



Consultation Analysis Report

Between NHS Greater Glasgow & Clyde
and Gilbride Pharmacy

Published February 2016

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1. REGULATION

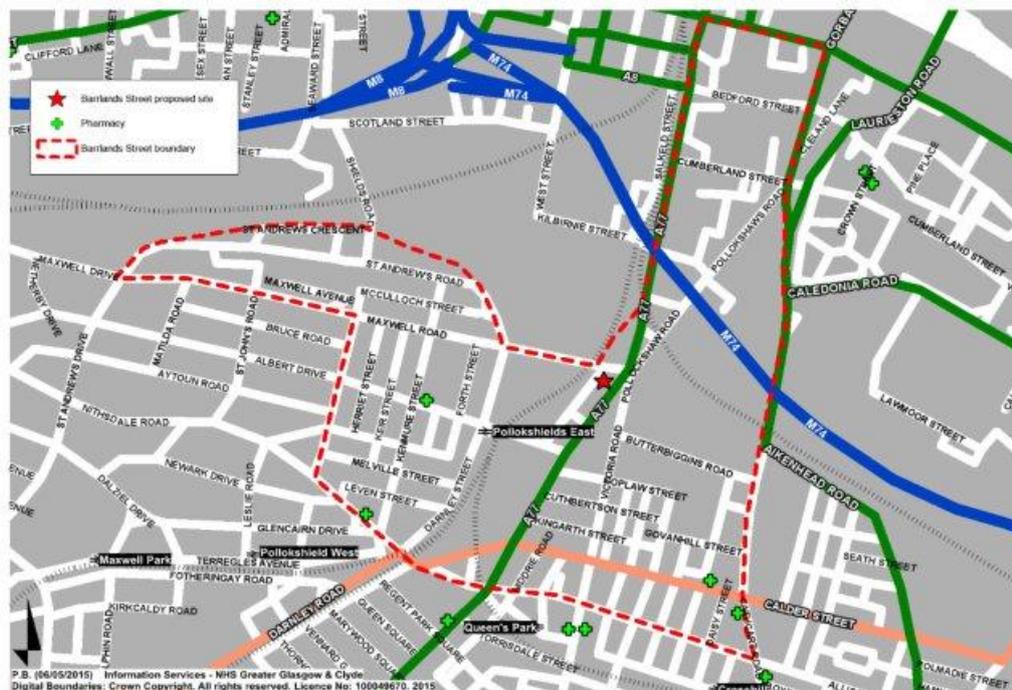
Amendments to the National Health Service (Pharmaceutical Services) (Scotland) Regulations 2009 were made in June 2014, which introduced changes to public consultation arrangements in respect of applications to join a Health Board's Pharmaceutical List.

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

2. CONSULTATION PURPOSE

The aim of the public consultation was to:

- assess the views of local people as to whether they believe there was adequate access to pharmacy services within the identified neighbourhood (outlined on map below) for premises proposed at 15 Barrland Street, Eglinton Glasgow G41 1QH.
- measure the level of public support for a new pharmacy in this area.



Location map of premises and neighbourhood identified by Gilbride Pharmacy.

3. METHODOLOGY

The Health Board and Gilbride Pharmacy [intended applicant] met on 2 July 2015. During the Joint Consultation meeting the public consultation content, scope, methods of public engagement and commencement date were agreed. The consultation commenced on 17 July 2015 and ended on 24 November 2015, a total of 90 working days.

On 17 July 2015 the consultation commenced through the following publications:

- Newspaper advertisement – Glasgow Evening Times (appendix 2)
- Twitter Programme (appendix 3)
- Stakeholders contacted – Email and Royal Mail (appendix 5)
- Questionnaire - appearing on Board Website (appendix 6)
- Newspaper advertisement appearing on Govanhill & Gorbals Health Centres Solus Screens
- Posters A3, A4 and A5 arranged by intended applicant (appendix 7)

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):

- Local Councillors,
- Practice Managers and
- Local Group Leaders

4. CONSULTATION SUMMARY

In 2014 the population of the neighbourhood identified by the intended applicant was 13,752 (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: 185 electronic questionnaires were received; 164 (89%) were submitted from individuals and 17 (9%) from a Group or Organisation. *There were 100 requests for paper questionnaires in paper, 1 translated in other languages which was not returned and no requests for large font type.*

One general comment was received by email (Appendix 7) and one email comment regarding how to start the process for a similar project within the Pollokshields area – this comment has not been included in the consultation analysis report as it was not relevant to the exercise

The majority of the survey responders :

- agreed the proposed neighbourhood for the pharmacy 151 (82%)
- supported the location of the pharmacy 153 (83%)
- agreed with the proposal opening hours 149 (81%)
- believed the proposed services were needed question 5 (page 13).
- believed that the proposed pharmacy would have an impact on other healthcare providers 96 (53%)
- 150 (83%) supported the opening of a new pharmacy at 15 Barrland Street, Elginton, Glasgow G41 1QH

149 (81%) 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 premises 29(16%) was seen as not being *'helpful'*.

Generally, responders 96 (53%) 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		
Do you think the area highlighted in the above map describes the "neighbourhood" where the proposed pharmacy is situated?		
Answer Options	Response Percent	Response Count
Yes	81.6%	151
No	13.5%	25
Don't Know	4.9%	9
Please explain your answer		69
<i>answered question</i>		185
<i>skipped question</i>		0

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

Yes	81.6%
No	13.5%
Don't Know	4.9%

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

- The area highlighted seems a bit too broad. I would say the proposed site would serve the "Neighbourhood" primarily made up of the new builds all around Eglington Toll area.
- It is more relevant to the area immediately surrounding 15 Barrland Street - there are lots of other pharmacies up in Pollokshields.
- The area is much smaller right around "proposed pharmacy". It is highly populated around Barrland Street.
- It is too big. The immediate neighbourhood is more like between Pollokshaws Rd/Cumberland St/Kenmuire St/Nithsdale Rd.
- I think that the area highlighted is far too broad.
- I think there is a new neighbourhood much closer to the proposed pharmacy - lots of new families have moved into the flats built more recently, so it's really a NEW residential neighbourhood. Pollokshields has it's own pharmacies.
- Includes the main area - Eglington Toll.
- The proposed neighbourhood should also incorporate Scotland Street, St Andrews Drive and Nithsdale Road, we cannot understand the logic for the boundaries being those proposed other than to benefit this actual application.
- It seems too broad - Barrland St is much closer to the neighbourhood around Eglington Toll.

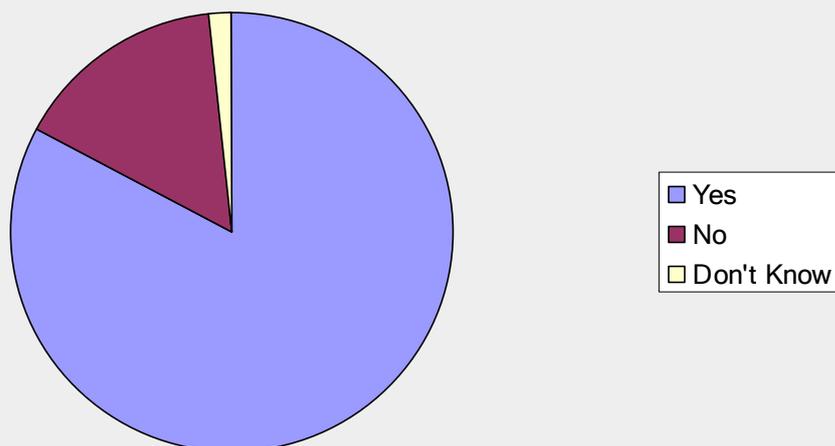
- there has been considerable urban redevelopment to join tradeston with eglinton toll to form a throughfare into and out of the city centre. The people living in pollokshields the type of homes, and other indicators of welfare are very different to those living in eglinton toll.
- Down towards the gorbals area isnt local to maxeell road
- The highlighted incorporates 3 separate areas. Govanhill Pollokshields and Gorbals. All of which are very different areas in terms of population, healthcare provision and ethnicity groups.
- It is not a distinct neighbourhood in that it seems to cover several convenient parts of various areas to try to give the impression of poor pharmaceutical provision. It covers parts of Pollokshields, Govanhill, Eglinton Toll and Gorbals
- The area takes in different neighbourhoods, crosshill, queens park etc. It is not a neighbourhood in it's own right.
- Includes small pieces of several neighbourhoods and communities - Pollokshields, Govanhill, Gorbals. Would say the area has been carefully drawn to avoid other pharmacies already in Govanhill.

Question 2

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

Answer Options	Response Percent	Response Count
Yes	82.7%	153
No	15.7%	29
Don't Know	1.6%	3
Please expalin your answer		90
<i>answered question</i>		185
<i>skipped question</i>		0

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



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

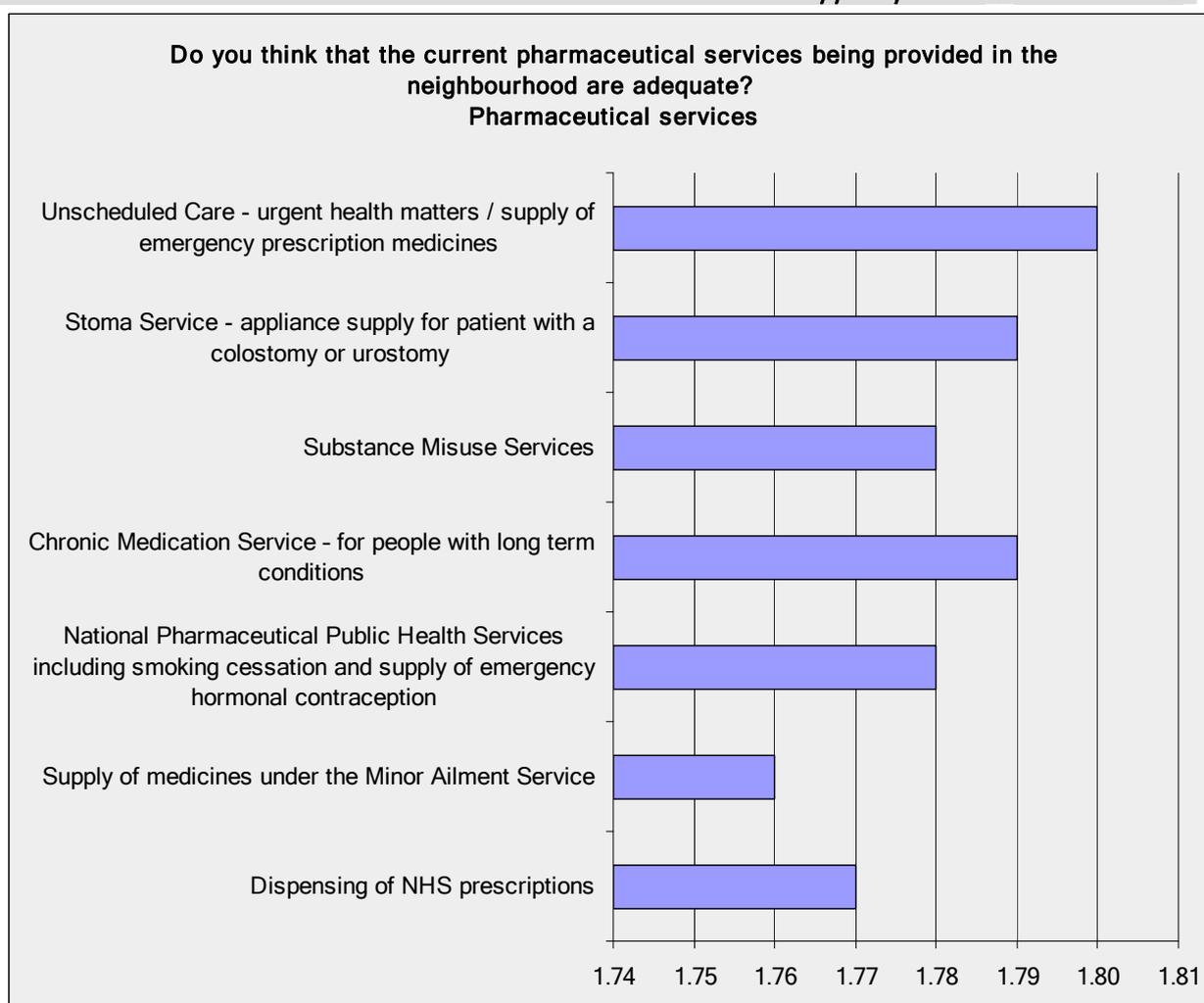
- Easily available
- Definatly! Well placed in the middle of a very busy area!
- Definatly - central to much housing - the area doesn't have "adequate access" currently.
- There's such good access by walking & buses.
- It is very good location in lots of flats. Near bus and train.
- It is centrally positioned amongst a densly populated area.
- It is very handy spot just off the main road and near the doctors.

- Because people could just walk over to the pharmacy after going to the local doctor.
- It is very central to a highly populated and underserved area.
- The site where the applicant has proposed the premises makes no sense, it may have been done when they made a previous application to open a new contract beside Dr Khan's previous premises in Maxwell Road (round corner) but since this surgery relocated there is nothing to bring patients to this area, there are no local amenities, the premises are hidden in a side street, the majority of people in the immediate surrounding area are working, it would also be difficult for anyone to find these premises being hidden behind residential flats with difficult access..
- It is very central and near the Health Centre.
- Not as it stands at the moment. Too far from many folk and not an easy walk either. Fine for VERY local folk though! Poor public transport.
- Specially because they can access doctors there, then go straight to the pharmacy for prescriptions.
- Handy for bus, local people can easily walk.
- It is right in the middle.
- It's very handy for the bus and walking.
- Because there are so many new people moved in there.
- It is right in the middle of everything.
- It looks like a central position near everything.
- It would serve all the new houses in the area.
- Much better position for all new housing.
- Location is poor and will offer no additional benefit to what there currently is
- Plenty appropriate services already available.
- There is already adequate pharmacy provision in the neighbourhood
- There are already a lot of pharmacies near by, Victoria road, Pollokshaws road, Pollokshields, Govanhill,
- there are already two pharmacies in Victoria rd which is a 5 minute walk from this proposal so no need for another!!!
- I find this provision would be beneficial to Pollokshields, as well as Eglinton Street, Victoria Road, Pollokshaws road and others.
- These new communities do not currently have a community pharmacy and having this at the junction of Barrland Street and Maxwell Road, places it in a well used area with lots of footfall to and from main roads and public transport.
- Ideal as it is on the A77 and Pollockshaws Road strip, ideal for commuters as well.
- There is adequate pharmaceutical provision already
- Adequate services already provided
- Yes as it is near the bus stations and the train station so it has very easy access and much easier parking than the other nearer pharmacies
- Potentially - lots of new residential developments, but already other pharmacies in area, such as Albert Dr

Question 3

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

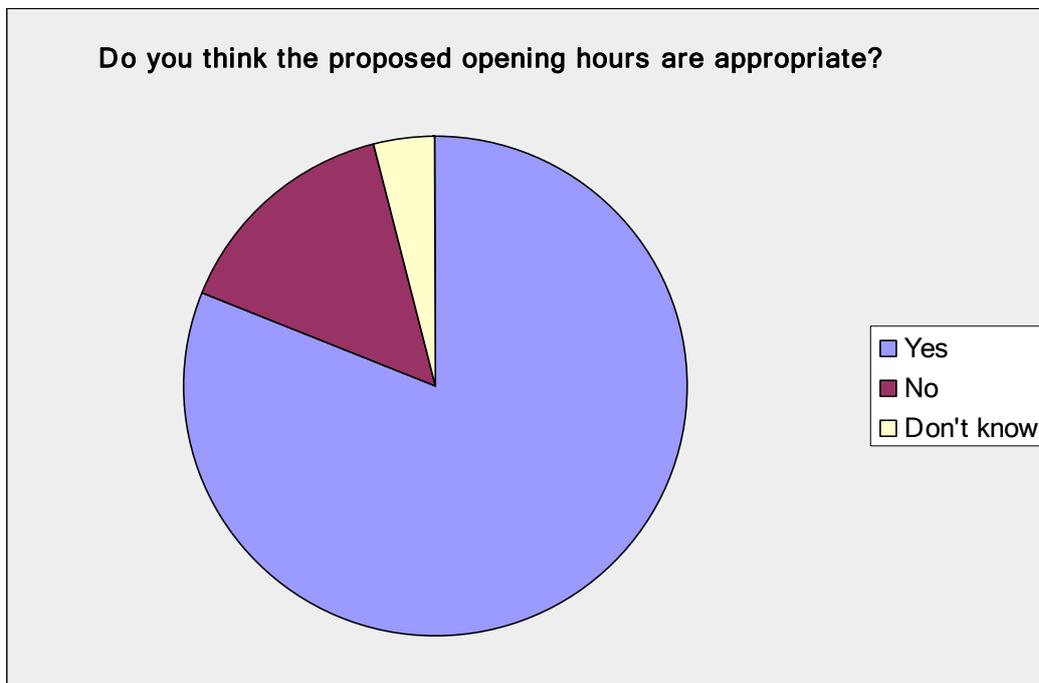
Answer Options	Yes	No	Rating Average	Response Count
Dispensing of NHS prescriptions	41	141	1.77	182
Supply of medicines under the Minor Ailment Service	43	138	1.76	181
National Pharmaceutical Public Health Services including smoking cessation and supply of emergency hormonal contraception	39	140	1.78	179
Chronic Medication Service - for people with long term conditions	38	141	1.79	179
Substance Misuse Services	40	139	1.78	179
Stoma Service - appliance supply for patient with a colostomy or urostomy	38	139	1.79	177
Unscheduled Care - urgent health matters / supply of emergency prescription medicines	35	142	1.80	177
<i>answered question</i>				183
<i>skipped question</i>				2



Question 4

Do you think the proposed opening hours are appropriate? Pharmacy opening hours
 Monday 9:00am - 7:00pm Tuesday 9:00am - 7:00pm Wednesday 9:00am - 7:00pm
 Thursday 9:00am - 7:00pm Friday 9:00am - 7:00pm Saturday 9:00am - 5:00pm
 Sunday Closed

Answer Options	Response Percent	Response Count
Yes	81.0%	149
No	15.2%	28
Don't know	3.8%	7
Please explain your answer		97
<i>answered question</i>		184
<i>skipped question</i>		1



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

- longer opening hours better for people who work
- Good if you're working days.
- Good for people working during the day -
- Sunday opening would be good too.
- if you have to work you can still get to the pharmacy.
- Fair.
- Staying open till 7pm is especially helpful to customers bringing prescriptions from surgeries.
- It would be good to have the service up til 7pm
- I'd like to see Sundays open too.
- Sunday opening should be on a rota across area with other pharmacies (open 1 in 5 Sundays).
- Again, very handy for everyone.
- People working can get to shop after workl.
- Make it more accessible for working people.
- I think it will give the people who work a chance to get to the pharmacy after work. Could it be open for a while on Sunday?
- 6pm would be better than 7pm for a closing time
- I would also like to see a Sunday opening!
- Opening until 7pm will help those who work until 5 or 6pm.
- Very good.
- Good for people working

- Helps people who work.
- Maybe one Sunday on rota with other pharmacies.
- Appropriate.
- Very handy for people who work during the day.
- These days many folk work different shift patters and I think the hours should resepect this. Say earlier opening and closing and Sundays too.
- Specially good for people who work and cant make it before 5.
- Could also open Sunday's?
- It seems fair for people who work till 5 or 6.
- This is good for people who work in the day.
- Fair.
- Most families are working so some later hours are better.
- People working till 5 can get there after work.
- Longer opening hours better for working folk.
- Late opening would help working people.
- weekdays open til 7 - useful for when the GP surgeries are closed
- These hours allow for modern working lifestyles
- It gives those who work a chance to pick up their prescriptions in the evenings.
- Maybe one day opening earlier say 8 am for people going to work
- can cover for late surgeries and folk getting home from work
- Suitable for people who are off and working during the day.
- Later opening would be an improvement
- Convenient hours to be open and would suit the lifestyles of the surrounding individuals.
- It'll make it easier to access a pharmacy in the evening as I work and currently need to wait to the weekend
- Evenings are good. What about Sunday's, maybe 9-12pm?
- Late openings good.
- More accessable times for residents.
- Yes good opening hours.
- Longer hours are good for working people.
- I can't get to the shops sometimes till after work.
- It's good for people who work.
- Good long hours.
- Most people can go after work.
- Good hours and late enough.
- People need to get there after work too.
- All day Saturday is good.
- Folk work. Better hours.
- Sunday open would be great.
- Handier for working people.
- Maybe only 6pm.
- Good hours especially or people who work.
- I can get there after work.
- Evening opeings are very good.
- Much more accomodating.
- Evenings good - Sundays/
- Lots of pharmacy's close too early for people who work.
- Longer hours are better for working people.
- It's good to have a pharmacy opened nearby for people who work until 6pm
- The location already suffers from far too much traffic and parking issues. A pharmacy here and these opening hours will only cause further issues.
- There are other pharmacies within the area which offer extended hours
- Already being offered by pharmacies in area
- Other pharmacies in the area provide similar hours.
- The model pharmacy hours are 9-530. Within the area there is more than enough pharmacies that are open later
- There is already a pharmacy less than 5 mins away by car/bus open to 7pm at night.
- A Sunday would also be beneficial to the communities.
- There is no pharmacy opened on Sunday
- This is fantastic! I recently had to travel to Newlands just after tea time in order to get a prescription filled. I had a car but I have no idea how others without a car would manage it.

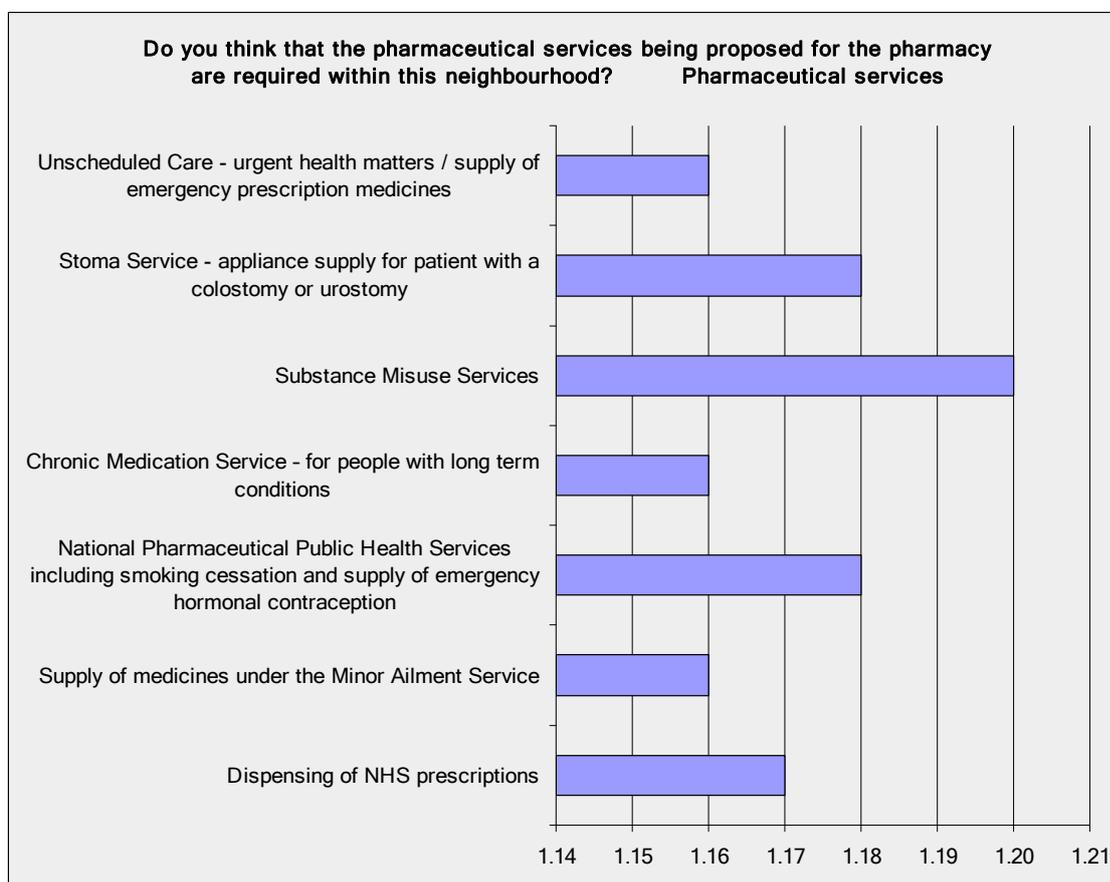
These extended opening hours would provided people who work greater flexibility in accessing services.

- Not enough later opening hours pharmacies in the neighbourhood
- Sunday opening
- That allows folk who work access.
- Staying open during the week to 7pm will means that it can be accessed after work
- Later opening times convenient for people who work during the day
- 7pm would be great as I work and find it difficult to get my repeat medicines
- Long hours
- No need to open so late, but should provide some Sunday opening times instead. There are already enough pharmacies closed on a Sunday. A lot of young professionals stay in this area - would be at work during week.
- later opening hours are beneficial for people that work
- My Dr consults till 6.30 and the 7pm finish will allow me to get my prescription the same night.

Question 5

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

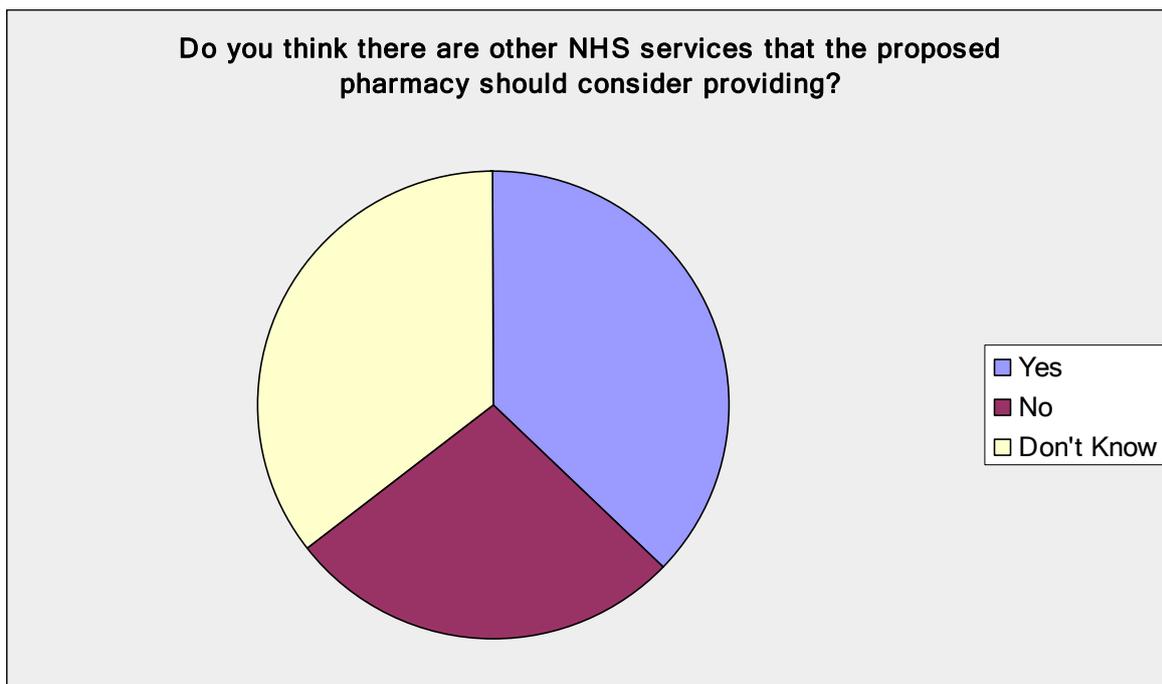
Answer Options	Yes	No	Rating Average	Response Count
Dispensing of NHS prescriptions	152	31	1.17	183
Supply of medicines under the Minor Ailment Service	153	30	1.16	183
National Pharmaceutical Public Health Services including smoking cessation and supply of emergency hormonal contraception	147	33	1.18	180
Chronic Medication Service - for people with long term conditions	152	30	1.16	182
Substance Misuse Services	144	35	1.20	179
Stoma Service - appliance supply for patient with a colostomy or urostomy	146	32	1.18	178
Unscheduled Care - urgent health matters / supply of emergency prescription medicines	149	29	1.16	178
<i>answered question</i>				183
<i>skipped question</i>				2



Question 6

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

Answer Options	Response Percent	Response Count
Yes	37.3%	66
No	27.1%	48
Don't Know	35.6%	63
If Yes, please explain your answer and describe what services you would like to see being proposed		82
<i>answered question</i>		177
<i>skipped question</i>		8



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

- Vaccinations for travelling.
- Vaccinations for travelling abroad.
- Diabetes/blood checks.
- Deliveries and pick up services -
- "jabs" for flu or when you have to travel abroad?
- Deliveries,
- Advice for new mothers
- collection service
- Travel clinic
- Information sessions on various common medicines/problems.
- Health care checks.
- Collection & delivery, diabetes tests, blood tests, emergency contraception.
- Health checks for old people.
- Blood tests and health checks for women. Deliveries for old people.
- Blood checks for cholesterol/diabetes checks.
- All services required are provided by existing contractors in area already
- Delivering medicines at people's houses,
- Prescription collection and delivery.
- Jabs for travel
- diabetes checks.
- for older people (like podiatry!).

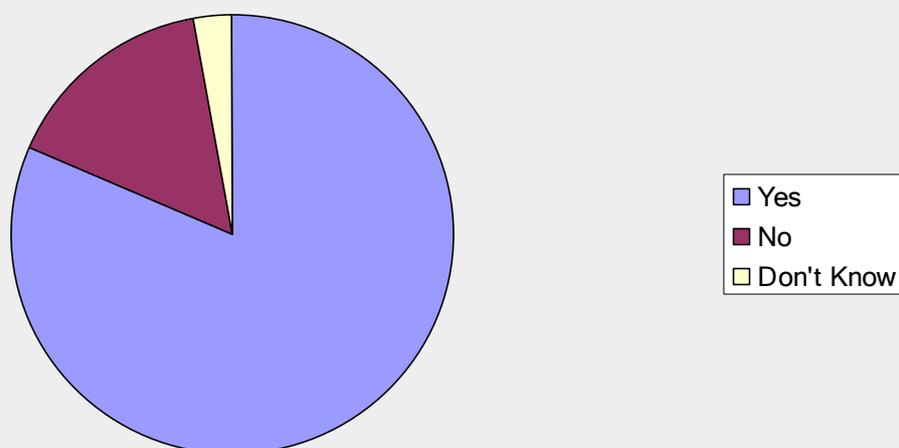
- deliveries for people who are not well.
- Diabetes testing (eyesight tests), cholesterol checks, travel vaccination dispensing.
- Deliveries for older people.
- Free delivery
- Efficient delivery service.
- test for diabetes and bloods Delivery service for older people.
- Supporting local charities including the hospice
- Advice for the elderly
- Test for diabetes and healthy life.
- Individual advice on medications.
- blood testing.
- Better delivery and pick up from surgery.
- Diabetic testing. Blood pressure. Walk in advice (privately with Pharmacist).
- first aid learning.
- diabetic testing.
- Collecting and delivery service.
- Delivery service that is reliable and efficient.
- Smoking cessation/nicotine lozenges
- Good delivery service.
- Blood tests, better delivery service.
- Educational groups.
- Test for diabetes -
- Maybe a better collection and delivery service.
- Dosette boxes
- Prescription pick ups
- Flu vaccinations, travel health, diabetes testing, sexual health screening, online prescriptions, automatic prescription ordering, deliveries, cosmetic (e.g. Botox) on private prescriptions, free condoms

Question 7

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

Answer Options	Response Percent	Response Count
Yes	81.4%	149
No	15.8%	29
Don't Know	2.7%	5
Please explain your answer		88
<i>answered question</i>		183
<i>skipped question</i>		2

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

- As there is a shortage of pharmacies to cope with the increasing population in the area, this new pharmacy would fulfill a need.
- Services are over-stretched and this would help all the different providers.
- Positively
- Eglington Dental Surgery and Medical Centre both could use for local prescriptions.
- Eglington medical centre does not have a local pharmacy and relies on Pollokshields Pharmacy so they could get more immediate support.
- The healthcare providers in the area already have close working relationships, fail to see what this could bring.
- I would be keen for there to be outreach. The Feel Good Women's Group in Govanhill are an example: this is a women's health and wellbeing group who are keen to engage with other local organisations around the promotion of healthy lifestyle behaviours and this could be a great way to disseminate information and keep in touch with the community's needs. There are also men's groups in the local area who I am sure would benefit from outreach work/ informal education around healthy lifestyles and preventative health measures.
- Current gap without Pharmacy at Eglington
- It will give the dentist and surgery at Eglington toll better access to pharmacy
- Local dentist.
- The healthcare providers work well together currently An additional pharmacy won't help but most probably hinder the current good work.
- i feel existing network are handling effectively the needs of the people.
- All local NHS services work appropriately without the need of anymore.

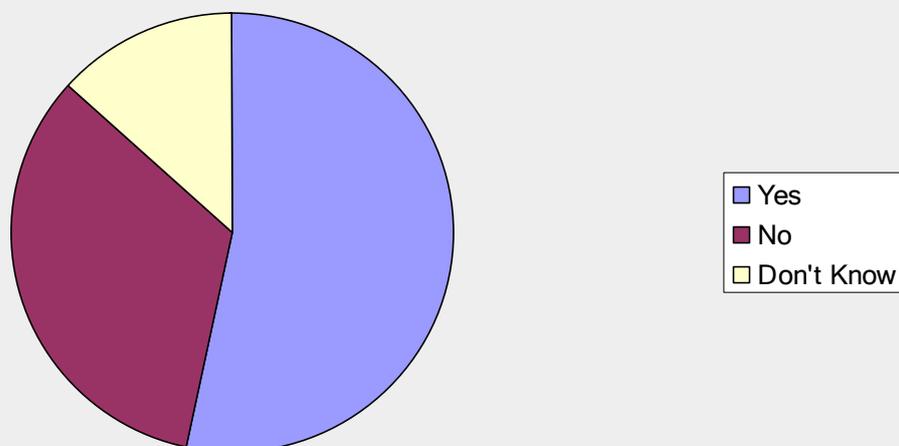
- Would have a detrimental impact on the existing pharmacies in the area.
- It would help the others
- It seems silly to have a surgery and dentist at the toll but no pharmacy
- I don't believe that another pharmacy in the area would help to fill in gaps in communication - there are already enough pharmacies.
- As I use the healthcare services within the area I think that good working relationships are already developed across the different health care groups
- There's a drs and dentist at Eglinton toll but no pharmacy.

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	53.3%	96
No	33.3%	60
Don't Know	13.3%	24
Please explain your answer		93
<i>answered question</i>		180
<i>skipped question</i>		5

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



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

- Reduce stress all around by spreading the load of work.
- It would make waiting times at the other pharmacy less -
- I think it would HELP reduce the stress/workload of e.g. other pharmacies where,
- Reducing waiting times in other surgeries and pharmacies.
- Reduce waiting times at other pharmacies.
- Reduce waiting times in other over-subscribed pharmacies.
- Other pharmacies would be less busy -
- When I go to the pharmacy they are always packed. I think if there was more pharmacies there would be more time to help the customers.
- Re other pharmacies - the waiting times are ridiculous sometimes. So another one would reduce waiting times for everyone.
- I think it impacts very positively because if people work together they share information and it's

better for everyone.

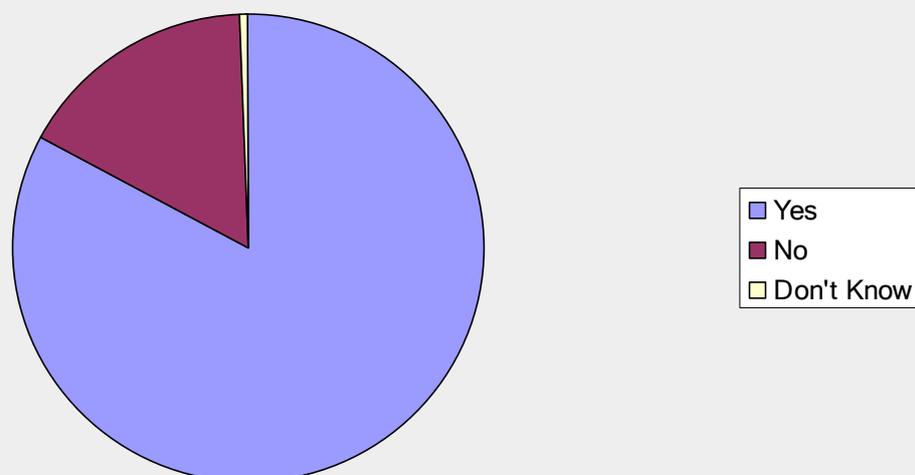
- It would impact in a good, positive way because people would be working more closely together.
- Support services for GPs
- It would only improve services
- People living near Barrland Street would go to a closer pharmacy instead of having to go as far on Victoria Road.
- Better for everyone if this shop opens.
- Big new community ther but no services really except doctors and dentist.
- It can only improved the current situation.
- Hopefull this would build on the existing services and improve the support for Eglington community
- The only way the proposed pharmacy would be viable would be if it started targeting patients of existing Pharmacies, this would have a detrimental effect on the existing contractors business and may affect viability of existing Pharmacy network.
- Not negatively -
- It will help everyone to communicate with each other regarding cross over patients - hopefully!
- No-one would be worse off and it would be better service.
- not in a bad way, no
- help other services with supply of med reduce minor ailment and gp consultations
- more competition
- Positive impact
- Better service.
- It will have a good effect on everyone if there is less work/stress on just a couple of surgeries etc.
- I think it will be helpful to everybod.
- It will affect the other pharmacies round about it
- I believe the proposed application will have a negative impact on other healthcare providers in the neighbourhood.
- affect viablity
- I think it will impact on existing businesses who provide similar services within the area - the market is saturated
- More than enough pharmacy cover. The main GP surgery has moved premises into a new health centre
- I think the propsed application would have a detrimental impact on existing pharmacies in the neighbourhood and just outside it's border.
- It would affect the business of kitchin chemist and pollokshields pharmacy
- I think it would impact these services positively. There has been a significant increase in residents in the area, but with no real increase in services. This puts pressure on the delivery or health related service providers. Pharmacy based support and provision could ease this.
- Other pharmacies in the area are always too busy with stressed staff.
- It would negatively affect other pharmacies' business, but it would be hard to tell how it would affect other healthcare teams in the area.
- It would impact positively especially with other pharmacies who often seem very busy with long waiting times.

Question 9

Do you support the opening of a new pharmacy being proposed at 15 Barrland Street?

Answer Options	Response Percent	Response Count
Yes	82.9%	150
No	16.6%	30
Don't Know	0.6%	1
Please explain your answer		92
<i>answered question</i>		181
<i>skipped question</i>		4

Do you support the opening of a new pharmacy being proposed at 15 Barrland Street?



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

- Plenty of demand for a local pharmacy!
- It would be a great benefit to this area.
- The area is full of new flats but not many new shops or services - it needs a pharmacy especially for older people in the area.
- Before my father died, we had very negative experiences with trying to organise his meds etc - It would have been such a help to have a see pharmacy right on our doorstep instead of getting up to Victoria Road -
- If the people going to Eglington medical centre/Maxwell Drive doctors have their own pharmacy it will make the others less packed!
- Handy for people - reassuring for old people.
- Better for the area.
- Despite huge new growth in this area, no new services/facilities have been put in place.
- I think this could only be beneficial to the area.
- It is a growing area which needs better services for local people.
- The people and the area needs it .
- There's already doctors/dentist right there but it really needs a pharmacy. Also need one for older people to walk to easily in that area.
- Right now I don't keep too well so it would be comforting to know there is help close by.
- New houses due to be built in Barrland Street
- Nearby doctors needs a pharmacy.
- Good for me and other families nearby.
- There are many elderly people in the area who would benefit from a new pharmacy opening nearer their home.
- Densely populated, poorly serviced area. Many residents have no transport so a pharmacy should be in walkable distance from the local doctors.
- As I said it is very handy for residents in this area
- We need it because the doctor is right here but the pharmacy is far away.
- It is good for us here.
- It would be nice and central for me.
- I go to the doctors on Pollokshaws Road and it would be very handy.
- That immediate area is very poorly serviced at present.
- Good for me and my neighbours.
- Is good.
- Very good for people.
- We need more services in this area.
- Not Necessary

- New house need this to help their community.
- Yes it is a very good idea for the community around the pharmacy.
- On the whole yes. There is currently only 2 in Pollokshields area both well spaced, as will this one be. It's currently a neglected point of town (for lots of amenities).
- Very busy area, lots of people - already has doctor!! Actually I'm sure it will have a knockon effect and reduce waiting times at other pharmacies.
- Pharmacies are vital to every neighbourhood and this area is highly populated but very poorly served.
- It seems quite a poorly service area with very little local amenities for the new community there. It will really help the people.
- The people from that area have to travel to other pharmacies and that makes other pharmacies very busy. It will make waiting times less and more time for people to talk to pharmacists.
- There are many, many older residents around this area and they should have an easily accessible pharmacy. Also near doctors and dentist.
- There's a doctors and a dentist right there but no pharmacy.
- My pharmacy is too busy. Long waits for prescriptions.
- Lots of new residents in this are - not many facilities for them.
- Rostinee Group Pollokshields Community.
- I think it is a necessity.
- More people living in this area now
- Good for locals
- the community does not have a local and convenient accessible pharmacy the elderly and vulnerable need a good service
- I think it would be an asset for the community and could help reduce GP waiting times; if people are able to resolve some problems at the pharmacy as opposed to having to visit their GP all the time.
- as a dental practice at Eglinton Dental Care we sometimes give out prescriptions and this would be convenient for our patients to go get there medications.
- I can't understand why it doesn't have one already!!!
- My friends need this in Eglinton -
- A new shop there would be good for the people there.
- residents feel our local pharmacies are overcrowded
- Much closer to home.
- Be great for us. Close to home.
- It will be excellent for residents here and business.
- There are very few facilities in that area, and a pharmacy is very important for that community.
- Easy for me, more local.
- More businesses bring more people to area and help the community.
- This will be good for business and local shops and people who live here. Helps people to talk to someone.
- There are very few facilities for people around Eglinton Toll.
- Good for my friends and for me when I go there.
- We recognise local pharmacies are very busy and it would share the workload.
- Great for my mum and older people like her.
- It will support all the new house in area.
- Brings business to area.
- It will support our community development.
- We need more pharmacy centres.
- Good for the people there.
- It's not a well serviced area but tons of new residents/new builds.
- I think it will be very good and handy for the local people (lots of people walking).
- It means less waiting for prescriptions if there are more pharmacies and better service for everyone.
- Another pharmacy is not required in the area
- There are sufficient services currently. The opening of a new pharmacy will cause more issues and be detrimental to the area.
- There is no need for another pharmacy within this area.
- There is adequate pharmacy services in the area already. An existing pharmacy re-located from Pollokshaws Rd to Queens Drive in the past 12months or so, probably because there was insufficient business in it's previous location. This proposed application is not very far

away from the old pharmacy site. If this application was approved it would have a detrimental effect on the ability of existing pharmacies to provide services to the community.

- AS I have said, there is a significant increase in resident in the proposed catchment area. They are not being given sufficient opportunities to access pharmacy services or choice. As a resident in the catchment area, I would like to have more choice and welcome the proposed extended opening hours to meet the needs of modern flexible working.
- Longer opening hours is ideal and great for working parents with kids like myself.
- Current services are adequate. We do not need another pharmacy.
- I want a pharmacy I can walk to because I don't have a car.
- It better my day to day living
- It would be very easy to access and reduce the time which you would have to spend in other pharmacies which are currently taking too long to deal with the current needs of the community.
- I think a pharmacy would be great for the area
- I feel there are near-identical pharmacies offering the same services, but which even open on Sundays - two Boots pharmacies directly opposite each other on Victoria Road half a mile's walk away. The neighbourhood has been badly represented in order to appear lacking in pharmacies.
- there is a need for a new pharmacy in the neighbourhood
- I believe that the present services are adequate

Appendix 1

By end of:	Action	Person Responsible	Detail
Joint Consultation Meeting	• Advert for Newspaper	Interested Party	Evening Times
	• NHS GG&C Tweets to be scheduled	Board	
	• Prepare Questionnaire	Board	
	• Questionnaire link on NHS GG&C Website in place	Board	
	• Hard copies of survey ready	Board	
	• Pre-Paid envelopes	Board	
	• GG&C Internet content in place?	Board	
	• Poster & Flyers	Interested Party	

When	Message	How	Lead	Status	Notes
Week 1	Launch of joint consultation and further information	• Advert in Evening Times	Interested Party	Completed	
		• NHS GG&C Twitter	Board	Completed	
		• Email Stakeholders	Board	Completed	
		• NHS GG&C Website	Board	Completed	

Weeks	Message	Method	Lead	Status	Notes
Weeks 2-6	Relevance of consultation for local people and importance of engagement	<ul style="list-style-type: none"> We hope to go to go to busy areas (Outside Lidl, churches etc), in the community with flyers and questionnaires to gather more information and make more people aware of the application and the procedure involved. This would allow us to reach a demographic who may not have internet access or speak good English. 	Gilbrides – awaiting agreement from HB and hard copies or printable format of questionnaire.	We collected hard copies from HB We ordered 100 more hard copies in weeks 13-18 as we were able to distribute more than we initially thought.	See Appendix 1 in Additional Notes

Weeks	Message	Method	Lead	Status	Notes
Weeks 7-12	Local engagement and how to make views known	Arrange meetings with local group leaders. Several groups have then invited us to join them in order to explain to them the process of applying for a new pharmacy.	J Gilbrides meet with Bill and representative from South Side Housing. Meet several woman's group members. Response to queries	As a result of this meeting we were invited to speak at a lunch at the Nan McKay centre	See Appendix 2 in Additional Notes
		<ul style="list-style-type: none"> Meet practice managers at local health centres 	Gilbrides meet Pollokshields HC, Nisthdale Rd HC and Eglinton Medical centre and Eglinton Dental Surgery	Positive meetings with both Nisthdale Rd and Pollokshields HC Eglinton Medical centre asked us to come back at other times but	

				after six visits we were still unable to speak to the practice manager to speak to the practice	
		<ul style="list-style-type: none"> Contacted local counsellors to engage them with our plans 	Meet David Meikle		

	Message	Method	Lead	Status	Notes
Weeks 13-18	Reminder of consultation and how to submit views	<ul style="list-style-type: none"> Arrange with Lisa to give short presentation to her District Partnership 	presentation and give response to queries. 11 th November		See Appendix 3 in Additional Notes
		<ul style="list-style-type: none"> Meet with city and community counsellors 	Gilbrides attend Pollokshields Community council monthly meeting 2 nd November and Shawlands/Strathbungo community council meeting 5 th November. Attend local surgery to meet with Nicola Sturgeon	All these meetings took place on said dates	

Appendix 1

Flyer

Feedback we got when distributing the flyers was that they were over-complicated and should have focussed more on HOW the reader could register their support or opinion. Throughout the consultation process, we gave out hundreds of flyers. We found that we were left unsure as to whether people would get as far as going online to access the site in order to register their vote. The numbers recorded fell far short of the numbers we distributed.

Paper Questionnaires

We were grateful that the HB allowed us to have paper copies of the questionnaire as it allowed us to reach out to those, particularly the elderly, who would have found accessing the website too tricky due to lack of resources and technical knowledge. When we were discussing the application with people, many of them asked us to scribe for them. We wrote verbatim as they gave us their opinion. We were given 100 copies in Weeks 2-6 but we requested 100 more in Weeks 12-18 and we distributed all of them. It is clear that not all of them were returned to the development team as they didn't feature in the final figures.

We also felt that the language barrier, as well as lack of online access, made filling in an online questionnaire far too challenging. The HB very kindly supplied us with hard copies of the questionnaire in several languages, including Urdu. This helped a lot of people to understand the questions more fully whenever communications were difficult.

Online Questionnaires

The process of getting onto the site was far from straightforward and, even when people did get there, the questionnaire was far too wordy. People are expecting to press a button expressing 'Yes' or 'No' in favour of a new shop with, perhaps, a box to add their thoughts and reasons for expressing that opinion. We met quite a few people later who said they had found it so difficult to access the site they had not been able to register their vote in the end.

Questions in Questionnaires

When we were going through the questions with individuals, they expressed that they were very wordy and long and often not dealing with what a lay person would understand. The list of services was not necessarily something that many people would have direct experience of so they focussed on the question of whether overall services were adequate or not. **Q3** and **Q5** deal with adequacy and requirement but oddly, there was nowhere to express **why** the individual thought it might be 'adequate' or 'required'.

Q7 and **Q8** talked about whether the 'proposed application would help or impact on other healthcare providers.' Many expressed how similar those questions were and there was an ambiguity to them. For instance, if they ticked 'YES' for 'impact' would that be seen as negative even if they meant it would have a positive impact – in which case was that different to 'help'. We encouraged people to give a reason to clarify their opinion but we felt that those who were tackling this on their own would be less likely to do other than tick 'yes' or 'no'.

Outside Lidl and on the local streets around Barrland St

Initially engaging with people was challenging because people are reluctant to give out personal details for no good reason. We had no formal ID. to separate us from anyone who may have been trying to take advantage of them. I think it is worth expressing that much of the population, due to their feeling of low 'status' in the community have little or no expectations of what their wishes/rights are. Although we were successful in explaining the public consultation process, encouraging them to reflect on any discussion in terms of how it would affect them was incredibly difficult. This is down to cultural perceptions, economic circumstances and limited knowledge of health issues.

However, our perseverance paid off and our experience talking to members of the community outside local supermarket Lidl and in the surrounding area, was extremely valuable. There was a strong feeling a more local pharmacy would provide a better service. Local residents reported using lots of different pharmacies because none were especially handy and so they didn't have a relationship with any particular pharmacist. Many people commented that they experienced long waits when they needed a prescription. We were surprised that so few people were aware of the delivery and collection service that they could request.

People expressed an interest in various services being available at a pharmacy rather than health centre – particularly vaccinations, blood tests and diabetes testing. Another opinion frequently voiced was that an effective pharmacy could provide more health education and community-based information for people.

Undoubtedly, there was concern from local residents about 'methadone clinics' and we talked to several people, namely in the **Laurieston Community Council**, who felt intimidated by the sheer numbers of addicts hanging outside the pharmacy in the Gorbals. We explained that every pharmacy had a duty of care to their customers to ensure that mutual respect existed to serve all members of staff and customers and that we would endeavour to create such a relationship with methadone patients to avoid that potential threat within the community. Lots of those local residents were then happy to complete questionnaires in support of us.

We had an overwhelming sense that people from the immediate area, and those in the outlying districts recognised a need for a pharmacy in Eglinton Toll. They talked about the local health centres and the dental surgery and how they lacked the convenience of a pharmacy which would lend itself to them having a more complete and well-served community.

Local businesses were convinced that a pharmacy would encourage other businesses and attract more customers to have the confidence and purpose to shop more locally. It was often expressed that Eglinton Toll has developed in recent years in terms of new housing but that the amenities have not yet caught up with this growth and so prevent a community from existing in its own right.

Appendix 2

Local Groups

These are the local groups we met with during our consultation period. We encouraged them to contribute their thoughts and opinions honestly and openly.

Laurieston 50+ Lunch Club, Govanhill Neighbourhood Centre Ladies Lunch, Pollokshields Community Centre Ladies Lunch, Govanhill Baths, Nan McKay Hall over 60's Lunch Club, (Bill Lawns) Govanhill Youth Centre, Larkfield Centre, Glendale Women's Group, Southside Housing, Govanhill Housing Association, Govanhill Community Development Trust (Katarina Simonovicova/Barbara Flynn), South Seeds (Lisa Peebles), Nisthdale Rd,

HC, Pollokshields HC, Eglinton Medical Centre, Gorbals HC, Crossreach –Daisy Chain Early Years, Pollokshields Parent and Toddler Group

These were our findings.

We spoke to lots of parents and older people who felt they would like to ask for advice but found that pharmacies were often too busy. They didn't want to waste the pharmacist's time. They felt they were sometimes rushed and this got in the way of a better service.

There was a very powerful voice from ethnic members of the community, including the delightful **Somalian Community Council**, that it would be invaluable to have staff who could communicate well with the many customers who had English as a second language. Again, we were surprised that so few people knew about existing services within pharmacies. When we attended Ladies lunches in **Nan McKay Centre, Pollokshields Community Centre** and **Govanhill Neighbourhood Centre**, lots of women shared with us their anxieties and fears about dealing with healthcare professionals and how much they would like a more local pharmacy where they could discuss concerns confidentially.

Older ladies wanted to be able to walk a short distance to pick up a prescription and readier access to a local pharmacist who knew more about their health issues.

Talking to doctors and practice managers, we were supported by some but others felt that there would be a conflict of interest if they were seen to support us. If it is a conflict of interest, I would like that to have been more clear to us. If it isn't, I think it is an unfortunate misunderstanding that has prevented us being able to present a more detailed picture of how much support there is from other service providers. This is an area where there could be more clarity and more user friendly guidelines for service providers to KNOW how they can support/ meet with other service providers. In some cases, key providers were disinterested to the point of being hostile which begs the question, what is their duty as providers to consider representing and supporting the needs of their patients? We were delighted with the helpful responses from both Nisthdale Rd HC and Pollokshields HC. They were enthusiastic that a new pharmacy in the area would alleviate the pressure on doctors and existing pharmacies to handle and deliver out of hours and late prescriptions.

Finally, it is worth noting that because of the nature of many of the community groups we approached, confidentiality is paramount. In many cases we didn't get access to groups where the team leaders felt people would feel a sense of intrusion or interrogation which didn't fit with their ethos and culture of trust that the organisation was trying to establish. These people are the most vulnerable and it is a shame that they can't be part of a process when, in fact, they would benefit from the service the most.

Appendix 3

Community council notes

Initially we contacted local councillor, **David Meikle** who invited us to the **Pollokshields Community Council** meeting and the **Shawlands and Strathbungo Community Council** meeting. He was present at both of those meetings and the Chairperson invited us to speak towards the end of each of the meetings and answer questions from the group. There was a real interest from everyone about the possibility that Port Eglinton, an area that they identified as lacking in amenities, could be getting a new Pharmacy. They spoke about the isolation, deprivation and poverty present in the area and that a pharmacy would enhance the sense of community there. They all agreed that the whole nature of the district had changed over the last ten years and that the growing population would benefit from having their own pharmacy. Both local councillors, **Hanif Raja** and **Norman MacLeod** supported the application and assured us they would be seeking the support of others to spread the word and raise awareness of what was involved.

All the counsellors expressed their appreciation that we were taking time to meet with them and explain our plans. They were most surprised when they learned that the new health centre in Maxwell Rd dealt with only three pharmacies, one of which was the Red Road Pharmacy on the other side of Glasgow. Clearly, residents from there have moved to Pollokshields but continue to have their prescriptions delivered from the Red Road district. While this provides them with their prescription, there was a concern that it was likely those residents were not benefitting from integrating with a more local pharmacy and having direct contact to a pharmacist.

We were heartened by the concern of the counsellors for a local, family-run pharmacy that they could appreciate would invest more interest in the community.

During all of these formal meetings, everyone seemed duly concerned that, should the application be unsuccessful, Eglinton Toll would be deprived of their own pharmacy for at least another five years.

Although I had an earlier conversation with **Lisa Martin** from **the Glasgow City South Sector Patient Partnership Forum** where we agreed that I would deliver a presentation (similar to that delivered in the Community Council meetings) the time and venue for this meeting had not yet been decided. Lisa was to email me the details later. I rang her to say I had not yet received details for the meeting and she discovered she had made a mistake with my email address and so I had not received that crucial email. I found this out four hours after the meeting had taken place. She was most apologetic.

We attended a meeting with Nicola Sturgeon at the Larkfield Centre. She explained that she was not able to influence the application but that she would definitely look at it again. I assured her that it was helpful for us to share our plans with her as part of our Public Consultation Process, in her capacity as a local MSP and that the needs of those in Eglinton Toll was at the heart of our application.

Overall we have found the Public Consultation Process an enlightening experience. We have found a community that is vibrant and exciting. The response to our application has been warm and enthusiastic and we welcome the opportunity to contribute to that community and help Eglinton Toll develop it's own identity.

Friday July 17 2015 EVENING TIMES

Public Notices

PROPOSED APPLICATION FOR INCLUSION IN THE BOARD'S PHARMACEUTICAL LIST
 NHS Greater Glasgow & Clyde is in joint consultation with Gilbride Pharmacy who are proposing to submit an application to provide pharmaceutical services from premises situated at 15 Bannock Street, Glasgow G41 1QH. Gilbride Pharmacy plans to provide the following services – Minor Ailments Service, Public Health Services, Acute Medication Services, Chronic Medication Services. A full list of the planned services can be found in the questionnaire. Gilbride Pharmacy plans to open the pharmacy at the following times: Monday – Friday 9.00am – 7.00pm, Saturday 9.00am – 5.00pm. The consultation invites the views of people local to the proposed premises, or those who might use the proposed new pharmacy by completing a short questionnaire available from: The Board's website <http://www.nhs.uk/uk/pharmacyconsultations> or Twitter: @NHSGBG. A paper copy of the questionnaire is also available and in other languages or large font by calling: 0141-201-5523. General comments in response to this notice may be submitted by e-mail to cpd@nhs.uk or by post to CPD, Queens Park House, Langside Road, Glasgow G42 9HT. This consultation will run for 30 working days from the date of this notice. COMMENTS RECEIVED AFTER 5pm on the 24th November 2015 WILL NOT BE CONSIDERED.

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PROPOSED APPLICATION FOR INCLUSION IN THE BOARD'S PHARMACEUTICAL LIST

NHS Greater Glasgow & Clyde is in joint consultation with Gilbride Pharmacy who are proposing to submit an application to provide pharmaceutical services from premises situated at 15 Barrland Street, Glasgow G41 1QH

Gilbride Pharmacy plans to provide the following services –

- Minor Ailments Service
- Public Health Services
- Acute Medication Services
- Chronic Medication Services

a full list of the planned services can be found in the questionnaire

Gilbride Pharmacy plans to open the pharmacy at the following times:

Monday - Friday 9.00am – 7.00pm

Saturday 9.00am – 5.00pm

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 letter to CPDT, Queens Park House, Langside Road Glasgow G42 9TT

This consultation will run for 90 working days from after the date of this notice. **COMMENTS RECEIVED AFTER 5pm on the 24th November 2015 WILL NOT BE CONSIDERED.**

TWITTER PROGRAMME

Timescale	Tweet
17 July 2015	Responses are invited to a Public Consultation for a proposed new pharmacy in Barrland St G41 1QH more information can be found at www.nhsggc.org.uk
31 July 2015	Public Consultation is underway for a proposed new pharmacy in Barrland St G41 1QH more information can be found at www.nhsggc.org.uk
16 August 2015	Don't forget to have your say about a proposed new pharmacy for Barrland St G41 1QH at www.nhsggc.org.uk
15 September 2015	Don't forget to have your say about a proposed new pharmacy for Barrland St G41 1QH at www.nhsggc.org.uk
09 October 2015	Don't forget to have your say about a proposed new pharmacy for Barrland St G41 1QH at www.nhsggc.org.uk
15 November 2015	Don't forget to have your say about a proposed new pharmacy for Barrland St G41 1QH at www.nhsggc.org.uk
20 November 2015	Not long now so don't forget to have your say about a proposed new pharmacy for Barrland St G41 1QH at www.nhsggc.org.uk
21 November 2015	Time is running out to have your say about a proposed new pharmacy for Barrland St G41 1QH at www.nhsggc.org.uk
22 November 2015	Last few days to have your say about a proposed new pharmacy for Barrland St G41 1QH at www.nhsggc.org.uk
23 November 2015	Last full day to have your say about a proposed new pharmacy for Barrland St G41 1QH at www.nhsggc.org.uk
24 November 2015	Last chance to have your say as consultation closes at 5pm for a proposed new pharmacy in Barrland St G41 1QH. Have your say at www.nhsggc.org.uk

Twitter Activity Report – 17 July – 24 November 2015

	17-Jul	31-Jul	14-Aug	16-Sep	16-Nov	17-Nov	19-Nov	20-Nov	21-Nov	23-Nov
Number of times tweets seen	17	8	3	7	6	9	4	2	1	3
Retweets	1	1	0	1	0	3	0	0	0	1
Liked	2	0	0	0	1	0	0	0	0	0
Number of clicks on GGC profile	8	1	0	2	1	2	0	1	1	0
Number of times user viewed supporting information	0	1	2	1	2	2	2	1	0	1

STAKEHOLDERS

Local Councillors – Ward 65

norman macleod david meikle hanif raja

Member of Scottish Parliament - Nicola Sturgeon

Regional List

Ruth Davidson Bob Doris Patrick Harvie Hanzala Malik Anne McTaggart

Drew Smith Humza Yousaf.

Member of UK Parliament alison thewliss

Community Councils

Pollokshields
Ibrox and Cessnock
Kinning Park
Laurieston
Dumbreck
Hutchesontown
Shawlands & Strathbungo
Crosshill/Govanhill
Glasgow City South Sector Patient Partnership Forum

Voluntary Organisations

Pollokshields Parent & Toddler Group
West Glasgow Against Poverty
Children 1st
Sense Scotland
Nil By Mouth
Govanhill Youth Project
Glasgow Elim Church
CrossReach - Daisy Chain Early Years Project
Larkfield Centre, The
A.A Group - Govanhill: 12 Step Wednesday
Govanhill Community Development Trust
Govanhill Family Support Group
Govanhill Housing Association Ltd
Strathclyde Theatre Group
Deaf Connections
Ishara Project (Deaf Connections)
Regent Club for the Deaf
Alzheimer Scotland
Advocacy Project, The
Laurieston 50+ Group
Gorbals Healthy Living Network
Crossroads Youth And Community Association

Seventh-Day Adventist Community Church
Prince And Princess Of Wales Hospice
Coalition for Racial Equality and Rights
Loretto Housing Association and Loretto Care
New Gorbals Housing Association
Gorbals Arts Project
Nan McKay Hall
Glasgow Gurdwara
Darnley St Family Centre
Glasgow Gurdwara
Reach Community Health Project
Southside Connections Seniors Forum
BME Day Care Project
Bridging the Gap
Govanhill Baths Community Project
Madrasa Taleem Ul Islam
Islamic Studies Centre
Glendale Womens Cafe
Southside Housing Association
Pollockshields Community Centre
Crown Street Residents Assciation
Roshni Womans Group
Guru Tegh Bahadur Gurdwara
Community Reception, Govanhill Neighbourhood Centre
The Gorbalties Older People's Forum

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.

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

Yes No Don't Know

Please explain your answer:

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

Yes No Don't Know

Please explain your answer:

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

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

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

Pharmacy opening hours

Monday - 9am – 7pm
 Tuesday - 9am – 7pm
 Wednesday- 9am – 7pm
 Thursday - 9am – 7pm

Friday - 9am – 7pm
 Saturday - 9am – 5pm
 Sunday - Closed

Yes No Don't Know

Please explain your answer:

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

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

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

Yes No Don't Know

Please explain your answer:

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

Yes No Don't Know

Please explain your answer:

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

Yes No Don't Know

Please explain your answer:

9. Do you support the opening of a new pharmacy being proposed at Barrland Street?

- Yes No Don't Know

Please explain your answer:

10. Respondent Information

- I am an Individual
 I am a Group or Organisation

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

Name	_____	Address	_____

Email Address	_____	Town	_____
		Postcode	_____

McGinley, Dale

From: Meikle, David (Councillor) [David.Meikle@glasgow.gov.uk]
Sent: 03 November 2015 15:17
To: New Pharmacy Applications
Subject: Gilbride Pharmacy - 15 Barrland Street

Dear Community Pharmacy Development Team,

Gilbride Pharmacy - 15 Barrland Street

As a Councillor for the ward where the above site is located, I write in support of the application from Gilbride Pharmacy to provide a pharmacy at this location.

I understand there is a public consultation and I would like this letter of support to be considered as part of the consultation process.

The Port Eglinto community is growing and we need facilities, like a pharmacy, in the area. There are doctor and dental surgeries nearby and this pharmacy would compliment that.

I welcome the services they propose to offer at the pharmacy and hopefully it will be a positive addition to Eglinton Toll and wider community.

I trust you will take into account my representation when determining this application.

Regards,

Councillor David Meikle
Scottish Conservatives
Pollokshields Ward

Glasgow City Council
City Chambers
George Square
GLASGOW
G2 1DU

Telephone: 0141 287 7013
Email: david.meikle@glasgow.gov.uk
Website: www.david4pollokshields.com

Surgeries:

Shawlands Academy - 1st Tuesday of the month - 7pm Maxwell Park Station - 1st Wednesday of the month - 10am Pollokshields Burgh Hall - 2nd Tuesday of the month - 7pm Shawlands Kirk - 2nd Wednesday of the month - 10am Pollokshields Library - 3rd Tuesday of the month - 7pm Nan McKay Hall - 3rd Wednesday of the month - 10am

No surgeries during school holidays. Home visits can be arranged for constituents unable to attend surgeries.



PROPOSED NEW PHARMACY APPLICATION

The public are invited to respond to a joint public consultation concerning Gilbride Pharmacy's proposal to submit to Health Board an application to provide services from premises situated near Eglinton Toll at:

**15 Barrland St
Glasgow G41 1QH**

Proposed Opening Hours are:

Monday to Friday: 9:00 – 19:00

Saturday: 9:00 – 17:00

Your views are sought!

by completing a short questionnaire available from:

website: <http://www.nhsggc.org.uk/pharmacyconsultations>

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: CPDT@ggc.scot.nhs.uk

**Community Pharmacy
Development Team**
Queens Park House
Victoria Infirmary
Langside Road
Glasgow G42 9TT

The consultation commenced on 17 July 2015 and will run for 90 working days.

**COMPLETED QUESTIONNAIRES & COMMENTS
RECEIVED AFTER 5PM ON 24 NOVEMBER 2015
WILL NOT BE CONSIDERED.**



If successful we will operate a number of NHS and private services including:

- Prescriptions Dispensed
- Minor Ailment Service
- Compliance Aids
- Blood Pressure Testing
- Chronic Medication Service
- Smoking Cessation
- Prescription Collection Service
- Prescription Delivery Service
- Private Consultation Room
- Emergency Contraception

We acknowledge that this Consultation Analysis Report accurately reflects and concludes the joint consultation with the public for a proposed pharmacy application at 15 Barriland Street, Elginton Glasgow G41 1QH

This joint consultation was undertaken in conjunction with NHS Greater Glasgow & Clyde and Gilbride Pharmacy between 17th July – 24th November 2015.

Signed off by NHS Greater Glasgow & Clyde *Janine Glen*

Signed off by Gilbride Pharmacy *[Signature]*

Date *18/12/16*