Consultation Analysis Report

Between NHS Greater Glasgow & Clyde and Brogan Healthcare Limited

Published August 2017
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## Appendices

1. Joint Consultation Plan – final
2. Paisley Daily Express Newspaper advertisement (including Word version for clarity)
3. Media Release
4. NHSGG&C Social Media Programme
5. NHSGG&C Social Media Activity Report
6. Stakeholders consulted by NHSGG&C
7. Questionnaire

Declaration of Agreement
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 amended arrangements now require an Intended Applicant/s to work with the Board and 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.

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 neighbourhood identified by the Intended Applicant (outlined on map below) for premises proposed at 4 Blackford Road, Hunterhill, Paisley PA2 7EN

- measure the level of public support for a new pharmacy in this area.

Location map of premises and neighbourhood identified by Brogan Healthcare Ltd.
METHODOLOGY

The Health Board and Jacqueline Bradley of Brogan Healthcare Ltd initially met on 26 October 2016. A subsequent Joint Consultation Meeting took place on 12 January 2017 during which the public consultation content, scope, methods of public engagement and commencement date were agreed and a consultation plan developed (Appendix 1). The consultation commenced on 13 February 2017 and ended on 22 June 2017, a total of 90 working days. The local holidays on 14 & 17 April 2017 and 1 & 29 May 2017 occurred during this consultation and as such were discounted.

On 13 February 2017 the consultation commenced through the following:

- Paisley Daily Express Newspaper Advertisement (Appendix 2)
- Media Release (Appendix 3)
- NHSGG&C Social Media Programme (Appendix 4)
- Stakeholders consulted by NHSGG&C (Appendix 6)
- Questionnaire - appearing on Board Website (Appendix 7)

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

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

In recognition that some of the public might not wish to complete the questionnaire but would like to make general comments (letter/email), it was agreed that if received, comments would also be included within the CAR. No such comments were received.

Details of further activity undertaken during the Joint Consultation Exercise is detailed at Appendix 1

CONSULTATION SUMMARY

In 2015 the population of the neighbourhood identified by the Intended Applicant was 6,061 (Small Area Population Estimate - SAPE). This figure comprised as follows:

<table>
<thead>
<tr>
<th>DZ</th>
<th>DZname</th>
<th>All ages (SAPE 2015)</th>
</tr>
</thead>
<tbody>
<tr>
<td>S01012115</td>
<td>Paisley Dykebar - 01</td>
<td>518</td>
</tr>
<tr>
<td>S01012116</td>
<td>Paisley Dykebar - 02</td>
<td>597</td>
</tr>
<tr>
<td>S01012117</td>
<td>Paisley Dykebar - 03</td>
<td>1142</td>
</tr>
<tr>
<td>S01012118</td>
<td>Paisley Dykebar - 04</td>
<td>636</td>
</tr>
<tr>
<td>S01012119</td>
<td>Paisley Dykebar - 05</td>
<td>866</td>
</tr>
<tr>
<td>S01012120</td>
<td>Paisley East - 01</td>
<td>540</td>
</tr>
<tr>
<td>S01012121</td>
<td>Paisley East - 02</td>
<td>1034</td>
</tr>
<tr>
<td>S01012122</td>
<td>Paisley East - 03</td>
<td>728</td>
</tr>
</tbody>
</table>

The public consultation would however have been available to a much wider population, including people living in the wider area around the neighbourhood as well as those commuting into this general area e.g. for employment.
As shown in the map below, part of the neighbourhood S01012120 is out with the Intended Applicant’s neighbourhood but has been included in the total. Part of datazones S01012027 (1068), S01012111 (555) and S01012113 (952) also fell out with the neighbourhood and have been discounted. The population within these datazones are not included in the total of 6061 as the majority of the area (and therefore the population) is outwith the shaded area which represents the Intended Applicant defined neighbourhood.

During the consultation period: 27 postal questionnaires and 108 electronic questionnaires were received. The Board received 2 postal questionnaire’s outwith the time and as such were not recorded. Of the 135 questionnaires received 130 (98.5%) were submitted from individuals. 150 paper copies of the questionnaire were requested by the Intended Applicant and 5 requests from members of the public for questionnaires in paper.

The majority of the survey responders:

- Agreed with the proposed neighbourhood for the pharmacy – 112 (83.6%);
- Lived within the proposed neighbourhood 115 (85.2%) with 20 (14.8%) living outwith the neighbourhood;
- Currently used a car to access pharmaceutical – 70 (51.9%) but 87 (64.4%) said they would expect this would change if the proposed pharmacy were to open.
- Agreed with the proposed opening hours – 84 (64.6%);
- Supported the provision of NHS services being proposed by the applicant, which
were thought would bring positive/benefit to the neighbourhood.

- Were split in their opinion if the proposed pharmacy would have an impact on other healthcare providers;
- Supported the opening of a new pharmacy at - 104 (77%); and

Half of the responders (67) currently experienced an ease of access to a community pharmacy.

Both parties noted agreeing to this report that responses appeared to be personalised and made independently given the range of opinions expressed and vocabulary used.
Joint Public Consultation for Hunterhill, Paisley
Timeline graph identifying the numbers of questionnaires and the dates they were recorded.

<table>
<thead>
<tr>
<th>Count of StartDate</th>
<th>StartDate</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td></td>
</tr>
<tr>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

**Question 1**
Do you think the area in the above map describes the ‘neighbourhood’ where the proposed community pharmacy will be situated?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>83.6%</td>
<td>112</td>
</tr>
<tr>
<td>No</td>
<td>10.4%</td>
<td>14</td>
</tr>
<tr>
<td>Don't Know</td>
<td>6.0%</td>
<td>8</td>
</tr>
<tr>
<td>Can you tell us more:</td>
<td>answered question</td>
<td>134</td>
</tr>
<tr>
<td></td>
<td>skipped question</td>
<td>1</td>
</tr>
</tbody>
</table>

Do you think the area in the above map describes the ‘neighbourhood’ where the proposed community pharmacy will be situated?
General comments received:

- why does it include the hospital but not my surgery?
- Five minute walk from where we live, so handy for us.
- It should include Blackhall st and Mavisbank Terrace
- Knowing the area well the outlined area does not indicate an area that the population from here would naturally attend this pharmacy. The proposal neighbourhood is more likely to take in an area not highlighted in the map
- I believe that the neighbourhood of the proposed pharmacy would stop at natural main road boundaries of Hawkhead Road to the east and Barrhead Road to the south.
- Would help community
- its a great area with a big population due to the surrounding primay and secondary schools
- the area is where the pharmacy is is not easy accessible from the main road the cars coming throw the estate to get to the pharmacy would be adding to the already dangerous traffic going throw the one road to get in and out.
- Leaflet states area includes Dykebar but not highlighted on the map.
- Hunterhill is a distinct area in its own right with Hawkhead and Dykebar being also distinct and made up of principally private housing.
- Is it correct that the area identified as Dykebar is outwith the red boundary line?
- seems quite large
- Nearest pharmacist is lo nend
- Cathcart Cres
- It would be great for the community
- this area is absolutely fine for the location of the pharmacy as its a pain in the neck that our nearest pharmacy is a good 35 minute walk away if this application is succesful this pharmacy will only be a matter of minutes away from where we live.
- The map is a vey bad copy. Unable to see street names although on flyer Blackford was quoted.
- There are a number of elderly residents in the area and families with children which would be a benefit to them
- Would be very handy for us
- Would be more suitable for parking
- We have two surgeries in Lonend with one pharmacy serving both of them.The elderly in the neighbourhood would find it difficult to visit the pharmacy to get their prescriptions unless there is a delivery service available for them.I'm certain there is a p
- It would be great there
- However I would include Dykebar area too
- Not centralized
- This area would also be handy for community in lochfield area too.
- the hospital is not part of this area
- Clearly defined boundary.
Question 2

Do you live within the above neighbourhood?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>85.2%</td>
<td>115</td>
</tr>
<tr>
<td>No</td>
<td>14.8%</td>
<td>20</td>
</tr>
</tbody>
</table>

answered question 135
skipped question 0

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Do you live within the above neighbourhood?

- Yes: 85.2% (115 responses)
- No: 14.8% (20 responses)

Question 3

Below is a list of services currently provided by other community pharmacies in/to the neighbourhood. Do you think the current provision is adequate?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Yes</th>
<th>No</th>
<th>No Experience of Service</th>
<th>Rating Average</th>
<th>Response Count</th>
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</thead>
<tbody>
<tr>
<td>NHS prescriptions - dispensing</td>
<td>56</td>
<td>66</td>
<td>12</td>
<td>1.67</td>
<td>134</td>
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<tr>
<td>Minor Ailment Service - supply of medicines</td>
<td>54</td>
<td>55</td>
<td>24</td>
<td>1.77</td>
<td>133</td>
</tr>
<tr>
<td>Pharmaceutical Public Health Services including smoking cessation and supply of emergency hormonal contraception</td>
<td>41</td>
<td>40</td>
<td>52</td>
<td>2.08</td>
<td>133</td>
</tr>
<tr>
<td>Chronic Medication Service – for people with long term conditions</td>
<td>40</td>
<td>52</td>
<td>41</td>
<td>2.01</td>
<td>133</td>
</tr>
<tr>
<td>Substance Misuse Services</td>
<td>31</td>
<td>31</td>
<td>68</td>
<td>2.28</td>
<td>130</td>
</tr>
<tr>
<td>Stoma Service - appliance supply for patient with a colostomy or urostomy</td>
<td>22</td>
<td>30</td>
<td>78</td>
<td>2.43</td>
<td>130</td>
</tr>
<tr>
<td>Unscheduled Care - urgent health matters / supply of</td>
<td>38</td>
<td>49</td>
<td>44</td>
<td>2.05</td>
<td>131</td>
</tr>
</tbody>
</table>
Below is a list of services currently provided by other community pharmacies in/to the neighbourhood. Do you think the current provision is adequate?

<table>
<thead>
<tr>
<th>Service</th>
<th>Response</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>NHS prescriptions - dispensing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minor Ailment Service - supply of medicines</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pharmaceutical Public Health Services including smoking cessation and supply of emergency hormonal contraception</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chronic Medication Service – for people with long term conditions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Substance Misuse Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stoma Service - appliance supply for patient with a colostomy or urostomy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unscheduled Care - urgent health matters / supply of emergency prescription medicines</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gluten Free Food Service - prescribing and supply of gluten free products for Coeliac Disease or Dermatitis Herpetiformis</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Palliative Care - access to end of life care in an emergency</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Question 4

Do you or your representatives experience any issues or challenges accessing a community pharmacy/or do you already have ease of access to one?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience Issues/Challenges</td>
<td></td>
<td>40.3%</td>
<td>54</td>
</tr>
<tr>
<td>Have ease of access</td>
<td></td>
<td>50.0%</td>
<td>67</td>
</tr>
<tr>
<td>Don’t Know</td>
<td></td>
<td>9.7%</td>
<td>13</td>
</tr>
<tr>
<td>Can you tell us more:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

answered question 134
skipped question 1
Do you or your representatives experience any issues or challenges accessing a community pharmacy/or do you already have ease of access to one?

<table>
<thead>
<tr>
<th>Experience Issues/Challenges</th>
<th>Have ease of access</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>20.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>30.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>40.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>50.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>60.0%</td>
</tr>
</tbody>
</table>

General comments received:

- i use boots on neilston road...its a mile away
- Blackford Road would be nearer.
- Abbey Pharmacy on lonend is very close to the proposed new site
- Length of time waiting to be served and also waiting for prelections
- Paisley has a wide distribution of community pharmacies at present
- within this area and Paisley as a whole there is adequate access to community pharmacy
- In 2014 my mother was receiving care in RAH but chose to die at home. At that very stressful time it was an added frustration to not have any pharmacies nearby to access advice/service.
- Work full time so have to travel
- A more local pharmacy would enhance the community service.
- pharmacy is located in the piazza which is far away from the house. However, still close to the GP
- Have to travel out of the neighbourhood
- The Abbey Medical Centre Pharmacy is very slow and it would be good to have another choice to collect medicines.
- Opening times could be better i.e. longer or simply different.
- Abbey Pharmacy lonened often queued out door. Often have issues finding my px when I collect. Overall I feel too busy and inefficient as a result. Parking could be better
- A more 'local' service would be of benefit to us and our young family.
- this is a really small street and every family have children the only people coming to the street are the people who live here as it is off the main road this is not a good area for a pharmacy the best area would be on the main road on barrhead road where
- Available transport and free public transport
- Car parking can be a challenge as not many spaces at my current pharmacy in Paisley as there are 2 pharmacies in the same place.
- Abbey Pharmacy is next to our GP services and provides excellent services.
- I collect my regular 2 month prescription from the Well Pharmacy in Neilston Road, Paisley.
- The nearest pharmacy to my area is a car ride away and it is very difficult parking near to it.
- I use the chemist next to my doctor surgery in Love Street or the one at corner of Glasgow Road and Kilnside Road.
- I use the pharmacy at the abbey medical building.
- Long queues in other local pharmacies in the area. Would welcome a new pharmacy such as this one that has good road access and parking.
- To far a way and have to wait about 30 minutes for a prescription.

- Only one local very very slow service always busy and left waiting while substance Miss use clients get taken whilst u wait therefore prolonging your wait.
- Problem with parking sometimes.
- Car or bus required.
- The nearest pharmacy to where I am in Dykebar is 40 minutes walk away which as a person with a chronic health condition is very difficult.
- As a registered blind person it is difficult to accessing services.
- Abbey Chemist is difficult for me to access due to traffic in the car park.
- Current provision is very convenient and meets all my needs.
- Work full time.
- length of time to wait as it is always busy.
- But it takes about 30-35 minutes to get to and doesn't always have your medication in stock.
- it's annoying that our nearest pharmacy is a good 35 minute walk away if located in blackford it would only be like 5 minutes walk.
- There is already a service provider 500 yards from your proposal.
- Difficulty getting pharmacy to provide dosette box.
- Long waiting times and parking problems at current pharmacy. Priority always seems to be given to this waiting to use the substance misuse service.
- Difficult to get to pharmacy to collect prescriptions etc due to working hours. Also lack of parking at my current pharmacy.
- i access the pharmacy beside the surgeries down tge road.
- Parking problem at Abbey Pharmacy.
- Have to travel into town centre to have access.
- I don't drive and with having high BP and 3 children the nearest pharmacy is 10-15 mins walk away.
- Can't always get a bus.
- I have to go to a pharmacy in Penilee as I am registered with them. I would certainly appreciate a pharmacy a lot closer to home.
- Every time I go to the local pharmacy for myself or my children or my mum the prescription is NEVER ready it's a cause of they can't find prescriptions they are disorganised or I have been asked are you sure you put it in as if your daft......I was once.
- Haven't actually been aware of other services as the Abbey chemist is out the way and closes at ridiculous times most likely to go to a supermarket for items.
- Require to walk a distance to local pharmacy.
- Nearest pharmacy is a 20 min walk away.
• Just a car trip away, or 20 minutes walk over two main roads
• Pharmacy’s are more like a methadone dispensary now! Go to that one Glasgow Rd its a joke methadone Mick n Mary priorities.
• Full car parks
• Do to additional services offered at pharmacies I think this leads to pharmacies being stretched and extremely busy resulting in long waits and often medications being out of stock and needing to be ordered. Parking an issue at other local pharmacies
• Parking is a big issue as i often have to use car to collect our prescriptions
• i drive to abbey medical centre pharmacy (abbey chemist)
• i visit the pharmacy at abbey medical centre
• theres a pharmacy not far away just opposite morrisons supermarket the abbey chemict . about 5mins drive or 10min walk
• medication is delivered
• My community pharmacy is less than 1 mile away. easy walking distance and good bus route
• My gran who is 80+ and has to wait to long for her medicine to get delivered. She stays in Paisley
• Long waits and turned down for services as pharmacies are too busy
• I reside outwith the area however I am familiar with local pharmacy services and have accessed.
• My local pharmacy is located next to the GP’s Surgery. It is convenient to pick up prescribed medicine

**Question 5**

<table>
<thead>
<tr>
<th>What mode of transport do you normally use to access pharmaceutical services?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Answer Options</strong></td>
</tr>
<tr>
<td>Walking</td>
</tr>
<tr>
<td>By car</td>
</tr>
<tr>
<td>Public transport</td>
</tr>
</tbody>
</table>

*answered question* 135  
*skipped question* 0

![Bar Chart](chart.png)
## Question 6

If a community pharmacy opened at these premises would it change the way you currently access NHS pharmaceutical services?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>64.4%</td>
<td>87</td>
</tr>
<tr>
<td>No</td>
<td>28.9%</td>
<td>39</td>
</tr>
<tr>
<td>Don't Know</td>
<td>6.7%</td>
<td>9</td>
</tr>
</tbody>
</table>

**answered question**  135  
**skipped question**  0

![Bar chart showing the distribution of responses to Question 6](chart.png)

## Question 7

What do you think about the intended applicant's proposed opening hours?

- Pharmacy opening hours
  - Monday - Friday 8:30am - 5:30pm
  - Saturday - 9:00am - 1:00pm
  - Sunday - closed

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Just right</td>
<td>64.6%</td>
<td>84</td>
</tr>
<tr>
<td>Too short</td>
<td>20.0%</td>
<td>26</td>
</tr>
<tr>
<td>Too long</td>
<td>1.5%</td>
<td>2</td>
</tr>
<tr>
<td>Don't know</td>
<td>13.8%</td>
<td>18</td>
</tr>
<tr>
<td>Can you tell us more:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**answered question**  130  
**skipped question**  5
What do you think about the intended applicant's proposed opening hours
Pharmacy opening hours
Monday - Friday 8:30am - 5:30pm Saturday - 9:00am - 1:00pm Sunday - closed

General comments received:

- Should be open until 6pm and all day Saturday
- Pharmaceutical care is already provided in the area during these hours. Many of the pharmacies in Paisley already operate longer hours than the new proposal's hours, therefore there would be no benefit to the local population in this pharmacy providing a
- These hours are already covered by community pharmacy within the area as a whole so no pharmacy benefit would be gained
- A late night option please?
- Opening times are the same as the other pharmacy I use, what's the point of duplication?
- Could be open a few hours later on a Saturday
- I am concerned that this pharmacy will be apply to provide ORT in the local community. If people in the area were consulted that the pharmacy may start to dispense methadone, meters away from a children's play area, raises lots of concerns for me and my family
- Need to be able to pick up before and after work times and Saturday if mon-fri not suitable.
- Open till 6.30pm would be advantageous as would all day Saturday and some form of Sunday service.
- Opening hours would surely be reflected by demand of the services.
- Longer opening times for 9-5 workers would be welcomed. Also Sunday opening would be a bonus
- Should stay open until 6pm so that people who have later doctor appointments can still get their prescriptions
- Could give a late nite
- Would be better if it was open until 6.30 as some doctors appointments can be later than 5.30 then you would be able to get your prescription
- I think it should be opened till about 8-9 at night on weekdays
- I would prefer it to be a 24 hour one or have it open till at least 9 pm weekdays.
- This proposed pharmacy is 20 yds from a children's play area. The last thing this area needs is another methadone supplier.
• Would like at least one day when pharmacy is open later or longer hours on Saturday to accommodate people who work full time.
• Longer hours on a Saturday would be ideal
• Good opening hours
• The earlier opening hours would be ideal as I could collect prescriptions on the way to work or on my way home.
• no comments as i dont support it
• the one beside the health centre at anchor is open all day on a saturday.
• Sunday opening would be helpful + all day Saturday.
• Would like to have one late night
• The new pharmacy should provide a Sunday service for at least 2 to 3 hours to give the community access to medical provisions and prescriptions as people work and Sunday is most probably the only day they can get off work and they need access to a pharmacist
• Maybe slightly longer on a Saturday till about 2-230pm
• I would personally prefer the opening hours to be 8.30am to 6pm., Monday to Friday, as I work and do not get home until nearly 6pm, so if I had a prescription I urgently required I could pick it up on the way home.
• Normally 9, good to have an extra 30 mins in the morning
• they pharmacy at the abbey medical center is open longer
• they abbey chemist i use is open til 6pm on weekdays and all day saturday until 5pm
• Just a disgrace opening a chemist here
• I feel a pharmacy should be open at least once or twice a week late for people in employment I either have to go to Asda Linwood or Along the Paisley Road West
• Totally against pharmacy being in my area so unable to comment.
• Could benefit the community by staying open until 6pm as the two GP practices close by will still be issuing prescriptions
• Reflects the general opening hours of other local pharmacy services.

Question 8

Below is a list of NHS services which the intended applicant wants to provide. Do you think these services are needed within this neighbourhood?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Yes</th>
<th>No</th>
<th>No Experience of Service</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>NHS prescriptions - dispensing</td>
<td>108</td>
<td>24</td>
<td>1</td>
<td>133</td>
</tr>
<tr>
<td>Minor Ailment Service - supply of medicines</td>
<td>104</td>
<td>24</td>
<td>5</td>
<td>133</td>
</tr>
<tr>
<td>Pharmaceutical Public Health Services including smoking cessation and supply of emergency hormonal contraception</td>
<td>79</td>
<td>26</td>
<td>27</td>
<td>132</td>
</tr>
<tr>
<td>Chronic Medication Service – for people with long term conditions</td>
<td>89</td>
<td>24</td>
<td>20</td>
<td>133</td>
</tr>
<tr>
<td>Substance Misuse Services</td>
<td>51</td>
<td>40</td>
<td>41</td>
<td>132</td>
</tr>
<tr>
<td>Stoma Service - appliance</td>
<td>59</td>
<td>25</td>
<td>47</td>
<td>131</td>
</tr>
</tbody>
</table>
Below is a list of NHS services which the intended applicant wants to provide. Do you think these services are needed within this neighbourhood?

![Bar chart showing the distribution of responses to the question](chart.png)

**Question 9**

Are there any other NHS services you think the intended applicant should provide?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>9.8%</td>
<td>13</td>
</tr>
<tr>
<td>No</td>
<td>38.3%</td>
<td>51</td>
</tr>
<tr>
<td>Don't Know</td>
<td>51.9%</td>
<td>69</td>
</tr>
</tbody>
</table>

*Can you tell us more:*

*answered question 133*

*skipped question 2*
Are there any other NHS services you think the intended applicant should provide?

General comments received:
- No as NHS services are adequately provided at present.
- I believe that the area is adequately served by community pharmacy at present.
- Better access to medication for serious illnesses.
- Smokefree Services
- Substance misuse services are not required in this area and it extremely concerns me that there has even been consideration for that, knowing the street away from the main road that they are thinking of opening a shop.
- Doset box supply to elderly  Weight management support
- Collecting prescriptions from doctor for patients and dispensing same
- Later closing hours
- Tetanus injection and dressing slings for cuts and minor sprains and burns
- Adminstration of tetanus vaccines or other ones. and wound dressing for cuts and minor burns.
- Minor ailments for kids would be helpful.
- Not required
- Be able to phone in for repeat prescription and get them delivered
- Maybe not the substance misuse.
- Treatment of paying and ill people first as a priority than addiction dependant individuals
- Private consultation area within the pharmacy to enable privacy and other support services to provide drop in/support services.
- Travel advice and health precautions abroad  Contraceptives
**Question 10**

Do you think there will be any positive impact/benefit on the neighbourhood in having a new community pharmacy

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>72.0%</td>
<td>95</td>
</tr>
<tr>
<td>No</td>
<td>25.0%</td>
<td>33</td>
</tr>
<tr>
<td>Don't Know</td>
<td>3.0%</td>
<td>4</td>
</tr>
</tbody>
</table>

Can you tell us more:

**General comments received:**
- its a small place
- The Pharmacy at Lonend, Paisley is always very busy due to being beside two surgeries.
- As long as there isn't substance abuse services
- I do not believe that the outlined neighbourhood is the actual population which would attend the pharmacy and so would not be served by the new proposal. The neighbourhood which would be served is already adequately served and so no benefit would be obtained
- I do not believe that any benefit would be gained by the proposed pharmacy in the area as the area is already well served by existing pharmacies.
- This area has a large elderly population who have to rely on an intermittent bus service to allow them access to services such as that proposed.
- The availability of a local pharmacy would enhance the lives of the local residents many of whom are elderly and have to travel to get their medicines. Most of the existing services are on the Neilston Rd or Glasgow Rd which are not local to this neighbourhood
- this will enable more jobs in the community for pharmacists and pharmacists to be! and also will allow easy access to medication and health services. Finglas Avenue has alot of older people - even elderly, this will enable them to gain access to medicatio
- Help to stop medication to smoke.
- Better access
- Need this service in neighbourhood for everyone
- Ease of access for community / benefitting short term ailments, but also contributing to an improvement to wider 'health and wellbeing' issues.
- absolutely not there is a pharmacy a few meters up the road the pharmacy also dispenses methadone there is various pharmacy's in the Neilson road area this is not required in this street.
- Possibly for the elderly in the area more of a community support feel factor.
- It may bring the community together and benefit other local shops and easier for local residents to access pharmacist.
- Certainly for those without personal transport would be useful.
- everyone goes out the area forshopping
- Excellent to this local out of town facility. This end of Paisley has little or no local shop amenities. Would Eva welcome boost to the area especially the elderly.
- I could hand in my prescription come home and go back when it is ready.
- More local than we have at the moment
- Anything that assist the elderly or mobility challenged can only be a help
- Would be good to have a pharmacy is walking distance
- A new community pharmacy will benefit the elderly population + also mothers with kids.
- Be good to have a chemist on doorstep.
- Think it's a great idea as there is no pharmacy in immediate area and there are many elderly people within this area
- easier access,less waiting time and with a care home in the street they should benefit
- It is only about 5 minutes away from where we live
- i feel loads of others like myself would love this to happen as it saves the hassle of having to walk down to lonend and get these services.
- I think it will have a negative impact on the neighbourhood.
- It can only help the more elderly of the community as the current service can be difficult to access due to busy roads.
- Better to have a local pharmacy especially for the elder members of the community. Less travelling for them.
- Would be beneficial for the community to have a pharmacy near by. It would certainly benefit my family.
- everyone leaves the area on a daily basis like myself for morrisons or petrol or the town
- No parking worries. Elderly patients can walk to Pharmacy.
- It would help the most vulnerable members of the community and those who find it difficult to get to the nearest pharmacy
- Will be so much more convint to alot of people in the area.
- Would be hander for a lot of local people
- Closer to people's homes and ease of access.
- Think it might bring more undesirables to the area!
- I'm sure the care home just beside you would benefit as well as the people in the surrounding areas
- Going to town isn't suitable for some people this would help them
- The area tends to have an older population and this would benefit them by opening a new community pharmacy as it would be local to them.
- We have one within easy reach
- Local
- ease of use
- It will attract unwanted individuals to the area! Blackhall is a quite area.
- This pharmacy would be much handier for myself. Also being in the middle of a large community it would be within walking distance.
- It would mean when the kids are ill we don't have far to go for help or advice as often when kids are ill getting out to a pharmacy can be a mission but if one was in the community it would be so much easier.
- Means people from that part of Paisley will have to travel less distance for pharmacy services
- There is Abbey Chemist nearby that already provides all these services and is very much part of the local neighbourhood
- I leave the area for all my amenities
- most services for the population here are in the town centre
- there is lots of elderly people here and families with young children
- None whatsoever. our area has managed well with the current locality chemist Abbey Chemist Barrhead road.
- Saves having to travel into the town
- there is a pharmacy beside the gps already
- There isn't enough competition. Lloyds pharmacy has taken over paisley and their service is terrible. The residents need more choice.
- Likely these services will benefit local area where there is many residential dwellings and accessible by foot and public transport.
- Hunterhill have a number of residents who are not well off and not able to afford the cost of transportation to access other pharmacies. Hence this proposed pharmaceutical services will be of enormous benefit to them.

**Question 11**

Do you think the intended applicant's proposed pharmacy will impact others like GPs, community nursing, other pharmacies, dentists, optometrists and social services?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>43.7%</td>
<td>59</td>
</tr>
<tr>
<td>No</td>
<td>34.1%</td>
<td>46</td>
</tr>
<tr>
<td>Don't Know</td>
<td>22.2%</td>
<td>30</td>
</tr>
<tr>
<td>Can you tell us more:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

answered question 135

skipped question 0
Do you think the intended applicant's proposed pharmacy will impact others like GPs, community nursing, other pharmacies, dentists, optometrists and social services?

General comments received:
- as long as it doesn't affect my local boots
- It might impact on Abbey pharmacy
- The pharmacy services already providing a service in the area would be affected by this proposal as there is a finite population and so obviously services would be more spread out but to no advantage to the population.
- Other pharmacies would be impacted by the proposed pharmacy as the services proposed are already being provided to the area. Other professions could be affected by the extra workload for them as they would then have a further pharmacy to deal with.
- In a positive way local pharmacy is always busy
- If anything it will provide better choice and availability.
- This may affect the number of people living in the area handing in prescriptions in other pharmacies due to a nearer one opening.
- I think this will ease pressure on other local health services.
- There is a pharmacy not too far away this would impact on them.
- I hope it does not affect my pharmacy in Neilston Road, well pharmacy the old Co-op.
- Too close to another pharmacy.
- Could have positive impact. Eg Less wasted gp appointments if minor ailment service provided
- For the better. Competition for the only pharmacy this side of town can only be good. They would have to improve their service
- I will benefit the whole NHS and the community
- It would relieve the workload on other pharmacies
- Would help to take the backlog of others using pharmacies that are not near them.
- Think a local pharmacy would be beneficial for these organisations as more people would be able to access local facilities.
- Local service
- Abbey Medical Centre is often queued out with long, in excess of 20 mins, waiting times
- Other pharmacy's in the area Abby pharmacy 300m along the road.
- I think it would have a positive impact. Having a local pharmacy being first port of call for minor ailments would ease pressure on busy gps and pharmacys.
- It wouldn't take away business from other local pharmacies as the most local one has a doctor's surgery attached anyway.
- Positive impact cos more availability locally
- the pharmacy down the road
- Taking some pressure off the pharmacy at Lonend as always very busy long waiting times
- We have good surgeries pharmacy on Barrhead Road. This could result in loss of revenue for local services.
- In a positive way. More resource that is needed in the community
- May affect the current pharmacy Abbey Chemist at Lonend
- I think it will impact in a positive way. Every pharmacy in Paisley either has a waiting list for CDS trays or they are saying they are full to capacity. This new pharmacy will give patients more access to services required.
- May compliment and add value to existing services.
- It will not affect the profitability of other pharmacists

Question 12

Do you support the opening of a new community pharmacy in Hunterhill, Paisley?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>77.0%</td>
<td>104</td>
</tr>
<tr>
<td>No</td>
<td>19.3%</td>
<td>26</td>
</tr>
<tr>
<td>Don't Know</td>
<td>3.7%</td>
<td>5</td>
</tr>
</tbody>
</table>

Can you tell us more:

answered question 135
skipped question 0
Do you support the opening of a new community pharmacy in Hunterhill, Paisley?

- **Yes**
- **No**
- **Don't Know**

General comments received:

- i dont see the point as other original pharmacyies are near by
- Paisley is at present well served by community pharmacies. Many offer prescription collection and delivery services to the whole of Paisley. There would be no advantage to the population of Hunterhill in a further NHS contract being granted
- I do not believe that a new pharmacy in this area would be a benefit to the area as all the services proposed are already being provided by the many pharmacies within the area and Paisley as a whole. The current pharmacy network in Paisley already provide
- a pharmacy is needed so much in this area. Also is great as Dykebar Hospital is near!
- To benefit the community.
- For convenience and knowing medical help at hand
- From the customer's point of view it has to be about ease of access and a pharmacy within walking distance has to be a good thing for both customer and proposed pharmacy?
- I don't support it I have lived in the local area all my live, im extremely unhappy about the prospect of a methadone dispensing pharmacy opening in the street. Inviting traffic to the street that would have not have been there if the pharmacy had not ope
- Provision on access roads and parking must be adequate to cope with potential increased traffic to and from the proposed pharmacy.
- It wont do any harm, more choice is always good.
- It means I can walk to pharmacy and not worry about where to park if I need to pick up prescriptions or get advice from pharmacist.
- i think theres lots of places in paisley already to get your medication. our area is small so not sure who would use this new place.
- 100%
- totally
- There is already a drug problem in this area. Addicts should not be encouraged into a built up area/play area.
- i support my local pharmacy
• You can never have enough premises esp for disabled/elderly people also families with children.
• Yes I think it would be good and beneficial to the community and residents in Hunterhill
• I definately do, it's a great idea. I'm on long term medication, with 3 children it would be handy.
• The pharmacies I go to is a the west end of town
• It would be much better then what's out there as well as greatvfor parking
• It's be great for the area
• Well within walking distance
• Would be a huge benefit to the community.
• I would definitely use it for my family not only for our prescriptions which 3 of us get regularly, i would use it for minor ailments too. It would be so handy for us all and would be nice for the empty space to be used and retained as something we all ne
• I think it is not required as there are enough pharmacies in the areas where GP practices are located.
• Existing services are good
• Not at all.
• Badly needed
• I do not think there is currently a need for a new community pharmacy in this area. The are currently no local gp surgeries that do not have a pharmacy located next door or very close by. I personally feel the opening of a new community pharmacy in this l
• It is good for the older persons to have such a service in the neighbourhood

**Question 13**

<table>
<thead>
<tr>
<th>How did you become aware of this consultations?</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>NHSGG&amp;C’s Website</td>
<td>10.9%</td>
<td>14</td>
</tr>
<tr>
<td>Advert in the Paisley daily Express</td>
<td>10.9%</td>
<td>14</td>
</tr>
<tr>
<td>Twitter</td>
<td>2.3%</td>
<td>3</td>
</tr>
<tr>
<td>Other</td>
<td>75.8%</td>
<td>97</td>
</tr>
<tr>
<td>Can you tell us more:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>answered question</strong></td>
<td><strong>128</strong></td>
</tr>
<tr>
<td></td>
<td><strong>skipped question</strong></td>
<td><strong>7</strong></td>
</tr>
</tbody>
</table>
How did you become aware of this consultation?

- NHSGG&C's Website
- Advert in the Paisley daily Express
- Twitter
- Other

General comments received:
- advert on shop beside the newsagent
- Facebook
- I heard about this through talking to another person
- Speaking to neighbours
- Someone dropped a leaflet at my house
- I recently moved into a partially/newly built estate within the "neighbourhood" and received a flyer.
- mate at work
- Leaflet drop
- friend
- Was given flyer outside school (Todholm)
- Door to door
- Leaflet in local key storea
- Door - door canvassing + LAC meeting
- And local communications
- came to door and asked our opinions
- On a poster in Morrisons
- seen the poster in morrisons lonend and was chuffed to bits to see someone has the incentive to open such ammenties to this community
- Leaflet through the door from NHS
- A member of the pharmacy handing out leaflets of the proposed new pharmacy.
- I work down there and saw the sign I'm all for this
- Picked up leaflet at local hairdresser's salon.
- Hunterhill Lunch Club
- Handing out forms at door
- Knock at door.
• The proposer visited the local community centre while we were at our children's dance class and informed us of the proposal
• A lady came canvassing and I had not heard a thing about it before that.
• Flyer in my local shop
• Someone handed in a leaflet to me
• Through family and friends
• My mum got a leaflet through the door but I didn't
• Lady came to door
• I was asked by NHSGGC Pharmacy Contracts to be involved in the consultation process to ensure that the consultation was disseminated to key stakeholders locally in Renfrewshire to encourage participation.
### Actions to be Carried Out Prior to Start of Joint Consultation Exercise

<table>
<thead>
<tr>
<th>Action</th>
<th>Completion Date</th>
<th>Responsible Person</th>
<th>Detail/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attended Hawkhead and Lochfield’s Community Council meeting to advise of joint consultation</td>
<td>Oct 2016</td>
<td>Intended Applicant</td>
<td>Attended CC meeting in October 2016 to advise of intended proposal.</td>
</tr>
<tr>
<td>Advert for Newspaper to be drafted</td>
<td>30/1/2017</td>
<td>Contracts Supervisor</td>
<td>Sent to IA 30/01/17</td>
</tr>
<tr>
<td>Social Media to be scheduled</td>
<td>30/1/2017</td>
<td>Contracts Supervisor</td>
<td>Sent to IA 30/01/17</td>
</tr>
<tr>
<td>Questionnaire to be prepared</td>
<td>30/1/2017</td>
<td>Contracts Supervisor</td>
<td>Sent to IA 30/01/17</td>
</tr>
<tr>
<td>Micro-site to be developed for Board’s internet site</td>
<td>07/02/17</td>
<td>Contracts Supervisor</td>
<td>Set to go Live 13/02/17</td>
</tr>
</tbody>
</table>

### Actions to be Completed at Launch of Joint Consultation Exercise

<table>
<thead>
<tr>
<th>Action</th>
<th>Completion Date</th>
<th>Responsible Person</th>
<th>Detail/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advert for Newspaper – to appear in newspaper with highest circulation within neighbourhood</td>
<td>10/02/17</td>
<td>Intended Applicant</td>
<td>PDF received by Board 13/02/17</td>
</tr>
<tr>
<td>Social Media to appear on Board’s site</td>
<td>06/02/17</td>
<td>Contracts Supervisor</td>
<td>Scheduled on Planner by communications did not go out till 14/02/17</td>
</tr>
<tr>
<td>Hard copies of questionnaire to be made available</td>
<td>08/02/17</td>
<td>Contracts Supervisor</td>
<td>Collected 50 hardcopies with Freepost envelopes</td>
</tr>
<tr>
<td>Micro-site to go live</td>
<td>07/02/17</td>
<td>Contracts Supervisor</td>
<td>Went live 13/02/17 @ 9am</td>
</tr>
<tr>
<td>Action</td>
<td>Completion Date</td>
<td>Responsible Person</td>
<td>Detail/Comments</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------------------</td>
<td>-----------------</td>
<td>--------------------</td>
<td>-------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>100 Hard copies of questionnaire requested</td>
<td>09/03/17</td>
<td>Contracts Supervisor</td>
<td>Collected 100 hardcopies with Freepost envelopes</td>
</tr>
<tr>
<td>4 Postal questionnaire's inputted to Survey Monkey</td>
<td>10/03/17</td>
<td>Contracts Supervisor</td>
<td></td>
</tr>
<tr>
<td>Attended Hawkhead and Lochfield's Community Council meeting to advise of joint consultation phase commencing</td>
<td>14/02/17</td>
<td>Intended Applicant</td>
<td>Attendances documented on CC's facebook page. Link to survey made available on their facebook page.</td>
</tr>
<tr>
<td>Link to NHSGGC joint consultation exercise shared on Blackford Road Pharmacy's page</td>
<td>14/02/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Distribution of paper questionnaires in the proposed neighbourhood</td>
<td>01/03/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Email sent to George Adams MSP and Mhari Black MP following up on email sent by contracts supervisor on 13/02/17</td>
<td>06/03/17</td>
<td>Intended Applicant</td>
<td>Acknowledgement of email from Mhari Black MP and meeting arranged with George Adams MSP on 24/03/17 to discuss proposal</td>
</tr>
<tr>
<td>Met with 15 ladies who come together to have lunch at the Hunterhill community centre to discuss intended pharmacy</td>
<td>09/03/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Application Type</td>
<td>Date</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------------------------------------------</td>
<td>----------</td>
<td>--------------------</td>
<td></td>
</tr>
<tr>
<td>Distribution of paper copies of questionnaire to households in Hunterhill</td>
<td>12/03/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Poster placed in:</td>
<td>13/03/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>- proposed premises on shutters</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- window of newsagent on BarscubeTerrace</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Morrisons Supermarket, The Anchor Mill, Thread Street, Paisley</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Door to door canvassing</td>
<td>11/03/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Door to door canvassing</td>
<td>13/03/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Leaflets left in Thistle Carpets, Hair Design by Sarah and Grooming Buddies on Barscube Terrace</td>
<td>13/03/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Door to door canvassing</td>
<td>14/03/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Survey monkey shared on Blackford Road Pharmacy’s Facebook page</td>
<td>15/03/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Poster and paper questionnaires left in Hunterhill Community Centre</td>
<td>16/03/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Email received from Cllr Eddie Devine expressing his support for the application</td>
<td>17/03/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Map of proposed area shared on Blackford Road pharmacy’s Facebook page</td>
<td>17/03/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Email received from Cllr Paul Mack expressing his support for the application</td>
<td>22/03/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Meeting with George Adams MP to inform him of intended application</td>
<td>24/03/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Link for survey monkey shared on Blackford Road Pharmacy’s Facebook page and shared by Hawkhead &amp;</td>
<td>26/03/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Lochfield Community Council’s Facebook page</td>
<td>27/03/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>Poster and leaflets left with Anchor Mill Medical Practice</td>
<td>27/03/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Proposed opening hours shared on Facebook page</td>
<td>28/03/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Link to survey shared on Facebook page</td>
<td>29/03/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Proposed services shared on Facebook page and shared by Hawkhead &amp; Lochfield Community Council</td>
<td>02/04/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>12 Postal questionnaire’s inputted to Survey Monkey</td>
<td>06/04/17</td>
<td>Contracts Supervisor</td>
<td></td>
</tr>
<tr>
<td>3 requests for paper copy of questionnaire</td>
<td>06/04/17</td>
<td>Contracts Supervisor</td>
<td></td>
</tr>
<tr>
<td>Door to door canvassing</td>
<td>02/04/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>9 Postal questionnaire’s inputted to Survey Monkey</td>
<td>04/05/17</td>
<td>Contracts Supervisor</td>
<td></td>
</tr>
<tr>
<td>Survey shared on Facebook</td>
<td>20/04/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Leaflets distributed in Hawkhead estate</td>
<td>06/05/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Leaflets distributed in Hawkhead estate</td>
<td>07/05/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Leaflets and poster left in Key store on Lochfield Rd off at</td>
<td>07/05/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Leaflets left at convenience stores on Blackford Rd and BarscubeTerrace and Morrisons supermarket</td>
<td>07/05/17</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Leaflet drops in Hawkhead Estate</td>
<td>14/05/2017</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Leaflet drops in Hawkhead Village</td>
<td>14/05/2017</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Action</td>
<td>Date</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------</td>
<td>----------</td>
<td>--------------------</td>
<td></td>
</tr>
<tr>
<td>Posters mounted on lampposts around Hunterhill</td>
<td>14/05/2017</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Emails to George Adams MSP and Mhairi black regarding proposal</td>
<td>18/05/2017</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Leaflet drops in Hunterhill</td>
<td>21/05/2017</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Emailed new councillors regarding proposal and link to survey (Cllrs Carol Ann Davidson, John McNaughton and Will Mylet)</td>
<td>21/05/2017</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Leaflet drops in Hunterhill</td>
<td>28/05/2017</td>
<td>Intended Applicant</td>
<td></td>
</tr>
<tr>
<td>Leaflet drops in Hunterhill</td>
<td>31/05/2017</td>
<td>Intended Applicant</td>
<td></td>
</tr>
</tbody>
</table>
PROPOSED APPLICATION FOR INCLUSION IN THE BOARD’S

PHARMACEUTICAL LIST

NHS Greater Glasgow & Clyde and Brogan Healthcare Limited are conducting a Joint Consultation with the general public as Brogan Healthcare Limited proposes to submit an application to provide pharmaceutical services from premises situated at 4 Blackford Road, Hunterhill, Paisley PA2 7EN. Brogan Healthcare Limited plans to provide a wide range of pharmaceutical services (full details are provided within the consultation questionnaire) including:

Dispensing of Medicines, Minor Ailments Scheme, Chronic Medication Service, Acute Medication Services, Public Health Services

The proposed pharmacy opening hours are:-

Monday – Friday 8.30am – 5.30pm; Saturday 9.00 am – 1.00pm; Sunday - Closed

We are interested to hear the views of the people who live and visit the area of the proposed application. Please complete the short questionnaire by visiting:

http://www.nhsggc.org.uk/pharmacyconsultations   or Twitter & Facebook: @NHSGGC

A paper copy of the questionnaire is also available and in other languages or large font by calling: 0141-232-1729

General comments in response to this notice may be submitted by e-mail to CPDT@ggc.scot.nhs.uk or letter to Freepost COMMUNITY PHARMACY DEVELOPMENT, West Glasgow ACH, Dalnair Street, Yorkhill, Glasgow G3 8SJ

(NB. Address on Freepost envelopes, must be in capital letters as above to ensure postal delivery

PLEASE NOTE, this consultation will run for 90 working days. We will not be able to consider comments received after 5pm on 22 June 2017.
MEDIA RELEASE

USE: IMMEDIATE
ISSUE DATE:
CONTACT:

Pharmacy application

Brogan Healthcare Limited intends to submit an application to NHS Greater Glasgow & Clyde (NHS GG&C) to open a new pharmacy at 4 Blackford Road, Hunterhill, Paisley PA2 7EN

NHS GG&C and Brogan Healthcare Limited will shortly undertake a joint consultation exercise, under terms of Regulation, to seek the views of local people who may be affected by this, or who may use the proposed pharmacy, to determine whether residents feel they already have adequate access to pharmacy services in the area and to gauge support for the application.

Brogan Healthcare is a new company formed in order to deliver pharmaceutical care to Hunterhill in Paisley and to improve accessibility of care for residents. The director is Jacqueline Bradley with considerable community pharmacy experience. For the last 12 years of her career she has worked on a self employed basis across the central belt, prior to that she worked in a managerial capacity for a large multiple pharmacy. Jacqueline also has a diploma in Nutrition and is passionate about treating the person as a whole and focusing on preventative health which can lead to real gains in quality of life.

NHS GG&C are unable to offer any further comment during the pre-application stage of this case.

The consultation process will last for 90 working days starting on 13 February 2016 and closing on 22 June 2017 No responses can be accepted after 5pm on the closing date.

All views submitted will be incorporated into a Consultation Analysis Report (CAR) which will be taken into account by the NHS GG&C Pharmacy Practices Committee (PPC) which decides the outcome of an application.

Further information
A paper copy of the survey can also be requested by telephoning 0141 232 1729 or writing to the:

Community Pharmacy Development Team
West Glasgow ACH
Dalnair Street
GLASGOW
G3 8SJ

ENDS
## NHSGG&C SOCIAL MEDIA PROGRAMME

### Appendix 4

<table>
<thead>
<tr>
<th>Timescale</th>
<th>Social Media</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday 13 February 2017</td>
<td>Responses are invited to a Public Consultation for a proposed new pharmacy in HUNTERHILL, PAISLEY more information can be found at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>Friday 3 March 2017</td>
<td>Public Consultation is underway for a proposed new pharmacy in HUNTERHILL, PAISLEY more information can be found at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>Wednesday 5 April 2017</td>
<td>Don’t forget to have your say about a proposed new pharmacy for HUNTERHILL, PAISLEY at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>Friday 5 May 2017</td>
<td>Don’t forget to have your say about a proposed new pharmacy for HUNTERHILL, PAISLEY at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>Tuesday 30 May 2017</td>
<td>Don’t forget to have your say about a proposed new pharmacy for HUNTERHILL, PAISLEY at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>Friday 9 June 2017</td>
<td>Don’t forget to have your say about a proposed new pharmacy for HUNTERHILL, PAISLEY at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>Friday 16 June 2017</td>
<td>Not long now so don’t forget to have your say about a proposed new pharmacy for HUNTERHILL, PAISLEY at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>Monday 19 June 2017</td>
<td>Time is running out to have your say about a proposed new pharmacy for HUNTERHILL, PAISLEY at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>Tuesday 20 June 2017</td>
<td>Last few days to have your say about a proposed new pharmacy for HUNTERHILL, PAISLEY at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>Wednesday 21 June 2017</td>
<td>Last full day to have your say about a proposed new pharmacy for HUNTERHILL, PAISLEY at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>Thursday 22 June 2017</td>
<td>Last chance to have your say as consultation closes at 5pm for a proposed new pharmacy in HUNTERHILL, PAISLEY. Have your say at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
</tbody>
</table>

### Please Note

The Communication Department release Social Media messages and due to other Board commitments were not always able to place a tweet/post when scheduled in this programme.
# TWEETS

## Dates of Tweets

<table>
<thead>
<tr>
<th>Date</th>
<th>14-Feb</th>
<th>03-Mar</th>
<th>05-Apr</th>
<th>05-May</th>
<th>30-May</th>
<th>09-Jun</th>
<th>16-Jun</th>
<th>19-Jun</th>
<th>20-Jun</th>
<th>21-Jun</th>
<th>22-Jun</th>
</tr>
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<tbody>
<tr>
<td>Number of times tweets seen</td>
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<td>792</td>
<td>641</td>
<td>527</td>
<td>769</td>
<td>1012</td>
<td>1525</td>
<td>1647</td>
<td>701</td>
<td>869</td>
<td>968</td>
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<td>Re-tweeted</td>
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<td>0</td>
<td>0</td>
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<td>2</td>
<td>0</td>
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<tr>
<td>Likes</td>
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<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
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<td>0</td>
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<td>Number of clicks on GGC profile</td>
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<td>2</td>
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<td>6</td>
<td>4</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>6</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>6</td>
</tr>
</tbody>
</table>

# FACEBOOK

## Dates of Posts

<table>
<thead>
<tr>
<th>Date</th>
<th>14-Feb</th>
<th>16-Jun</th>
<th>19-Jun</th>
<th>20-Jun</th>
<th>21-Jun</th>
<th>22-Jun</th>
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</thead>
<tbody>
<tr>
<td>Reached</td>
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<td>1,630</td>
<td>1,266</td>
<td>1,108</td>
<td>1,115</td>
<td>1,191</td>
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<tr>
<td>Clicked</td>
<td>9</td>
<td>35</td>
<td>7</td>
<td>4</td>
<td>7</td>
<td>4</td>
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<td>Reactions</td>
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<td>0</td>
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<td>Shares</td>
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<td>0</td>
<td>0</td>
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</tr>
<tr>
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<td>0</td>
<td>20</td>
<td>6</td>
<td>3</td>
<td>3</td>
<td>0</td>
</tr>
</tbody>
</table>
Ward 5: Paisley South

Eddie Devine cllr.eddie.devine@renfrewshire.gov.uk
Roy Glen cllr.roy.glen@renfrewshire.gov.uk
Paul Mack cllr.paul.mack@renfrewshire.gov.uk
Marie McGurk cllr.marie.mcgurk@renfrewshire.gov.uk

Ward 3: Paisley East and Ralston

Brian Lawson (SNP) cllr.brian.lawson@renfrewshire.gov.uk
Will Mylet (SNP) cllr.will.mylet@renfrewshire.gov.uk
Jim Sharkey (Labour) cllr.jim.sharkey@renfrewshire.gov.uk
Maureen Sharkey (Labour) cllr.maureen.sharkey@renfrewshire.gov.uk
Carolann Davidson (Labour) cllr.carolann.davidson@renfrewshire.gov.uk - added 24 May 2017
John McNaughtan (SNP) cllr.john.mcnaughtan@renfrewshire.gov.uk - added 24 May 2017

Member of Parliament  mhairi.black.mp@parliament.uk

Members of Scottish Parliament  george.adam.msp@scottish.parliament.uk

Regional List of MSPs

Neil.Bibby.msp@scottish.parliament.uk
Maurice.Corry.msp@parliament.scot
Mary.Fee.msp@scottish.parliament.uk
Maurice.Golden.msp@parliament.scot
Jamie.Greene.msp@parliament.scot
Ross.Greer.msp@parliament.scot
Ken.Macintosh.msp@parliament.scot

Renfrewshire HSCP Patient Partnership Forum

Shona.Williamson@ggc.scot.nhs.uk

Community Council

Hawkhead and Lochfield Community Council  email: j.theodore@live.co.uk
Paisley East and Whitehaugh Community Council  email: rkamoore@sky.com

Housing Associations

Williamsburgh Housing Association Limited -  admin@williamsburghha.co.uk
Paisley South Housing Association Ltd -  Iorna.colville@psha.org.uk
Joint Public consultation for new community pharmacy

NHS Greater Glasgow & Clyde is currently in discussion with Brogan Healthcare Limited (intended applicant) who wishes to open a new community pharmacy at 4 Blackford Road, Hunterhill, Paisley PA2 7EN

Before Brogan Healthcare Limited submits a formal application, this joint consultation exercise is being carried out to seek the views of people local to the proposed premises, or those who might use the proposed new community pharmacy.

The consultation is looking for opinion on the current access to services people normally get from a community pharmacy within this area. It is also asking if the services provided by the community pharmacies already in the area are adequate to meet the needs of residents and others. To help you with this, the intended applicant has defined an area (shown in the map below) which they consider best describes the “neighbourhood” where the premises are situated and where services would be provided to. We encourage your response to this consultation as it will help identify the level of public support for this proposal.

For more information on the community pharmacy application process please visit the Pharmacy Applications page on the Board's website at: www.nhsggc.org.uk/pharmacyconsultations

Questionnaire

Please respond to the following questions by ticking the box for your answer and giving an explanation, as appropriate. Map of the locality with the 'neighbourhood' defined as identified by the intended applicant –

1. Do you think the area in the above map describes the 'neighbourhood' where the proposed community pharmacy will be situated?
   - Yes
   - No
   - Don’t Know

   Can you tell us more::

2. Do you live within the above neighbourhood?
   - Yes
   - No

3. Below is a list of services currently provided by other community pharmacies in/to the neighbourhood. Do you think the current provision is adequate?

<table>
<thead>
<tr>
<th>Pharmaceutical services</th>
<th>Yes</th>
<th>No</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>NHS prescriptions - dispensing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minor Ailment Service - supply of medicines</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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

Gluten Free Food Service - prescribing and supply of gluten free products for Coeliac Disease or Dermatitis Herpetiformis

Palliative Care - access to end of life care in an emergency

4. Do you or your representatives experience any issues or challenges accessing a community pharmacy/or do you already have ease of access to one?

Experience Issues/Challenges  Have ease of access  Don’t know

Can you tell us more:

5. What mode of transport do you normally use to access pharmaceutical services?

Walking  By car  Public transport

6. If a community pharmacy opened at these premises would it change the way you currently access NHS pharmaceutical services?

Yes  No  Don’t Know

7. What do you think about the intended applicant’s proposed opening hours?

Pharmacy opening hours

Monday – Friday 8.30am – 5.30pm; Saturday 9.00 am – 1.00pm; Sunday - Closed

Just right  too short  too long  don’t know

Can you tell us more:
8. Below is a list of NHS services which the intended applicant wants to provide. Do you think these services are needed within this neighbourhood?

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharmaceutical services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NHS prescriptions - dispensing</td>
<td>〇</td>
<td>〇</td>
<td>〇</td>
</tr>
<tr>
<td>Minor Ailment Service - supply of medicines</td>
<td>〇</td>
<td>〇</td>
<td>〇</td>
</tr>
<tr>
<td>Pharmaceutical Public Health Services including smoking cessation and supply of emergency hormonal contraception</td>
<td>〇</td>
<td>〇</td>
<td>〇</td>
</tr>
<tr>
<td>Chronic Medication Service – for people with long term condition</td>
<td>〇</td>
<td>〇</td>
<td>〇</td>
</tr>
<tr>
<td>Substance Misuse Services</td>
<td>〇</td>
<td>〇</td>
<td>〇</td>
</tr>
<tr>
<td>Stoma Service - appliance supply for patient with a colostomy or urostomy</td>
<td>〇</td>
<td>〇</td>
<td>〇</td>
</tr>
<tr>
<td>Unscheduled Care - urgent health matters / supply of emergency Prescription medicines</td>
<td>〇</td>
<td>〇</td>
<td>〇</td>
</tr>
<tr>
<td>Gluten Free Food Service - prescribing and supply of gluten free products for Coeliac Disease or Dermatitis Herpetiformis</td>
<td>〇</td>
<td>〇</td>
<td>〇</td>
</tr>
</tbody>
</table>

9. Are there any other NHS services you think the intended applicant should provide?

〇 Yes 〇 No 〇 Don’t Know

Can you tell us more:

10. Do you think there will be any positive impact/benefit on the neighbourhood in having a new community pharmacy?

〇 Yes 〇 No 〇 Don’t Know

Can you tell us more:

11. Do you think the intended applicant’s proposed pharmacy will impact others like GPs, community nursing, other pharmacies, dentists, optometrists and social services?

〇 Yes 〇 No 〇 Don’t Know

Can you tell us more:
12. Do you support the opening of a new community pharmacy in Hunterhill, Paisley?

☐ Yes ☐ No ☐ Don’t Know

Can you tell us more:

13. How did you become aware of this consultation?

☐ Advert in the Paisley Daily Express ☐ NHSGG&C’s Website ☐ Twitter ☐ Facebook
☐ Other

Can you tell us more:

14. Respondent Information

☐ I am an Individual
☐ I am a Group or Organisation

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

Name ___________________________ Address ___________________________

Email Address ___________________ Town ___________________________

Postcode _______________________

16. 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 COMMUNITY PHARMACY DEVELOPMENT, West Glasgow ACH, Dalnair Street, Yorkhill, Glasgow G3 8SJ
(NB. Address on Freepost envelopes, must be in capital letters as above to ensure postal delivery)
Alternatively, you can e-mail your response to: CPDT@ggc.scot.nhs.uk;

**ALL COMPLETED FORMS MUST BE RETURNED BY 5pm on 22 June 2017**

Thank you for taking part in this joint public consultation.
DECLARATION OF AGREEMENT

We acknowledge that this Consultation Analysis Report accurately reflects and concludes the joint consultation with the public for a proposed pharmacy application at 4 Blackford Road, Hunterhill, Paisley PA2 7EN.

This joint consultation was undertaken in conjunction with NHS Greater Glasgow & Clyde and Brogan Healthcare Ltd between 13 February 2017 – 22 June 2017.

Signed by NHS Greater Glasgow & Clyde

Date..........................29/8/2017..........................

Signed by Brogan Healthcare Ltd

Date..........................29/8/17..........................