Consultation Analysis Report

Between NHS Greater Glasgow & Clyde and Sohail Healthcare (Scotland) Ltd

Published 5th January 2016
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<td>6-18</td>
</tr>
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## Appendices

1. Joint Consultation Plan – final
2. Newspaper advertisement
3. Twitter Programme
4. Twitter Activity Report -10 Jun to 16 Oct 2015
5. Stakeholders consulted - email
6. Questionnaire
7. General email responses.
8. PDF report - individual responses
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 amended arrangements now require 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 8 Hillview Place, Alexandria G83 0QD.

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

[Location map of premises and neighbourhood identified by Sohail Healthcare (Scotland) Ltd.]
3. **METHODOLOGY**

The Health Board and Sohail Healthcare (Scotland) Ltd [intended applicant] met on 21 May 2015. During the Joint Consultation meeting the public consultation content, scope, methods of public engagement and commencement date were agreed. The consultation commenced on 10 June 2015 and ended on 16 October 2015, a total of 90 working days. The local holidays on 20 July and 28 September occurred during this consultation.

On 10 June 2015 the consultation commenced through the following:

- Newspaper advertisement - Lennox Herald (appendix 2)
- Twitter Programme (appendix 3)
- Stakeholders contacted - email (appendix 5)
- Questionnaire - appearing on Board Website (appendix 6)
- Newspaper advertisement appearing on West Dunbartonshire Headquarters Solus Screens
- Locally sited newspaper adverts arranged by intended applicant

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.

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 consultation analysis report.

The intended applicant agreed to visit the following organisations to encourage participation in responding to this survey (appendix 1):

- Nursing Homes
- Sheltered Housing
- Community Council
- GP meetings
- Vale of Leven Academy

4. **CONSULTATION SUMMARY**

In 2014 the population of the neighbourhood identified by the intended applicant was 10,985 (Small Area Population Estimate - SAPE). 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.

During the consultation period: 60 electronic questionnaires were received; 57 (95%) were submitted from individuals and 3 (5%) from a Group or Organisation. There were no requests for questionnaires in paper, large font type or, translated in other languages.
Two general comments were received by email (Appendix 7)

The majority of the survey responders:

- agreed the proposed neighbourhood for the pharmacy (96.7%)
- supported the location of the pharmacy (83.3%)
- agreed with the proposal opening hours (81.7%)
- believed the proposed services were needed - question 5 (page 10).
- believed that the proposed pharmacy would have an impact on other healthcare providers (78%)
- supported the opening of a new pharmacy at 8 Hillview Place, Alexandria. (78%)

76.3% of the responders believe the proposed pharmacy would encourage closer working with other NHS workers and that the absence of a pharmacy close to the Vale of Leven Health Centre was seen as not being ‘helpful’.

71% believed the absence of a pharmacy closer to the Vale Health Centre affected them.

Generally, responders (35.7%) were unable to suggest any additional services that were needed in the area that had not been included within the questionnaire.
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.)

### Question 1

**Joint Public consultation for Alexandria**

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

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>96.7%</td>
<td>58</td>
</tr>
<tr>
<td>No</td>
<td>3.3%</td>
<td>2</td>
</tr>
<tr>
<td>Don’t Know</td>
<td>0.0%</td>
<td>0</td>
</tr>
</tbody>
</table>

**Please explain your answer**

- answered question 60
- skipped question 0

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

- Tullichewan, Levenvale, Rosshead and North Alexandria require a pharmacy closer than the service provided in Alexandria Town Centre.
- as a member of the community I feel it describes the neighbourhood
- yes, the boudaries are right,
- well designed, reflects the neighbourhood boundaries
- Accurate map
- yes well defined
- Its correct
- this exactly the area
- Its a perfect representation
- Although the proposed pharmacy is within the highlighted area, it appears to be an overly large extended area rather than a “neighbourhood”.

---

bars: 0.0% Yes, 96.7% No, 3.3% Don't know

**Count:**
- Yes 58
- No 2
- Don't Know 0

**Skipped:** 0

**Answered:** 60
the town is marked right
Yes, I stay near by, it covers the area
It's correct neighbourhood,
Well designed boundaries
Agree, this is correct
Those are correct boundaries of the neighbourhood.

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

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
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<td>83.3%</td>
<td>50</td>
</tr>
<tr>
<td>No</td>
<td>15.0%</td>
<td>9</td>
</tr>
<tr>
<td>Don't Know</td>
<td>1.7%</td>
<td>1</td>
</tr>
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</table>

Please explain your answer

<table>
<thead>
<tr>
<th>answered question</th>
<th>60</th>
</tr>
</thead>
<tbody>
<tr>
<td>skipped question</td>
<td>0</td>
</tr>
</tbody>
</table>

Respondents were asked to explain their answer, and the following comments were made (some respondents made more than one comment):

- There is urgent need to provide pharmaceutical care in this area/ no pharmacy near by
- We need pharmacy at this end
- No pharmacy in this end, near doctors
- it's opposite the doctors now
- very well placed
- only one pharmacy in balloch so needed
- need a pharmacy here
- Yes- open longer and closer to health care centre
- yes as they have said they will open on Sundays and closer to health care centre
- Yes, definitely, no pharamcy in area
- the best
• Already adequate access to pharmaceutical services
• There is no pharmacy in this area—all are situated 2mls away in the centre
• No pharmacy in the neighbourhood
• It’s not required, there are already 3 chemists in Alexandria and 1 in Balloch.
  Also where it is proposed there is NO adequate vehicle access to parking etc
• Pharmacy would be situated in area not frequently visited by most residents in proposed area.

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

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Yes</th>
<th>No</th>
<th>Rating Average</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dispensing of NHS prescriptions</td>
<td>17</td>
<td>42</td>
<td>1.71</td>
<td>59</td>
</tr>
<tr>
<td>Supply of medicines under the Minor Ailment Service</td>
<td>21</td>
<td>38</td>
<td>1.64</td>
<td>59</td>
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<tr>
<td>National Pharmaceutical Public Health Services including smoking cessation and supply of emergency hormonal contraception</td>
<td>23</td>
<td>35</td>
<td>1.60</td>
<td>58</td>
</tr>
<tr>
<td>Chronic Medication Service – for people with long term conditions</td>
<td>19</td>
<td>39</td>
<td>1.67</td>
<td>58</td>
</tr>
<tr>
<td>Substance Misuse Services</td>
<td>19</td>
<td>39</td>
<td>1.67</td>
<td>58</td>
</tr>
<tr>
<td>Stoma Service - appliance supply for patient with a colostomy or urostomy</td>
<td>16</td>
<td>41</td>
<td>1.72</td>
<td>57</td>
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<tr>
<td>Unscheduled Care - urgent health matters / supply of emergency prescription medicines</td>
<td>15</td>
<td>42</td>
<td>1.74</td>
<td>57</td>
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</table>

answered question 59
skipped question 1

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

Pharmaceutical services

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

Substance Misuse Services

National Pharmaceutical Public Health Services including smoking cessation and supply of

Dispensing of NHS prescriptions

Rating

1.50 1.55 1.60 1.65 1.70 1.75 1.80
Do you think the proposed opening hours are appropriate?

Pharmacy opening hours

- Monday 8.30am - 7:00pm
- Tuesday 8.30am - 7:00pm
- Wednesday 8.30am - 7:00pm
- Thursday 8.30am - 7:00pm
- Friday 8.30am - 7:00pm
- Saturday 9:00am - 6:00pm
- Sunday 12noon – 4:00pm

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>81.7%</td>
<td>49</td>
</tr>
<tr>
<td>No</td>
<td>11.7%</td>
<td>7</td>
</tr>
<tr>
<td>Don't know</td>
<td>6.7%</td>
<td>4</td>
</tr>
</tbody>
</table>

Please explain your answer

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

- There is a great need for long opening hours – No pharmacy open on Sunday, Saturday's hrs not loony enough
- No pharmacy is open in this area after 5.30, and after last GP appointment. There is no pharmacy open on Sunday and Saturday hrs are not long enough
- We need pharmacy extended opening hrs allowing to get medication after work or GP last appointment
- Patients must have access to the Pharmacy to dispense prescription after last GP appointment
- We need longer opening hours, I am working full time,
- Other are early closed, no Sunday opening,
- open on a sunday
- open every day
- definatley open on a sunday
- open for longer and opens on a sunday
- better than boots they don't open on sundays
- open on a sunday
- open longer and open every day
- open on a sunday! yay
- at least I know which chemist is open on a sunday
- need a chemist open later as boots closes at 6
- we need a pharmacy to open on a sunday
- need a pharmacy on a sunday
- I can come after work
- open longer so I can go straight from work and open longer on a Saturday
- We need longer opening times which this pharmacy is providing
- This was needed for the long time!
- non eof current is open late. no pharamcy opened after last GP appointment
- Very appropriate, meeting patients needs Other pharmacies are closing much earlier, lunch time closure is adding delays in receiving medication/services, There is no local pharmacy open on Sundays.
- very ! no lunch break !!!!! longer opening hrs and open on sunday
- no pharamcy on sunday, or after GP last visit
- The opening times would allow me to get my prescription after surgery closing times, as well as after I finish work.
- Sutes patients/ doctors Longer hrs to get prescription after work Sunday/ no pharmacy in the area
- Most appropriate. Other are closed before surgery last consultation, no access after work, Saturday not long enough, No service on Sunday
- Thank goodness that one pharmacy will open every Sunday!
- thank god a pharmacy will be open on a Sunday and with late hours!
- The hours will coincide with Health Centre opening and also with nearby hospital Out-of-hours service.
- Sunday opening
- These opening hours seem much better than current provision in or near the area.
- Maybe opening later on week nights to accommodate patients needing prescriptions from GP out of hours
- Proposed location is within a residential area. As mentioned before there are already plenty of chemists within the Alexandria/Balloch & Dumbarton Area that cover late night and Sunday opening
- Increased hours will mean a better service for local people.

### Question 5

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

<table>
<thead>
<tr>
<th>Pharmaceutical services</th>
<th>Yes</th>
<th>No</th>
<th>Rating Average</th>
<th>Response Count</th>
</tr>
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<tbody>
<tr>
<td>Dispensing of NHS prescriptions</td>
<td>49</td>
<td>10</td>
<td>1.17</td>
<td>59</td>
</tr>
<tr>
<td>Supply of medicines under the Minor Ailment Service</td>
<td>49</td>
<td>10</td>
<td>1.17</td>
<td>59</td>
</tr>
<tr>
<td>National Pharmaceutical Public Health Services including smoking cessation and supply of emergency hormonal contraception</td>
<td>48</td>
<td>10</td>
<td>1.17</td>
<td>58</td>
</tr>
<tr>
<td>Chronic Medication Service – for people with long term conditions</td>
<td>47</td>
<td>11</td>
<td>1.19</td>
<td>58</td>
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<tr>
<td>Substance Misuse Services</td>
<td>45</td>
<td>13</td>
<td>1.22</td>
<td>58</td>
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<tr>
<td>Stoma Service - appliance supply for patient with a colostomy or urostomy</td>
<td>46</td>
<td>12</td>
<td>1.21</td>
<td>58</td>
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<tr>
<td>Unscheduled Care - urgent health matters / supply of emergency prescription medicines</td>
<td>47</td>
<td>11</td>
<td>1.19</td>
<td>58</td>
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*answered question 59*
Do you think that the pharmaceutical services being proposed for the pharmacy are required within this neighbourhood?

**Pharmaceutical services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
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<td>Unscheduled Care - urgent health matters / supply of emergency prescription medicines</td>
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<td></td>
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<tr>
<td>Substance Misuse Services</td>
<td>1.1.2</td>
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</tr>
<tr>
<td>National Pharmaceutical Public Health Services including smoking cessation and</td>
<td>1.1.3</td>
<td></td>
</tr>
<tr>
<td>Dispensing of NHS prescriptions</td>
<td>1.1.4</td>
<td></td>
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</table>

Question 6

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

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>35.7%</td>
<td>20</td>
</tr>
<tr>
<td>No</td>
<td>19.6%</td>
<td>11</td>
</tr>
<tr>
<td>Don't Know</td>
<td>44.6%</td>
<td>25</td>
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</tbody>
</table>

If Yes, please explain your answer and describe what services you would like to see being proposed

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*answered question 56  skipped question 4*
Respondents were asked to explain their answer, and the following comments were made:

- help with disabled people
- help for special needs
- help for babies
- help for alcoholics
- help for older people
- i have young babies and need help at times
- Private consultation rooms for customers/patients.
- help with babies
- elderly help
- As an older person i need help with my medication
- Sexual health
- Weight management,
- weight management
- perhaps care homes support, diabetes support
- Perhaps mother/baby support
- Support for elderly
- Summer holiday vaccinations
- Local delivery and collection service,

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?

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<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
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<tr>
<td>Yes</td>
<td>76.3%</td>
<td>45</td>
</tr>
<tr>
<td>No</td>
<td>18.6%</td>
<td>11</td>
</tr>
<tr>
<td>Don't Know</td>
<td>5.1%</td>
<td>3</td>
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</table>

Please explain your answer

answered question 59
skipped question 1
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 (some respondents made more than one comment):
- Yes it will help all
- Big improvement
- Will enhance
- Yes, it will have positive impact
- Will improve, will help all!
- Will improve patients health
- Can help the chemist
- Yes, will improve communication, patient care
- Yes, it will improve
- Improving care and services
- Improving, better patient care
- Quicker access to healthcare

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>78.0%</td>
<td>46</td>
</tr>
<tr>
<td>No</td>
<td>13.6%</td>
<td>8</td>
</tr>
<tr>
<td>Don't Know</td>
<td>8.5%</td>
<td>5</td>
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</table>

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            | 78.0%            | 46             |
No             | 13.6%            | 8              |
Don't Know     | 8.5%             | 5              |
Please explain your answer | answered question | 59 |
|                | skipped question | 1              |
In your opinion would the proposed application impact on other healthcare providers i.e. GPs, community nursing, other pharmacies, dentists, optometrist and social services?

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

- Very positive, productive impact
- Positive impact
- Positive impact, better service
- It will enhance pharmaceutical care
- Positive impact! Will improve service
- Will benefit all, working together
- means we can get treated quicker
- yeah in a good way
- Would certainly have some impact on the town centre existing pharmacies but the additional convenience to the public if the new pharmacy was situated directly opposite the Vale Centre at Lomond Galleries and not removed, as is proposed, would be a considerable advantage to the public.
- better overall care
- help us better
- better treatment
- Could affect the viability of existing pharmacies.
- it will improve all services
- In a positive way the health care workers could all work together delivering better patient care
- will improve the current care
- yes, it will improve
- improving care and services-working togerther
- posotive impact
- improvements
- Should have a positive impact, as there is a nearby GP surgery.
- Positive impact
- In a positive way better healthcare for patient
- If nearer the new health centre it would prob cause the other chemists loss of customers which may lead to them closing and then loss of jobs in the area. as Alexandria is classed as a area of social deprivation this would not be a good move for the area.
- Would reduce traffic through town centre and would impact on other service providers
and local shops

- Would have a positive effect, especially the 7pm closing time.

**Question 9**

**Do you support the opening of a new pharmacy being proposed at 8 Hillview Place, Alexandria, G83 0QD?**

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>78.0%</td>
<td>46</td>
</tr>
<tr>
<td>No</td>
<td>22.0%</td>
<td>13</td>
</tr>
<tr>
<td>Don't Know</td>
<td>0.0%</td>
<td>0</td>
</tr>
</tbody>
</table>

Please explain your answer

- **answered question** 59
- **skipped question** 1

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

- We need pharmacy in this area
- The other pharmacies are struggling with demands!
- It will benefit both patients and health professionals
- We need longer hrs, no pharmacy in Alexandria after last GP appointment
- No pharmacy open on Sunday, Weekends opening hrs are too short
- Good location
- It means I can go straight to chemist from doctors and not have hassle with a bus
- We need it here
- We need a pharmacy here
- Open for longer
- We believe Lomond Galleries Shopping Centre, in better proximity to the Vale Centre, is in a better location to serve the public due to its proximity to the Health Centre for both pedestrian, car borne and bus borne visitors. In contrast, Hillview Place is not convenient for pedestrians and has less car parking, is further removed from the Vale Centre and does not improve a service which is already being provided in the town centre.
- Better for community
There is no requirement for additional provision of pharmaceutical services. A new pharmacy would severely inconvenience immediate residents, many who are elderly females who live alone. Indeed, many are already very anxious as they fear people loitering around poorly lit off-street entrances to their homes.

it is badly needed i need to walk very far to get my prescription and i don't have a car. I live in the area.

We need a community pharmacy that is situated closer to the healthcare centre as otherwise i need to take a bus just to get my prescription

longer opening HRS are needed, no pharmacy open on Sunday!

there is already adequate pharmacy provision within 10 mins walking distance.

It's very convenient distance from GP surgery, specially at winter time, No transport is required to get medication Opening hrs are suitable/meetin needs those in full time employment

better, unlimited access

Better access to pharmacy and is open longer

There is no adequate parking available for the proposed pharmacy

Not required

As mentioned, there are already chemists in area, if this proposed on takes custom away it would be bad of the Alexandria town centre which is struggling at the best of times. Also proposed location is within residential area and a chemist would encourage drug addicts into the area for their treatment. Also there is No vehicle parking access at location. the area already causes problems at the Argyle Street road junction.

Tullichewan, Levenvale, Rosshhead and North Alexandria require a pharmacy closer than the service provided in Alexandria Town Centre

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**Question 10**

**Does the absence of a pharmacy closer to the Vale Health Centre affect you when you present a prescription for dispensing?**

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>70.7%</td>
<td>41</td>
</tr>
<tr>
<td>No</td>
<td>27.6%</td>
<td>16</td>
</tr>
<tr>
<td>Don't Know</td>
<td>1.7%</td>
<td>1</td>
</tr>
</tbody>
</table>

Please explain your answer

answered question  58
skipped question  2
Does the absence of a pharmacy closer to the Vale Health Centre affect you when you present a prescription for dispensing?

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

- Too far to walk to boots  Long waiting time
- Too far too walk,
- Yes, long waiting time. They are too far from doctors surgery, poor accessibility
- Patients don't have appropriate, easy access to pharmaceutical care
- Can't drive, can't walk long distances
- Too far to walk, pharmacies always very busy, long waiting time, don't have staff
- difficult walking with my ill health
- need to walk a long distance
- need to pay for bus
- need to pay for a taxi
- means I need to walk with a twin buggy to the town centre
- hard to get to boots with no car
- means i need to get the bus with young children
- cant drive so need to walk
- it can take a long time for me to get my prescription
- Ques are far too long to collect prescription and then pharmacist is gone if i come at her lunch break
- long waiting time in the others
- delays
- Other pharmacy is too far, long waiting time, is closed for lunch time, also is closing before the last GP appointment
- others are too far, long waitin timr, it wil be very convinient,
- much closer
- Too far to walk
- means you have to wait on a bus, then ques are long and not enough time to talk to pharmacist
- I am an asthmatic and feel Gordon's chemist in Alexandria is adequate for my needs.
- Closer to home
- Although my prescriptions are collected and filled by another pharmacy within the area. They seem overwhelmed by the sheer number of prescriptions, and often make mistakes. The other local pharmacy has the same problems. If I have to return to the medical centre to correct any errors, it is too far for me to walk and wastes a lot of
time.

- Pharmacy should be locate at Vale Hospital
- The pharmacy I use in Alexandria Town Centre regularly has waiting times of 15 minutes.
## Appendices

### Appendix 1

#### Joint Consultation Plan

<table>
<thead>
<tr>
<th>By end of:</th>
<th>Action</th>
<th>Person Responsible</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joint Consultation Meeting</td>
<td>• Advert for Lennox Herald</td>
<td>Sohail Healthcare (Scotland) Ltd</td>
<td>10th June 2015</td>
</tr>
<tr>
<td></td>
<td>• NHS GG&amp;C Tweets to be scheduled</td>
<td>Board</td>
<td>Sent to Communications</td>
</tr>
<tr>
<td></td>
<td>• Prepare Questionnaire</td>
<td>Board</td>
<td>Done</td>
</tr>
<tr>
<td></td>
<td>• Questionnaire link on NHS GG&amp;C Website in place</td>
<td>Board</td>
<td>Content checked and in place – 10/06/15</td>
</tr>
<tr>
<td></td>
<td>• Hard copies of survey ready</td>
<td>Board</td>
<td>Ready</td>
</tr>
<tr>
<td></td>
<td>• Pre-Paid envelopes</td>
<td>Board</td>
<td>Ready</td>
</tr>
<tr>
<td></td>
<td>• NHS GG&amp;C Internet content in place?</td>
<td>Board</td>
<td>Content checked and in place – 10/06/15</td>
</tr>
</tbody>
</table>

### Communication Plan

<table>
<thead>
<tr>
<th>When</th>
<th>Message</th>
<th>How</th>
<th>Lead</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>Launch of joint consultation and further information</td>
<td>• Advert “Newspaper”</td>
<td>Sohail Healthcare (Scotland) Ltd</td>
<td>Done</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• NHS GG&amp;C Twitter</td>
<td>Board</td>
<td>Done</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Email Stakeholders</td>
<td>Board</td>
<td>Done</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• NHS GG&amp;C Website</td>
<td>Board</td>
<td>Done</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>When</th>
<th>Message</th>
<th>Method</th>
<th>Lead</th>
<th>Status</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weeks 2-6</td>
<td>Relevance of consultation for local people and importance of engagement</td>
<td>• Nursing homes</td>
<td>Sohail Healthcare (Scotland) Ltd</td>
<td>WB 29th June Dates TBC Did not take place</td>
<td>Sunning Dale care home Rosshead Housing and Homecare</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Sheltered housing</td>
<td>Sohail Healthcare (Scotland) Ltd</td>
<td>WB 29th June Dates TBC Did not take place</td>
<td>Manse Gardens</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Put advert on solus screens in Vale hospital and Vale health care centre</td>
<td>HSCP</td>
<td>10th June</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Put advert in local places in Alexandria</td>
<td>Sohail Healthcare (Scotland) Ltd</td>
<td>WB 8th June Date Friday 12th June</td>
<td>Vale of Leven Swimming pool, Vale and Balloch Library and</td>
</tr>
<tr>
<td>Weeks 7 -12</td>
<td>Message</td>
<td>Method</td>
<td>Lead</td>
<td>Status</td>
<td>Notes</td>
</tr>
<tr>
<td>------------</td>
<td>---------</td>
<td>--------</td>
<td>------</td>
<td>--------</td>
<td>-------</td>
</tr>
<tr>
<td></td>
<td>Local engagement and how to make views known</td>
<td>Community Councils</td>
<td>Sohail Healthcare (Scotland) Ltd</td>
<td>WB 27th July Date 2nd September</td>
<td>Will meet with community council in Balloch at 10am.</td>
</tr>
</tbody>
</table>

- GP meetings
  - Sohail Healthcare (Scotland) Ltd
  
  Contacted all practices only Oakview replied to letter and they feel we should not attend GP meeting unless we have a clinical presentation to present.

  Received letter from Oakview medical practice. They feel as we have nothing of clinical means to present we should not attend these meetings. I feel the other practices are of the same view as Oakview.

| Weeks 13-18 | Reminder of consultation and how to submit views | Visit Vale of Leven Academy Secondary school | Sohail Healthcare (Scotland) Ltd | TBC | Did not take place | School not keen on visit as our pharmacy is not set up. |
PROPOSED APPLICATION FOR INCLUSION IN THE BOARD’S PHARMACEUTICAL LIST

NHS Greater Glasgow & Clyde is in joint consultation with Sohail Healthcare (Scotland) Ltd who are proposing to submit an application to provide pharmaceutical services from premises situated at 8 Hillview Place, Alexandria G83 0QD.

Sohail Healthcare (Scotland) Ltd plans to provide the following services –
• Minor Ailments Service (MAS)
• Public Health Services (PHS)
• Acute Medication Services (AMS)
• Chronic Medication Services (CMS)

A full list of the planned services can be found in the questionnaire.

Sohail Healthcare (Scotland) Ltd plans to open the pharmacy at the following times:
Monday - 8.30am - 7pm
Tuesday - 8.30am - 7pm
Wednesday - 8.30am - 7pm
Thursday - 8.30am - 7pm
Friday - 8.30am - 7pm
Saturday - 9am - 6pm
Sunday - 12noon - 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.nhsggc.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 CPDT@ggc.scot.nhs.uk or by letter to Community Pharmacy Development, Queens Park House, Langside Road, Glasgow G42 9TT.

This consultation will run for 90 working days after the date of this notice.
RESPONSES RECEIVED AFTER 5pm ON FRIDAY 16TH OCTOBER WILL NOT BE CONSIDERED.
<table>
<thead>
<tr>
<th>Timescale</th>
<th>Tweet</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 June 2015</td>
<td>Responses are invited to a Public Consultation for a proposed new pharmacy in Alexandria more information can be found at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">http://www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>24 June 2015</td>
<td>Public Consultation is underway for a proposed new pharmacy in Alexandria more information can be found at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">http://www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>10 July 2015</td>
<td>Don’t forget to have your say about a proposed new pharmacy for Alexandria at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">http://www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>9 August 2015</td>
<td>Don’t forget to have your say about a proposed new pharmacy for Alexandria at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">http://www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>10 September 2015</td>
<td>Don’t forget to have your say about a proposed new pharmacy for Alexandria at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">http://www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>7 October 2015</td>
<td>Don’t forget to have your say about a proposed new pharmacy for Alexandria at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">http://www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>12 October 2015*</td>
<td>Not long now so don’t forget to have your say about a proposed new pharmacy for Alexandria at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">http://www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>13 October 2015*</td>
<td>Time is running out to have your say about a proposed new pharmacy for Alexandria at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">http://www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>14 October 2015*</td>
<td>Last few days to have your say about a proposed new pharmacy for Alexandria at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">http://www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>15 October 2015*</td>
<td>Last full day to have your say about a proposed new pharmacy for Alexandria at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">http://www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>16 October 2015*</td>
<td>Last chance to have your say as consultation closes at 5pm for a proposed new pharmacy in Alexandria. Have your say at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">http://www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
</tbody>
</table>

Please note that the last week (*) of tweets were not completed due to Board tweet communications concerning an employed nurse who had contracted ebola.
## Appendix 4

### Twitter Activity Report - 10 June to 16 October 2015

<table>
<thead>
<tr>
<th>Date</th>
<th>10/06/2015</th>
<th>24/06/2015</th>
<th>10/07/2015</th>
<th>10/08/2015</th>
<th>07/10/2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of times tweets seen</td>
<td>1709</td>
<td>2136</td>
<td>614</td>
<td>628</td>
<td>699</td>
</tr>
<tr>
<td>Re-tweets</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Liked</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Number of clicks on GGC profile</td>
<td>4</td>
<td>11</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Number of times user viewed supporting information</td>
<td>13</td>
<td>6</td>
<td>5</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>
STAKEHOLDERS CONTACTED - EMAIL

West Dunbartonshire Local Councillors Ward 1 - Lomond
Jonathan McColl  Martin Rooney
Hazel Sorrell

Member of Scottish Parliament - Jackie Baillie

Regional List of MSPs
Neil Bibby  Stewart Maxwell
Jackson Carlaw.  Margaret McDougall
Mary Fee  Stuart McMillan

Member of UK Parliament - Martin Docherty

Community Council - Balloch and Haldane

Voluntary & Housing Associations
Age Concern Vale of Leven  Cairn Housing Association
Carers of West Dunbartonshire  Dunbritton Housing Association
Central Alexandria Tenants & Residents Association  Loretto Housing Association
Clyde Shopmobility  Link Housing Association
Dumbarton & District Womens Aid  Bield Housing Association
Alexandria Diabetes Group  Trust Housing Association
VOLAAF (autism and aspergers forum)  Cube Housing Association

West Dunbartonshire Public Partnership Forum
NHS Greater Glasgow & Clyde
Community Pharmacy Development

Joint Public consultation for new community pharmacy

NHS Greater Glasgow & Clyde is currently in discussion with Sohail Healthcare (Scotland) Ltd who wishes to open a new community pharmacy at 8 Hillview Place, Alexandria G83 0QD

Before Sohail Healthcare (Scotland) Ltd submits a formal application, a joint consultation exercise will be carried out to seek the views of people local to the proposed premises, or those who might use the proposed new pharmacy.

The consultation aims to measure opinion on current access and adequacy of provision of pharmaceutical services in the neighbourhood where the premises are situated. The consultation is aimed at gauging the level of public support for this proposal.

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

Joint Public consultation for new community pharmacy
Questionnaire

Your comments are invited in respect of the following questions. Please tick the box for your answer and offer an explanation as appropriate.
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?

☐ Yes  ☐ No

- 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  -  8.30am - 7pm
- Tuesday  -  8.30am - 7pm
- Wednesday-  8.30am - 7pm
- Thursday  -  8.30am - 7pm
- Friday    -  8.30am - 7pm
- Saturday  -  9am – 6pm
- Sunday    -  12noon – 4pm

☐ 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?

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

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 8 Hillview Pl, Alexandria G83 0QD?

☐ Yes  ☐ No  ☐ Don’t Know

*Please explain your answer:*

10. Does the absence of a pharmacy closer to the Vale Health Centre affect you when you present a prescription for dispensing?

☐ Yes  ☐ No  ☐ Don’t Know

*Please explain your answer:*

11. Respondent Information

☐ I am an Individual

☐ I am a Group or Organisation

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

Name  ____________________  Address  ____________________

                        ____________________

Email Address  ____________________  Town  ____________________

Postcode  ____________________

Data Protection

13. 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 response and name available, but not my address

☐ Yes, make my responses 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 5pm on Friday 16th October 2015

*Thank you for taking part in this joint public consultation.*
McGinley, Dale

From:  
Sent: 17 June 2015 21:07  
To: New Pharmacy Applications  
Subject: Pharmacy Application

I refer to the notice in the Lennox Herald regarding proposed application to provide pharmaceutical services at 8 Hillview Place, Alexandria. The notice states it is planned to provide the following services:

Minor Ailments
Public Health
Acute Medical
Chronic Medication

Can you please tell me if Methadone Prescribing would be included in any of the above categories?

Regards

[Redacted]

G33
Regarding the application for a pharmaceutical services at 8 Hillview Place

I am writing on behalf of a number of very concerned residents of who are against the plans for a pharmacy.

There's concerns are as follows:
Lack of adequate parking, the proposed premises are also a small grocery store which has a very heavy footfall and at times parking outside our homes is very hazardous as there are cars parked on both sides of the street which is also a main bus route.
Most of the residents of are elderly and fear that drug addicts may congregate in the area using substances.
The shop premises are too small for people's privacy to be respected as it is also a small shop.
The proprietor of the premises or relatives have six abandoned vehicles to the rear of the premises and despite numerous requests have not resolved the situation which shows a lack of responsibility from the applicant which would block the delivery route to the chemist.
The premises has been raided in the past and convictions made by training standards therefore we don't feel that the premises is suitable for pharmaceutical supplies.

I hope you take our feelings on board when reviewing the application.

without prejudice
We acknowledge that this Consultation Analysis Report accurately reflects and concludes the joint consultation with the public for a proposed pharmacy application at 8 Hillview Place, Alexandria G83 0QD.

This joint consultation was undertaken in conjunction with NHS Greater Glasgow & Clyde and Sohail Healthcare (Scotland) Ltd between 10th June 2015 and 16th October 2015.

Signed on behalf of NHS Greater Glasgow & Clyde
Date 5th January 2015

Signed on behalf of Sohail Healthcare (Scotland) Ltd
Date 05/01/16

[Signature]