieter part of Bishopton, even although it is still on the main road.Traffic and parking is never a problem.
- I believe the present pharmacy is adequate for the needs of the neighbourhood
- The current pharmacy is ideally situated across from the Health centre and very close to the station in the village.
- Threat to the survival of the existing pharmacy,
- It has the potential to cause confusion and there would be additional bureaucracy for the health service having another pharmacy to interact with
- I have received excellent service from the existing pharmacy at 111 Greenock Road and intend to continue to rely on them for the supply of prescribed drugs. I will be very displeased if a new pharmacy were to endanger the commercial viability of the existing business.
- trust and support the existing pharmacist and staff.
- The existing services already seem to provide an adequate service
- We have a more than adequate very helpful caring Pharmacist in Bishopton .
- I feel that the distance between the Health Center and pharmacy is a lot when people are unwell. the map is not accurate I cannot tell where the proposed pharmacy will be.
- There is absolutely no need for another pharmacist.
- I have concerns about the impact on the current village pharmacy However I am aware that the village population is increasing and it may be that this growth will, at some point in the future, justify the need for two pharmacies.
- At present the size of bishopton does not warrant another pharmacy. The new Dargavel village

has to increase hugely before any new health centre shops and school will be considered. If it does increase to the desired extent then the proposed pharmacy will be in no mans land neither in Dargavel village beside ?

- The proposed pharmacy is too close to the existing one
- Not required at present but in time an enlarged Dargavel village may require another pharmacy
- We already have good service and as stated before other chemists within a couple of miles
- current provision is more than adequate.
- Not necessary.
- I would rather the premises of a new pharmacy were situated within the village of dargaval,
- I think there would be a stronger case for a new pharmacy within Dargavel Village.
- The present pharmacy copes very well with all customers problems
- Happy with pharmacy that we have close to health centre
- I feel personally that we don't need another pharmacy Bishopton pharmacy provide an excellent and adequate service and has done for many years.
- A second Pharmacy in Bishopton is not necessary or desirable
- There is currently another pharmacy within close proximity to the proposed site. Given the floor space of the proposed site, it seems highly unlikely that the new pharmacy could provide all of the services required by the Bishopton residents
- I oppose this application as the current pharmacy provides a good service to patients in Bishopton. I also object as the Bishopton Health Centre has not increased in size and feel there is no need for 2 pharmacies in this area. There are also 3 pharmacies in Erskine which is nearby.
- As long as enough business to support it and the existing pharmacy which is great
- Adequate provision down the street. No need for a second pharmacy!
- Already have one
- The second pharmacy could take some business from the existing one. It is possible that the shared turnover would result in making both pharmacies not viable which could result in the loss of both units in time leaving the village without a pharmacy service
- Second pharmacy is not required, existing facility is perfectly adequate

## JOINT CONSULTATION PLAN

By end of:	Action	Person Responsible
Joint Consultation Meeting	<ul style="list-style-type: none"> <li>Advert for Newspaper</li> </ul>	Interested Party
	<ul style="list-style-type: none"> <li>NHS GG&amp;C Tweets to be scheduled</li> </ul>	Board
	<ul style="list-style-type: none"> <li>Prepare Questionnaire</li> </ul>	Board
	<ul style="list-style-type: none"> <li>Questionnaire link on NHS GG&amp;C Website in place</li> </ul>	Board
	<ul style="list-style-type: none"> <li>Hard copies of survey ready</li> </ul>	Board
	<ul style="list-style-type: none"> <li>Pre-Paid envelopes</li> </ul>	Board
	<ul style="list-style-type: none"> <li>GG&amp;C Internet content in place?</li> </ul>	Board

## Communications Plan

When	Message	How	Lead	Notes
Week 1	Launch of joint consultation	<ul style="list-style-type: none"> <li>Advert "Newspaper"</li> </ul>	Interested Party	Paisley Daily express Public Notice 3/7/15
		<ul style="list-style-type: none"> <li>NHS GG&amp;C Twitter</li> </ul>	Board	Completed
		<ul style="list-style-type: none"> <li>Email Stakeholders</li> </ul>	Board	Completed
		<ul style="list-style-type: none"> <li>NHS GG&amp;C Website</li> </ul>	Board	Completed

When	Message	Method	Lead	Notes
Weeks 2-6	Advertise	<ul style="list-style-type: none"> <li>IBE local</li> </ul>	Interested Party	August 2015 Issue No 43
	Relevance of consultation for local people and importance of engagement	<ul style="list-style-type: none"> <li>Conversation with Community Council Chair (9<sup>th</sup> and 17<sup>th</sup> July 2015)</li> </ul>	Interested Party	Awareness and slot at next Community Council meeting
		<ul style="list-style-type: none"> <li>Conversation with Susan Clocherty of Health Board Health Improvement</li> </ul>	Interested Party	Agreed to raise awareness via CHP communication network
		<ul style="list-style-type: none"> <li>Meet with MSP – Derek Mackay</li> </ul>	Interested Party	Surveyed community following meeting
		<ul style="list-style-type: none"> <li>Councillor James McLaren and Mike Holmes (20<sup>th</sup> &amp; 17<sup>th</sup> July 2015). Already seen Maria Brown and Gav Newlands</li> </ul>	Interested Party	Agreed to disseminate consultation awareness

	Message	Method	Lead	Notes
<b>Weeks 7-12</b>	<b>Local engagement and how to make views known</b>	• Meeting with Local Councillor Maria Brown	Interested Party	Supportive
		• Meeting with Councillors Mike Holmes and James McLaren	Interested Party	Supportive
		• Community Council Meeting	Interested Party	Awareness
		• PPF	Interested Party	Encouraged participation
		• Bishopton Transformation Group	Interested Party	Encouraged participation

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### Public Notices

**PROPOSED APPLICATION FOR INCLUSION IN THE BOARD'S PHARMACEUTICAL LIST**

**NHS**  
Greater Glasgow and Clyde

NHS Greater Glasgow & Clyde is in joint consultation with Mr Andrew Mooney who is proposing to submit an application to provide pharmaceutical services from premises situated at 19 Greenock Road, Bishopton PA7 5JW

Mr Andrew Mooney plans to provide the following services -

- Minor Ailments Service (MAS)
- Acute Medication Services (AMS)
- Public Health Services (PHS)
- Chronic Medication Services (CMS)

a full list of the planned services can be found in the questionnaire Mr Andrew Mooney plans to open the pharmacy at the following times:  
Monday - Friday 9am - 5pm & Saturday - 9am - 4pm

The consultation invites the views of people local to the proposed premises, or those who might use the proposed new pharmacy by completing a short questionnaire available from:  
The Board's website: <http://www.nhs.uk/ggc/pharmacyconsultation> or Twitter: @NHSGGG  
A paper copy of the questionnaire is also available and in other languages or large font by calling: 0141-204-9628.

General comments in response to this notice may be submitted by e-mail to [CPDT@ggc.nhs.uk](mailto:CPDT@ggc.nhs.uk). This consultation will run for 90 working days from after the date of this notice.  
COMMENTS RECEIVED AFTER 5pm on Tuesday 10th November 2015 WILL NOT BE CONSIDERED.




## FREE guide to releasing cash from your home

If you're a homeowner aged 55-95 you could use an equity release plan to unlock the cash tied up in your property.

The Daily Record and Sunday Mail have partnered with multi award-winning Key Retirement, the UK's leading independent equity release specialist, to produce an introduction to anyone considering releasing cash from their home.

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[www.keyretirement.co.uk/dailyrecord](http://www.keyretirement.co.uk/dailyrecord)

This is an equity release plan. To understand the features and risks ask for a personalised illustration.

## PROPOSED APPLICATION FOR INCLUSION IN THE BOARD'S PHARMACEUTICAL LIST



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**Monday - Friday 9am - 6pm & Saturday - 9am - 4pm**

The consultation invites the views of people local to the proposed premises, or those who might use the proposed new pharmacy by completing a short questionnaire available from:

The Board's website: <http://www.nhs-ggc.org.uk/pharmacyconsultations> or Twitter: @NHSGGC

A paper copy of the questionnaire is also available and in other languages or large font by calling: 0141-201-5529.

General comments in response to this notice may be submitted by e-mail to [GPOT@ggc.scot.nhs.uk](mailto:GPOT@ggc.scot.nhs.uk)

This consultation will run for 90 working days from after the date of this notice.

**COMMENTS RECEIVED AFTER 5pm on Tuesday 10th November 2015 WILL NOT BE CONSIDERED.**

## Nominations open for Queen's Award

### RENFREWSHIRE'S Lord

Lieutenant, Guy Clark, is urging local people to put forward voluntary groups for the 2016 Queen's Awards for Voluntary Service.

The award, which is the highest award given to voluntary groups across the UK, recognises the outstanding work volunteers do for their local community.

It was introduced by the Queen in 2002 in celebration of her Golden Jubilee and ranks with the MBE for voluntary groups.

Mr Clark, the Queen's representatives in Renfrewshire, as well as East Renfrewshire and Inverclyde area, said: "I know there must be many more local organisations that would be worthy winners of this very special award.

"We in the Renfrewshire lieutenancy area have gained the most awards in Scotland, which demonstrates the depth of the volunteer spirit in the area.

"Voluntary groups make such a difference in their communities and make such a massive contribution to people's lives.

"They do it selflessly and they deserve some public recognition. "If you know of any deserving groups in Renfrewshire, please get your nomination in by 18 September 2015."

Earlier this summer, Castle Semple Rowing Club and the Oznaman Club in Paisley were announced as winners of the 2015 awards.

Speaking on the awards, Mr Clark said both volunteer groups were "worthy winners".

Castle Semple Rowing Club provides a safe welcoming environment to encourage people to become involved in, excel at and enjoy the sport of rowing, irrespective of their age, experience and physical or mental capacity.

The Oznaman Club facilitate respite for the parents and carers

of adults with additional support needs, by providing supervised, fun Friday nights out and summer day trips.

Renfrewshire's Provost Anne Hall said: "Celebrating our voluntary groups is a simple way of giving them something back for everything they do. It is important we take the time out to nominate these deserving groups for this widely recognised award.

"Renfrewshire's winners for 2015 show the diverse nature of voluntary groups — from sports and activities for all to respite and support for carers — but the one thing they all have in common are the passion and drive to help others.

"I would urge everyone to nominate a local voluntary group for this award."

Full details and nomination forms are available at the Queen's Award for Voluntary Service website at [qavs.direct.gov.uk](http://qavs.direct.gov.uk).

## Can you help the Boys' Brigade?



church but it also encouraged me to do more in the community too and I've met so many new people."

Founded in Glasgow by Sir William Alexander Smith in 1883, the organisation has long been a place for young boys and men to learn and develop.

Each week around 20,000 young people, aged five to 18, take part in one of 450 groups across the country.

Anyone interested in volunteering with the 1st Inchinnan BB should email acting captain Karen Christie at [kchristie26@hotmail.co.uk](mailto:kchristie26@hotmail.co.uk) or Euan at [euanacrombie@gmail.com](mailto:euanacrombie@gmail.com)

### THE 1st Inchinnan Boys' Brigade is searching for more leaders.

Meeting every Tuesday in Inchinnan Parish Church, the organisation offers youngsters from the village the chance to learn new skills and make new friends.

However, more volunteers are required to continue running the company.

Local lad and Boys' Brigade volunteer Euan Crombie experienced first hand the benefits of the organisation and is keen for more people to get involved.

The 16-year-old Park Mains student told IBE: "Some of our volunteers have had to step down this summer and we're asking people if they'd be able to come along and help.

"It would be great if someone could come along once a week, but even if people could pop in once or twice a month it would be a huge help.

"I have been involved with the Boys' Brigade since I was about five-years-old and have really enjoyed it.

"It helped me get more involved in the

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**INSIDE**

**NURSERY CELEBRATES 25 YEARS**  
See pages 14-15

**DANCE DISPLAY SPECTACULAR**  
See page 23

**grill in the park**  
See pages 32-33

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## TWITTER PROGRAMME

<b>Timescale</b>	<b>Tweet</b>
<b>03 July 2015</b>	Responses are invited to a Public Consultation for a proposed new pharmacy in Bishopton more information can be found at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>
<b>17 July 2015</b>	Public Consultation is underway for a proposed new pharmacy in Bishopton more information can be found at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>
<b>02 August 2015</b>	Don't forget to have your say about a proposed new pharmacy for Bishopton at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>
<b>01 September 2015</b>	Don't forget to have your say about a proposed new pharmacy for Bishopton at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>
<b>09 October 2015</b>	Don't forget to have your say about a proposed new pharmacy for Bishopton at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>
<b>01 November 2015</b>	Don't forget to have your say about a proposed new pharmacy for Bishopton at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>
<b>06 November 2015</b>	Not long now so don't forget to have your say about a proposed new pharmacy for Bishopton at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>
<b>07 November 2015</b>	Time is running out to have your say about a proposed new pharmacy for Bishopton at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>
<b>08 November 2015</b>	Last few days to have your say about a proposed new pharmacy for Bishopton at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>
<b>09 November 2015</b>	Last full day to have your say about a proposed new pharmacy for Bishopton at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>
<b>10 November 2015</b>	Last chance to have your say as consultation closes at 5pm for a proposed new pharmacy in Bishopton. Have your say at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>

**Twitter Activity Report – 3 July – 10 November 2015**

Date	6 July 2015	17 July 2016	6 November 2015
Number of times tweets seen	23	26	6
Retweets	1	2	0
Liked	2	2	0
Number of clicks on GGC profile	3	2	1
Number of times user viewed supporting information	4	5	2

Actual tweets did not mirror the plan due to other Health Board communications.

**STAKEHOLDERS CONTACTED – EMAIL**

**Local Councillors – Ward 10 Bishopton, Erskine & Lanbank**

Maria Brown	Michael Holmes
James MacLaren	Roy Glen

**Member of UK Parliament** - Gavin Newlands

**Member of Scottish Parliament** - [Derek.Mackay.](#)

**Regional List for Scottish Parliament**

Neil Bibby	Jackson Carlaw
Mary Fee	Annabel Goldie
Stewart Maxwell	Margaret McDougall
Stuart McMillan	

Bishopton Community Council

Langbank Community Council

Erskine Community Council

Renfrewshire HSCP Patient Partnership Forum

Bishopton Development Trust

1. Do you think the area highlighted in the above map describes the 'neighbourhood' where the proposed pharmacy is situated?

Yes       No       Don't Know

*Please explain your answer:*

2. Do you think the location of the proposed premises will provide adequate access to pharmaceutical services in and to the 'neighbourhood'?

Yes       No       Don't Know

*Please explain your answer:*

3. Do you think that the current pharmaceutical services being provided in the neighbourhood are adequate?

**Pharmaceutical services**  
**No**

**Yes**

Dispensing of NHS prescriptions

Supply of medicines under the Minor Ailment Service

National Pharmaceutical Public Health Services including smoking cessation and supply of emergency hormonal contraception

Chronic Medication Service – for people with long term conditions

Substance Misuse Services

Stoma Service - appliance supply for patient with a colostomy or urostomy

Unscheduled Care - urgent health matters / supply of emergency prescription medicines

4. Do you think the proposed opening hours are appropriate?

**Pharmacy opening hours**

Monday - 9am – 6pm  
 Tuesday - 9am – 6pm  
 Wednesday- 9am – 6pm  
 Thursday - 9am – 6pm  
 Friday - 9am – 6pm  
 Saturday - 9am – 4pm

Sunday - Closed

Yes  No  Don't Know

*Please explain your answer:*

5. Do you think that the pharmaceutical services being proposed for the pharmacy are required within this neighbourhood?

<b>Pharmaceutical services</b>	<b>Yes</b>	
<b>No</b>	<input type="radio"/>	<input type="radio"/>
Dispensing of NHS prescriptions	<input type="radio"/>	<input type="radio"/>
Supply of medicines under the Minor Ailment Service	<input type="radio"/>	<input type="radio"/>
National Pharmaceutical Public Health Services including smoking cessation and supply of emergency hormonal contraception	<input type="radio"/>	<input type="radio"/>
Chronic Medication Service – for people with long term conditions	<input type="radio"/>	<input type="radio"/>
Substance Misuse Services	<input type="radio"/>	<input type="radio"/>
Stoma Service - appliance supply for patient with a colostomy or urostomy	<input type="radio"/>	<input type="radio"/>
Unscheduled Care - urgent health matters / supply of emergency prescription medicines	<input type="radio"/>	<input type="radio"/>

6. Do you think there are other NHS services that the proposed pharmacy should consider providing?

Yes  No  Don't Know

*Please explain your answer:*

7. In your opinion would the proposed application **help** other healthcare providers to work closer together i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services?

Yes  No  Don't Know

*Please explain your answer:*

8. In your opinion would the proposed application **impact** on other healthcare providers i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services?

- Yes                       No                       Don't Know

*Please explain your answer:*

9. Do you support the opening of a new pharmacy being proposed at 19 Greenock Road, Bishopton PA7 5JW?

- Yes                       No                       Don't Know

*Please explain your answer:*

**10. Respondent Information**

- I am an Individual  
 I am a Group or Organisation

**11. Contact Information** - this section is optional and you may remain anonymous if you prefer:

Name	_____	Address	_____
			_____
Email Address	_____	Town	_____
		Postcode	_____

**12. Data Protection**

Where contact information is provided, responses will be made available in the Consultation Analysis Report on the following basis:

- Yes, make my responses, name and address available  
 Yes, make my responses and name available, but not my address  
 Yes, make my response available, but not my name or address

For postal responses please use: Freepost, Envelope

Alternatively, you can e-mail your response to: CPDT@ggc.scot.nhs.uk;

**ALL COMPLETED FORMS MUST BE RETURNED BY 10th November 2015**

**McGinley, Dale**

---

**From:** [REDACTED]  
**Sent:** 05 August 2015 14:38  
**To:** New Pharmacy Applications  
**Subject:** BISHOPTON PHARMACY APPLICATION

Sirs,

I refer to the advert for an Application for Inclusion in your Pharmaceutical List and would wish to make the following comments.

There is presently no need for any additional service in this provision, given the size and configuration of the locality. The current pharmacy provides a more than adequate service and due to its situation in close proximity to the Medical Centre, patients can access prescription needs easily.

The staff at Bishopton Pharmacy are all local or have a good knowledge of the patient customers, thus ensuring a friendly service. The knowledge of the pharmacy staff is excellent and extremely professional. Items not immediately available are usually provided later that day or the following morning. I understand a delivery service is also available for those in such need.

Accordingly, I can see no reason for the provision of another dispensing chemist within Bishopton.

Yours faithfully,

[REDACTED]

---

**From:** Annabel.Goldie.msp@scottish.parliament.uk  
**Sent:** 04 November 2015 18:52  
**To:** New Pharmacy Applications  
**Cc:** Grace.Shiplay@scottish.parliament.uk  
**Subject:** Proposed provision of pharmacy services at 19 Greenock Road, Bishopton, PA7 5JW

Dear Sirs,

With reference to the above I am a resident of Bishopton as well as a regional MSP representing the area.

A number of people have spoken to me about the proposed additional provision of pharmaceutical services in the village.

It is recognised that the location will be convenient for residents in the west part of Bishopton, many of whom will be able to access the new premises on foot.

I should also relay that there is a very positive opinion of the existing pharmacy on Greenock Road at the east end of the village not just in relation to the service offered but also the conveniently close location to the Health Centre. One concern which has been raised with me is whether there is currently sufficient population to support two viable pharmacies.

I merely intimate these points as they have been raised with me.

Yours sincerely,

Annabel M. Goldie, MSP West of Scotland.



The Scottish Parliament  
Pàrlamaid na h-Alba

Our Ref: DM/JC Bishopton  
Date: 30<sup>th</sup> October 2016

**Derek Mackay MSP**  
Constituency Office  
37 Hairst Street  
Renfrew  
PA4 8QU

Community Pharmacy Development  
Queens Park House  
Langside Road  
Glasgow  
G42 9TT

Tel: 0141 885 2078  
derek.mackay.msp@scottish.parliament.uk

Dear Sirs,

**RE: New Pharmacy Application, 19 Greenock Road, Bishopton PA7 5JW**

I write in relation to the application for a new pharmacy at the above address.

As part of a recent survey in Bishopton on local issues, I asked residents for their view on the proposed new pharmacy. There were 1081 surveys returned by Monday 26<sup>th</sup> October 2015, a response rate of 26.8%.

**The result was as follows:**

Would you be supportive of such a proposal:	44%
Would you be opposed to such a proposal:	40%
I do not have an opinion either way:	16%

I have advised my constituents that I have passed the total result to Greater Glasgow & Clyde Health Board for your consideration.

Yours faithfully,

**Derek Mackay MSP**  
Member of the Scottish Parliament for  
Renfrewshire North & West (SNP)



We acknowledge that this Consultation Analysis Report accurately reflects and concludes the joint consultation with the public for a proposed pharmacy application at 19 Greenock Road, Bishopton PA7 5JW

This joint consultation was undertaken in conjunction with NHS Greater Glasgow & Clyde and Mr Andrew Mooney between 3 July – 10 November 2015

Signed of by NHS Greater Glasgow & Clyde Jennie Glen

Date 25/01/16

Signed of by Mr Andrew Mooney A Mooney

Date 22/1/16