Consultation Analysis Report

Between NHS Greater Glasgow & Clyde and Wellhouse Healthcare Ltd

Published 16th May 2017
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### Appendices

1. Joint Consultation Plan – final
2. Evening Times Newspaper advertisement (including word version for clarity)
3. Media Release
4. NHSGG&C Social Media Programme
5. NHSGG&C Social Media Activity Report
6. Stakeholders consulted by NHSGG&C
7. Questionnaire
8. Leaflet
9. General comments
10. Letter from MSP
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Declaration of Agreement
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/s to work with the Board and undertake a joint public consultation. The consultation must aim to reach, as far as possible, the majority of residents within an identified neighbourhood in which the proposed premises are located. At the end of the consultation, an agreed Consultation Analysis Report (CAR) must be sent to the Pharmacy Practices Committee (PPC) Chair.

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 neighbourhood identified by the Intended Applicants/s (outlined on map below) for premises proposed at 23 Newhills Road, Wellhouse, Glasgow, G33 4HH.

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

The Health Board and Wellhouse Healthcare Ltd, initially met on Tuesday 16th August 2016. A subsequent Joint Consultation Meeting took place on Wednesday 19th October 2016 during which the public consultation content, scope, methods of public engagement and commencement date were agreed and a consultation plan developed (Appendix 1). The consultation commenced on Monday 14th November 2016 and ended on 24th March 2017, a total of 90 working days. The local holidays on 26th & 27th December 2016 and 2nd & 3rd January 2017 occurred during this consultation and as such were discounted.

On Monday 14th November 2016, the consultation commenced through the following:

- North East HSCP Solus Screen Advertisement – see Appendix 1 for details
- Newspaper advertisement in Evening Times (Appendix 2)
- Media Release (Appendix 3)
- NHSGG&C Social Media Programme (Appendix 4)
- Stakeholders consulted by NHSGG&C (Appendix 6)
- Questionnaire - appearing on Board Website (Appendix 7)
- Leaflet (Appendix 8)

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 made available (on request) in paper format and translated in other languages. A large font type paper version was also available.

In recognition that some of the public might not wish to complete the questionnaire but would like to make general comments (letter/email), it was agreed that if received, comments would also be included within the CAR. General comments can be found at Appendix 9.

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

4. CONSULTATION SUMMARY

In 2015 the population of the neighbourhood identified by the Intended Applicants’ was 2,559 (Small Area Population Estimate - SAPE). This figure comprised as follows:

S01010118 = 798  
S01010120 = 1,032  
S01010129 = 729

The public consultation would however have been available to a much wider population, including people living in the wider area around the neighbourhood as well as those commuting into this general area e.g. for employment.

As shown in the map below, part of the neighbourhood also fell within datazone S01010165. The population within this datazone is not included in the total of 2,559 as the majority of the area (and therefore the population) is outwith the shaded area representing the Intended Applicants’ defined neighbourhood.
During the consultation period: 8 postal questionnaires and 171 electronic questionnaires were received. Of the 179 questionnaires received 96.6% were submitted from individuals. There were no requests for questionnaires in paper, large font type or, translated in other languages from members of the public.

General comments were received on 15th December 2016 (Appendix 9).

The majority of the survey responders:

- Agreed with the proposed neighbourhood for the pharmacy - 175 (98.3%)
- Live within the proposed neighbourhood 166 (93.3%)
- Experienced issues/challenges accessing a Community Pharmacy 141 (79.2%)
- Agreed the location of the proposed premises would change the way NHS pharmaceutical services were accessed – 163 (91.1%)
- Agreed with the proposed opening hours – 165 (92.2%)
- Agreed there would be any positive impact/benefit on the neighbourhood in having a new community pharmacy - 169 (95.5%)
- Did not think the proposed pharmacy would have an impact on other healthcare providers; 84 (46.9%)
- Supported the opening of a new pharmacy at – 23 Newhills Road, Glasgow - 172 (97.2%)

Generally, the responders believed that the proposed NHS Services were needed within the neighbourhood but were unable to identify any other services that might be needed.

Both parties noted agreeing to this report that responses appeared to be personalised and made independently given the range of opinions expressed and vocabulary used.
Joint Public Consultation for Wellhouse Healthcare Ltd

Timeline graph identifying the numbers of questionnaires and the dates they were recorded.
Question 1

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

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>98.3%</td>
<td>175</td>
</tr>
<tr>
<td>No</td>
<td>1.1%</td>
<td>2</td>
</tr>
<tr>
<td>Don't Know</td>
<td>0.6%</td>
<td>1</td>
</tr>
</tbody>
</table>

Please explain your answer

Answered Question 178

Explanation:-

- Live near by
- Live in area
- I work in the area
- I stay in the community
- Great for older people save them having to go to Easterhouse Health Centre
- I stay opposite the shops
- I live and shop here
- I have lived here all my life
- All my family and me stay here
- nearer my home
- Easy accessible for local community
- As it is closer and I wont forget to collect my prescription
- It will be good for area
It will be good to have access to a local pharmacy.
The area shows the well house community area close by surrounding areas.
Heart of the community.
Yes it's for local people.
Reside in lanbar cres.
Yes as it will cover all parts surrounding wellhouse.
Although these other areas would benefit from a pharmacy.. the main area would be wellhouse.
it shows the road where the shops are located.
seems accurate.
I stay round the corner from Newhills Road.
find it hard to get to the shopping centre.
Would make life easier for the community, as the nearest pharmacy is quite far away.
I think it would be good for people working. I can pick my prescription after work. Plus my mother’s medication.
It is very central in the area.
Yes, it encompasses the whole of the area.
This proposed area is wide enough to be accessible to the majority but not overly large that it’s not going to be able to sustained it’s community as intended.
I live in area and know this to be the neighbourhood.
The pharmacy will be used by more than our community, it will also be great for other people in the surrounding areas who will find the new pharmacy more convinienent than the current ones outside our neighbourhood.
It has always been considered a neighbourhood.
It is known as the Wellhouse community and so is considered a neighborhood for that reason.
I know the wellhouse area well.
It shows the wellhouse area where I've lived for a couple of years.
The other side of Edinburgh road isn't Wellhouse.
Yes there are clear boundaries and I have lived here for many years.
I can confirm it is Newhall road.
I stay within the are and know this is Newhall road.
I'm a member community.
I think the above neighbourhood will benefit from a pharmacy being in this area.
**Question 2**

Do you live within the above neighbourhood?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>93.3%</td>
<td>166</td>
</tr>
<tr>
<td>No</td>
<td>6.7%</td>
<td>12</td>
</tr>
</tbody>
</table>

*Answered Question* 178  
*Skipped Question* 1

![Bar chart showing responses to the question]
Question 3

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

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Yes</th>
<th>No</th>
<th>No Experience of Service</th>
<th>Rating Average</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dispensing of NHS prescriptions</td>
<td>39</td>
<td>134</td>
<td>6</td>
<td>1.82</td>
<td>179</td>
</tr>
<tr>
<td>Supply of medicines under the Minor Ailment Service</td>
<td>38</td>
<td>134</td>
<td>7</td>
<td>1.83</td>
<td>179</td>
</tr>
<tr>
<td>Pharmaceutical Public Health Services including smoking cessation and supply of emergency hormonal contraception</td>
<td>32</td>
<td>124</td>
<td>21</td>
<td>1.94</td>
<td>177</td>
</tr>
<tr>
<td>Chronic Medication Service – for people with long term conditions</td>
<td>28</td>
<td>118</td>
<td>32</td>
<td>2.03</td>
<td>178</td>
</tr>
<tr>
<td>Substance Misuse Services</td>
<td>21</td>
<td>92</td>
<td>64</td>
<td>2.25</td>
<td>177</td>
</tr>
<tr>
<td>Stoma Service - appliance supply for patient with a colostomy or urostomy</td>
<td>24</td>
<td>92</td>
<td>63</td>
<td>2.22</td>
<td>179</td>
</tr>
<tr>
<td>Unscheduled Care - urgent health matters / supply of emergency prescription medicines</td>
<td>32</td>
<td>127</td>
<td>19</td>
<td>1.93</td>
<td>178</td>
</tr>
</tbody>
</table>

Answered Question: 179  
Skipped Question: 0
Question 4

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

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience Issues/Challenges</td>
<td>79.2%</td>
<td>141</td>
</tr>
<tr>
<td>Have ease of access</td>
<td>14.0%</td>
<td>25</td>
</tr>
<tr>
<td>Don't Know</td>
<td>6.7%</td>
<td>12</td>
</tr>
<tr>
<td>Please explain your answer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Answered Question</th>
<th>Skipped Question</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>178</td>
<td>1</td>
</tr>
</tbody>
</table>

Explanation:-

- I often have to collect an emergency prescription after calling the doctor out to the person I care for. I then have to go for the prescription and it is not in my area. I cant leave her for too long she needs care
- Yes I have as waiting times are crazy In barlanark you can wait up to 25 mins to 35 mins
- My doctors surgery is too far away but this place would be ideal distance for me to access
- There are times the pharmacy get prescriptions wrong
- Sometimes its on the waiting list for phoning for an appointment.
- I have to travel on a bus or taxi to get to center and are always busy
- I have too walk far or get bus and times for waiting are long in other shops
- Reason is it would be in my area and would use it
- I am not getting my medicine on time and most times I have to ring to remind them in barlanark
- Long waiting times at other pharmacies
- As a carer been told to come back after one hour
• At easterhouse doctors wait for 1 hour, Barlanark 45 minutes, Boots 45 minutes to 1 hour
• Hard for me to travel especially when I am not well. Normally wait up to 30 minutes to an hour sometime you go back as waiting times are too long
• Waiting times in Easterhouse shopping centre are terrible and many people complain, losing prescriptions and once I had to wait three days. I don't have any access near my home
• I have to travel to Auchinlea to get treatment and I often wait 30 minutes before getting my medicine
• Easier access if local
• 3 pharmacies within walking distance
• Too far away, Have to wait and hour to be told there is no medication in stock. Boots sometimes up the fort.
• Traveling can be hard for my mum
• Have had problems at sandwich square shopping center having to wait 30 minutes to 45 minutes.
• Yes as traveling for myself can be a problem
• Need to wait half an hour to be told to come back the next day. No medication for my 6 week old baby. Was told you come back next day (easter house shopping center).
• My husbands pharmacy can be difficult for him to access when needed and aren't always reliable
• Experience issues
• I look after my mother and I keep well myself. So it costs me of money on travel etc which I can't afford.
• I am a single parent who does not drive and works over the west end of the city, I then have to travel to go to a pharmacy.
• im experiencing depression at the moment, I find it extremely difficult to get to my nearest pharmacy. I also suffer type2 diabetes and plantis faceitus.
• I have got to get a bus or have to walk a fair distance to nearest pharmacy. As I have arthritis the walk to the nearest pharmacy is too far and difficult for me.
• I've got COPD and I have to get a TAXI to get to my nearest pharmacy
• My pharmacy is too far away. I also care for my daughter so it's quite difficult to leave her sometimes to get to the pharmacy
• Must cross dual carriage way to access nearest pharmacy. Which is not great due to being in a wheelchair and partially sighted.
• hours are not available always and prescriptions missed
• No local pharmacy and nearest ones used are never able to provide full prescription. Wellhouse is crying out for a pharmacy and had one years ago based in Newhill RD.
• It's too far away
• I work in the neighbourhood and normally need to travel up to The Fort for any medicines or to collect my repeat prescriptions
• Have to go to a pharmacy out of area.
• bus service that ran through wellhouse has now been withdrawn people now have to walk to main roads to get bus, walk up fairly steep hill or cross busy road to get to other services.
• Me and my mother both have long term health conditions which can affect our day to lives, especially travelling. I personally have physical disabilities and my mother has a long standing illness which affects her getting around. Getting to the nearest pharmacy exacerbates our problems and causes us pain. Which most of the time is a wasted trip when we do venture out as the other pharmacies don't always have what we're looking for as so many people attend them, they always run out. So having a local pharmacy would reduce the pain caused and lessen the stretch on resources available to the community, especially as we have quite a lot of elderly and families living here.
• I have already changed my pharmacy 4 times in less than 6 months due to dispensing errors/lost prescriptions/ failure to order correct repeat prescriptions on time for myself and family members. I now get my prescription in Glasgow city centre when at work, our local pharmacies in easterhouse area currently have a waiting time of not less than 45 minutes. This is unacceptable and unnecessary, as a former pharmacy dispenser/technician I am well aware of the procedures.
• I am on supervised methadone and have to leave the area to get my medicines. I don't have a car and find it hard to get to another chemist. Sometimes I am late and miss my dose
• I suffer from anxiety and depression and would prefer to be able to take my prescriptions to my own
area. My 2 year old granddaughter suffers from numerous complaints including being allergic to various foods and needs to be able to get medications at a moments notice to relieve her symptoms.

- No access to a pharmacy, travelling is an issue.
- Registering with various pharmacies is an issue, having a local pharmacy would be really good.
- The main issue is that it requires multiple buses to reach the nearest pharmacy.
- Can usually get to a pharmacy but local ones don’t often have what I need so have to travel into town to get to a better pharmacy
- I have a car to travel to other pharmacies
- Don’t always know when they are open
- I have to use a mobility scooter to get around, the nearest pharmacy is across the busy Edinburgh road so it is difficult and dangerous for me to access
- Difficult walking up the hill
- Without a car it’s hard to access one
- Walking up the hill to shopping centre is quite difficult
- No buses come through Wellhouse now. Without a car I had to get a taxi and they never had my drugs. I had to go back three times to get the one prescription.
- I am a carer for a man with some serious health issues and who has trouble moving around. Trying to get to pharmacies with him can be difficult, having one closer by would mean I could get him out of the house more often for short walks to get his medication
- Find it hard to get medication that I’ve been on for 40 years with my current pharmacy. I have to use a walker to get around so extremely difficult to get to my current pharmacy, have to either have a carer pick them up or have them delivered.
- I’ve found myself in inconvenience when my son is ill and it only me and my son at home when having to walk him out in the cold up through busy main roads for access to the nearest pharmacy for medicine for him.
- I am disabled and I am unable to go to the Chemist without my carer or Son.
- The distance of other pharmacies cause challenges.
- Too far away, need to use public transport therefore not always convenient.
- Two of the chemists couldn’t take my husband on so now we go to different chemists for our boxes
- Got told that one of the pharmacies couldn’t take me on
- I have to go out with Wellhouse for prescriptions
- we have 5 children between me and my partner and we find it hard to get minor ailments and I have tried to quit smoking (20 a day) but would have to travel too far to get NRT and don’t have time to go out with our neighbourhood
- I am currently suffering from dementia though I am in early stages. My wife cares for me and she has to take a bus to GP to collect my prescription then goes to pharmacy. We have been put on a waiting list for a dossette and often my tablets are not ready and we have to wait. This is becoming too difficult for us to wait. I rely on my wife
- Travel is difficult, need bus, waiting times are too long and have to travel by bus to collect scripts and husband has dementia
- Transport issues travelling because my son has autism
- Because of work can’t always get to other pharmacy in other areas
- I’m a double leg amputee and struggle to travel.
- Yes it can be a challenge as I have a child and I can’t leave him alone and need to take him with me which can be far as I no means of transport
- It is hard to travel as I have children and my daughter is Autistic and has Asthma
- Having to travel with a disabled wife is a struggle
- I do not have means of transport, so I have to walk mostly which makes it too far and also look after my children
- No it is not as as I have a illness
  A colostomy bag and find it hard to travel to get them
- I’m in alot of pain so find it hard to travel
- Others are not near and have issues with expenses travelling
- I have a kid and need to walk mostly everywhere I go
- My father was recently discharged from Glasgow Royal Infirmary and it was suggested by the
nurses that my father needed a dosette box. I was acting on behalf of my father who is having
tests for dementia and was told by Boots that they couldn't provide my dad his medication in this
format despite him getting his medication there normally. My sister lives in Stepps so asked Stepps
pharmacy who told me to go back to boots. In the end, Lloyds took my father on but it was almost
a fortnight before we managed to get this in place for him.

- I work within the proposed area and have noticed the lack of a pharmacy within the area.
- The nearest is the fort which is too far
Question 5

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

Answer Options | Response Percent | Response Count
--- | --- | ---
Yes | 91.1% | 163
No | 5.0% | 9
Don't Know | 3.9% | 7

Please explain your answer

Answered Question: 179
Skipped Question: 0

Explanation:-

- It would benefit me and I stay here
- It will help the sick
- Would save time and would be nearer
- I would use it
- It would be more beneficial to me and my family
- This would make going to a pharmacy easier for me and others
- It would save me traveling which I find very difficult
- It would help and benefit not just me but a elderly population within the well house community
- Saturday times are too short.
- Help the community
- I would be able to collect prescriptions with ease.
- it is within walking distance from where i live.
- easier to access...no more struggling to reach a chemist.
• Will Make things easier for me. When you go to the pharmacy at lunchtime, it takes longer to collect your prescription. Last time at was over an hour and a half, it's a long wait especially as I have been to work in the morning and just want my medicine and get home. So being local would suit me much better. Especially as I have long term illnesses, I sometimes find things difficult to cope with.
• we would use it often
• i would use it as it will be in my neighbourhood
• It would be nearer for me to get to as it would be in my local area
• I would visit the pharmacy more for advice rather than the GP if it was local.
• Would save me having to walk far
• It would be handier for me during my working day
• Could pick my prescriptions up after work any day instead of going to my surgery only able on Fridays.
• it would be nearer my home and i can get my repeats easier
• Absolutely, I would be able to get faster access to minor ailments for my son and reduce the stress of walking long distances and reduce the worry of having to be fast to get my son back in the house if he is ill. It would also mean quicker access to repeat prescription service.
• Yes as I would hope it would take into account the needs of the community, and gear it's services accordingly. IT. If addiction is an issue then this should be addressed but at set times so as not to over shadow other community needs, delivery service for customers who can't get to collect prescription themselves. A community pharmacy should be just that, for the community needs first and foremost.
• I would use my local chemist in wellhouse if it was there
• I wouldn't have to get a taxi because I could walk to it. The bus doesn't come through wellhouse now
• More accessible
• I would have better access to services
• Would most likely use this new pharmacy within my community
• I would use this pharmacy for both me and my wife
• Would use this pharmacy instead of my current one
• I was actually unaware of the Minor Ailment Service, whether that is due to the NHS itself or the community pharmacy not doing enough to promote it I am unsure. I didnt know about emergency prescription service either or about the smoking cessation service.
• Much easier to access especially in winter.
• More easily accessible therefore more willing to use the services.
• Much easier and I would also make use of pharmaceutical advise rather than visit my GP. This is a service that will be increasingly relied on due to the pressure on GPs.
• Me and my husband could go to one chemist
• I would use the new pharmacy for my prescription and use minor ailments for my daughter
• I would use it instead of going across the Edinburgh Rd which is our closest. it is a dangerous rd which I do not like to cross
• Firstly I would expect them to put my tablets in a box and we would not have to travel outwith our neighbourhood. We have shops, a post office and schools but no chemist! I could also have Minor Ailments access which currently I cant.
• It will mean we have local access to a chemist and grandchildren and great grandchildren are local and I look after them , 22 in total in area it would be a valuable service for me and my family
• Saves me struggling because of my son
• Would arrange to have my repeat prescription available at new community pharmacy
• I can get my medication quicker and when I need it.
• It would give a chance as it would be beneficial in having one in the area
• I wouldn't have as far to travel and it would be easier for me
• It would change as it would be more beneficial in it being closer
• Yes as due to my illness it would be a huge benefit
• It would be a huge benefit as would not need to travel and use transport
• No travelling expenses
• It would be much better as also have family in area and have a gran who doesn't keep well
• The chemists in the area are obviously too busy to help elderly people and given that I live down south it is concerning that if my sister had not been able to help dad, he would have been left unaided. If a new chemist opens, hopefully other elderly people will get the help they need.
• I would use it as it's close to home
• Yes! It is local and I would be more likely to access the different services more easily and can make more use from them.
• Getting to another pharmacy like boots at the Glasgow fort is challenging at most times
Question 6

What do you think about the intended applicant’s proposed opening hours
Pharmacy opening hours

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>9:00am - 6:00pm</td>
</tr>
<tr>
<td>Tuesday</td>
<td>9:00am - 6:00pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>9:00am - 6:00pm</td>
</tr>
<tr>
<td>Thursday</td>
<td>9:00am - 6:00pm</td>
</tr>
<tr>
<td>Friday</td>
<td>9:00am - 6:00pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>9:00am - 1:00pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>Closed</td>
</tr>
</tbody>
</table>

Answer Options

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Just right</td>
<td>92.2%</td>
<td>165</td>
</tr>
<tr>
<td>Too short</td>
<td>5.6%</td>
<td>10</td>
</tr>
<tr>
<td>Too long</td>
<td>0.6%</td>
<td>1</td>
</tr>
<tr>
<td>Don't know</td>
<td>1.7%</td>
<td>3</td>
</tr>
</tbody>
</table>

Please explain your answer

Answered Question 179
Skipped Question 0

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

![Chart](chart.png)

Explanation:-

- There is a pharmacy at Glasgow fort open until 10pm which would be just as easily accessible with better hours.
- Perfect for the times of the gp appointments to then come home and go to the pharmacy here, rather than using the health centre one which usually has a 40 minute wait for the prescription that you hand in.
- They are convenient.
- It is convenient for working around school hours and it would be easy to access at those times.
- It helps that I can get a prescription on a Saturday.
• Those times would be amazing.
• Hours are very handy
• Could be open longer on a Saturday and opened Sundays.
• They are just right for most working hours.
• this is when I need pharmacy
• these are the times I need access to a chemist
• That's when we require the service and would grateful
• Core hours suit me
• The times are normal working hours
• It would be beneficial as could get medicines while my children are at school
• Easier to come as kid is at school
• I can get in after work
• These opening hours are great as I can get back from work and still have time to get my prescriptions, also because it's close by I can access easily after work.
**Question 7**

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
<th>Experience of Service</th>
<th>Rating Average</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dispensing of NHS prescriptions</td>
<td>175</td>
<td>3</td>
<td>1</td>
<td>1.03</td>
<td>179</td>
</tr>
<tr>
<td>Supply of medicines under the Minor Ailment Service</td>
<td>172</td>
<td>3</td>
<td>2</td>
<td>1.04</td>
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<tr>
<td>Pharmaceutical Public Health Services including smoking cessation and supply of emergency hormonal contraception</td>
<td>165</td>
<td>5</td>
<td>8</td>
<td>1.12</td>
<td>178</td>
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<tr>
<td>Chronic Medication Service – for people with long term conditions</td>
<td>165</td>
<td>3</td>
<td>11</td>
<td>1.14</td>
<td>179</td>
</tr>
<tr>
<td>Substance Misuse Services</td>
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<td>29</td>
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<td>Stoma Service - appliance supply for patient with a colostomy or urostomy</td>
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<tr>
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<td>170</td>
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</table>

**Answered Question** 179  
**Skipped Question** 0
**Question 8**

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

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
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<tbody>
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</table>

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

<table>
<thead>
<tr>
<th>Answered Question</th>
<th>174</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skipped Question</td>
<td>5</td>
</tr>
</tbody>
</table>

**Categories**

- Everything above
- Repeat prescriptions
- Help with alcohol addiction
- I think what is described is ok
- No knowledge of
- Safe sun, Skin care advice
- Sex Education for youth to reduce risk of unplanned pregnancies
- At the consultation meeting I was happy with the services that would be provided
- Cholesterol and diabetes service. We are a very unhealthy community, I imagine with the pharmacy nearest to us being quite far out, not many people go to get it checked.

- Repeat dispensing and optional dosset box for patient’s who need service,
- Disposal of unwanted or outdated medication,
- Needle/Syringe exchange services
- Pregnancy testing
- NHS Health Checks, blood pressure, blood glucose, cholesterol etc
• Condom supply
• Advice on alcohol consumption
• Carer support
• Flu vaccine
• Weight management (for both male and female, adults and adolescents)
• Basically a one stop shop pharmacy and community health care in one, people are more likely to access all of the above if they are there to get regular prescription and it's on their doorstep and readily available to them than they would if they had to go a further to access it whilst out shopping etc, it's just another thing that would be put on the to do list and you wouldn't get round to.

• Information leaflets on how to access a varied range of medical services.
• A system which makes access to prescriptions convenient.
• A service which supports those with asthma (advice, etc.)
• A delivery service.
• I would like them not to offer methadone.
• Anything that improves peoples health especially to help with drugs or smoking
• It would be nice to have a community Pharmacist who would engage more in the community and support he current work that is being done with various client groups in particular over 50's, young people and young parents.
• dosette boxes because I am on a waiting list for one
• Don't know if its NHS service but I would like the new pharmacy to provide dosette boxes to help people with their pills.
• NRT programmes as I am heavy smoker
• Diabetes testing
• Longer out of hours access * depending on physical set up of shop
• Pysio
• A commitment to the most vulnerable people in our society i.e. the elderly, particularly those suffering with dementia or those on lots of tablets.
• The proposed site is next to the primary & special needs school. Patients with substance misuse & associated problems with that would be around venerable children & anti-social behaviours caused would be detrimental.
**Question 9**

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

<table>
<thead>
<tr>
<th>Answer Options</th>
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</tr>
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Please explain your answer

**Answered Question** 177

**Skipped Question** 2

---

**Explanation:-**

- There are a number of elderly people in Wellhouse with very little access to public transport to get to the Chemist the public transport has been slashed in this area cutting out access to Chemists.
- It will help people
- This is a brilliant idea
- As it is hard getting appointments at doctors so having pharmacy in area would be good
- It would me and my family as I find it difficult to walk
- It would benefit the elderly and families with children
- Easy access for ageing population, needed service within the area
- Easier access for people who aren't mobile
- I will get my prescription
- Save people traveling
- Will benefit community
- It would benefit me and my family as my Mum doesn't keep well and has diabetes
• My daughter needs special care which needs special medication and would benefit people in the community.
• Possible new jobs and easy access for people
• Would benefit me and others with small children or babies in need of medication.
• It will be more accessible for people with mobility issues long term illness families with kids - minor ailments will be a great help
• Some people going to doctors for small health problems.
• This will make a huge difference not just for my family but the full community as a whole.
• easier access to a pharmacy may result in an overall better health of the area!
• Concerned it will encourage loitering, individuals with substance misuse issues to linger around area attract less desirable individuals
• It will be closer to me when I need prescriptions picked up like emergency antibiotics after a doctor has been out to see me.
• Would help local people having these services at hand. Making thing easier for local people. Saving people money for bus fares
• we don't have to walk too far or go to shops we don't need to to get our prescriptions as a COPD sufferer this will benefit me
• Easier access and better hours
• yes many people cant travel
• Wellhouse is crying out for a pharmacy and has a increasing elderly population.
• Means people do won't have to travel to pick up prescriptions from surgery or other pharmacies.
• Definately, our community is mostly middle aged to elderly and young famillies. There are very little people who are single, also there is a childrens home in the area, so all three of these groups would benefit from a minor ailment service. For the older folk, most of them are quite frail so getting around can be quite hard for them, especially as I have said, when the medication isn't readily available. It would benefit their health as they have a journey which is shorter, can pop in and out whenever they feel they need it and for families it allows last minute dispensing should a child take ill. It takes at least 20 minutes to get to the nearest pharmacy, also for the childrens home, should any of them take ill, the staff have not very far to get emergency dispensing.

It would also increase community morale, knowing that they have a pharmacy nearby they would feel more comfortable in the knowledge that help is not to far away, some people feel to embarrassed to go to their doctor and some feel it is too far to travel for what they may think is a minor thing. So knowing that there is someone nearby with medical experience to help.

It may also improve the health inequality between here and Easterhouse, with a pharmacy, we may be able to raise the life expectancy.
• I think this would be a real focal, talking point for the community and it wouldn't take long for the ripple effect to start. I also think it would be a great idea to bring jobs and training to the local community also. There is nobody better placed to work in a community pharmacy than the members of the community it wants to serve and it gives the the community some aspirations.
• yes this is a deprived area with residents needing their own chemist. You would have to go to Forte which is not easy and there is often long waiting times.
• I think this will help people get to see each other, for a pharmacist to get to know us all, and notice a difference on wellbeing, especially the older people.
• A new pharmacy would be closer and more convenient for those who can't go long distances.
• I have seen pensioners in the area travel long distances to get prescriptions and disabled people in the area also have the same issue.
• Quite a few sick and elderly people in the area that struggle to get to the existing pharmacies for medication
• Lots of people will go, saves people sitting in doctors waiting rooms
• Yes, more people will have access to healthcare. Especially people like me who have difficulty getting to other pharmacies due to my disability and the problems it causes getting across the busy road
• People will have better access to health professional
• Improve peoples health
• it should improve health by promoting good health choices for the young ones to stay off drugs and not smoke
• Without doubt. It will help good health with better access to medicines and services.
• It is a great idea to have a pharmacy within the area. Many people have young children and are single parents.
• if we have the type of service I mentioned above it would promote health and wellbeing in our community and inform the residents of NHS schemes available which i personally believe to be under promoted.
• Yes hopefully would improve peoples health in the area and would be especially good for us with a disability.
• The intended applicant is well known and respected within the neighbourhood, therefore i feel more people will use this service as they may feel more comfortable.
• I believe many in the local communities view are clouded by the potential issues with the methadone programme but my opinion is the many other positive services provided override these issues. I welcome a local chemist in our area and with a increasing elderly population this service will be increasingly in demand. we must look to the future and respect the needs of all in the community.
• we have to travel too far
• Wellhouse is a community already but having our own pharmacy will ensure that and mean that all the local people can get a good service from local chemist
don't have to go across dangerous roads to get my prescription
• The community have most things they need such as post office, grocery shops, schools, play areas even dog grooming but no chemist1. Elderly people will not have to travel by bus, as there are awkward slopes in the neighbourhood and its is sometimes hard for access especially winter. there will be less complaints for existing services which are non existent
• this neighbourhood requires a pharmacy as there are many elderly people here with no transport, there are single mothers who have to take kids out of the neighbourhood for chemist and we need a chemist in our community
• Our area is poverty striken and people in the area can't afford to travel to get there medicine
• Many of my relations would use it too
• Yes there will be as many would benefit
• The community needs this and it would help in regeneration
• None of us would use this pharmacy.
• Yes as will also members of my family who are elderly and some have disability
• The benefits would be it would save me travelling which is not easy for me and also know close family who it will also benefit due to health issues
• I have a mother in law who is wheelchair bound and stays at and would help all of us as it helps the family
• It would be positive as many people are in the same situation
• Elderly people will be able to have their medication in a way that they remember to take them and the way the nurses felt was necessary. It also enables carers to prompt medication as if it is not in a dosette box they cannot take to do with it.
• Handy for those living locally
• I believe it will benefit the whole community. Currently they have to leave the community to access these services.
• Yea it gives patients more options and more resources to access. Therefore I think it will be very useful!
• Pharmacy would be easier to get to for most people
**Question 10**

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

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<tr>
<th>Answer Options</th>
<th>Response Percent</th>
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</tbody>
</table>

Please explain your answer

---

**Categories**

**Explanation:-**

- It would help my mum
- AS THEY ARE ALWAYS BUSY AND FED UP OF WAITING
- It would help other pharmacies as they always tend to be busy and run out of stock
- OTHER SERVICES ARE VERY POPULATED WITH CITIZENS FROM OTHER AREAS
- It will reduce the waiting times for the local health centre by being able to dispense and deal with minor ailments
- Would bring down waiting times
- Not that I know of
- No as they are too far to walk
- Don't have any other services near me
- Queuing times are too long in other pharmacies
• It's for our local community to access
• Because you need all the services
• Other pharmacies have a large variety of customers even after this pharmacy opens
• They're always too busy
• There are none in this area.
• I think it will support these services in providing necessary care at a more local level
• Take off some workload of other pharmacies.
• This would be beneficial to other local pharmacies as it would relieve pressure and shorten other people's waiting time.
• It may help them
• There is a big issue in the wellhouse with the community being made up of elderly and lone parents... which the other local authority has ignored so no I do not think this will affect them at all.
• There is always room for a new pharmacy especially in wellhouse where it is really needed.
• Most areas have pharmacies within the community
• I feel other pharmacy services are overstretched.
• Yes in a positive way. I think locals will engage more with these agencies seeking solutions to health issues.
• Would allow other services to liaise with a pharmacy within the community, instead of one outside of it.
• I think it would help others as they will have less people to deal with.
• I think it would compliment all other services within the easterhouse area
• It will definitely reduce the strain on GP's as the GP's is closer to the community than the pharmacy is, so people are more likely to attend the GP's for minor things, depriving people who genuinely need a doctor of the chance to see one.
• I think it will impact other local social services but in a good and positive way. It will allow other pharmacies to better serve their customers timely and efficiently without being overwhelmed as they obviously can't cope with the demand at present, as a whole more social services across the board could offer more productive services to there community's to meet their needs if the workload was spread out between areas in a more productive manner, maybe they should actually get together and discuss the needs of each community sector and offer those specific needs that way they are helping each other instead of competing against each other.
• There is no negative impact, it can only make these other services work better.
• Definitely, it is convenient to have a trained pharmacist locally available.
• Make it easier for them.
• It will take pressure off of the services mentioned above.
• Positively, will cut down doctor waiting times if people have access to minor ailment services
• Only in a good way
• Reduce waiting times for doctors appointments
• There isn't a doctors in the neighbourhood
• In a positive way.
• We don't have
• It will help everyone to have a chemist in Wellhouse
• Benefit all
• No other pharmacies in our area
• We currently don't have a chemist in our area
• Is that not obvious? it is offering same services as other pharmacies.
• It can only be a positive to have more providers to support the work that nurses and GPs have.
• If Minor Ailments is available, this could reduce appointments being made at the GP.
• It is far enough away from other pharmacy
• I think the pharmacy will help take a load off from GPs as they the pharmacy can provide more services for example gluten free service can go through the pharmacy and also champix prescribing.
• I think it will impact others in a good way. This pharmacy will be closer to GP's for patients to take their prescriptions to
Question 11

Do you support the opening of a new community pharmacy in Wellhouse?

<table>
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<tr>
<th>Answer Options</th>
<th>Response Percent</th>
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Answered Question: 177

Categories: 102

Explanation:-

- The Chemist I regularly use is very good but it is always busy with at least a 20 min waiting time. I need to get medicines to the person I care for soon when she is ill and can’t leave her for a long time.
- It is much needed and a necessity
- Good for community
- This is a very good idea
- This is a fantastic decision
- Because I was born here in Well house and we need it and would make area better
- I THINK IT WOULD BE BRILLIANT FOR THE COMMUNITY
- WE NEED ONE
- Help travelling and waiting times
• My family and I stay here.
• It will also help me to get medicine for my brother.
• It would be better.
• The hours are good and will now only be a 5 minute walk.
• It would be good for the community.
• It will benefit people who cannot travel.
• With reservations.
• As I am on a repeat prescription and it is closer to me will be more helpful.
• Will provide support to the community.
• It will help me and my husband and neighbors.
• I think it will be a great addition to the needs of the community.
• We need it and is demanded here. Would cut down waiting times.
• It's a great idea to have in area.
• Great for locals who can't travel far.
• As up on the other question.
• It would benefit the community.
• This is very much needed in the Wellhouse area. I feel the people need this in our community.
• This just wouldn't benefit my life but the whole community as a whole. I think this is the best idea for the developing community and will benefit the people who live here.
• It will benefit the community.
• Directly opposite is a school for complex learning difficulties with very vulnerable young people. Have observed substance misusers queuing for legal alternatives i.e. methadone in other pharmacies + in my opinion would not be a positive influence on vulnerable pupils.
• All the above answers.
• Making things easier for local residents.
• Yes would use it as a necessity.
• It would benefit the community.
• All of the above answers.
• As mentioned above I think would be beneficial to the local community.
• No other pharmacy meets the needs of our community.
• Would help the community enormously.
• Just as above. I think this would help elderly and working people.
• We have an aging population as well as young families in Wellhouse which a local pharmacy would make it more accessible to all.
• I think it will bring great beneficial change to the people of Wellhouse. Not only in morale, but also in life expectancy, in readily available healthcare comes trust.
• I support the progress of all programmes that will help my community in a positive way, both productively and financially. This is a very positive step for Wellhouse Community and feel this would be a great addition for the future of Wellhouse.
• I have many family and friends here and we all agree it is hard to travel to chemists outside the neighbourhood. I suffer from addiction to opiates and need to access a chemist on a daily basis, its too hard for me to travel out every day. Also the waiting times are too long in Boots Forte and I don't like crossing the Edinburgh road.
• It is overdue, we need to travel to get to a chemist.
• Can be dangerous crossing Edinburgh road, especially with children. A new pharmacy would make me feel safer.
• We really need one.
• I think that it would really benefit the local community.
• I believe it will be beneficial having a community pharmacy in this neighbourhood.
• Any service that helps improve the health of locals and more service provision is welcome. With a growing elderly population in Wellhouse demand for this service will grow in the future and also the future reliance on delegated services from GPs to local pharmacy's will make this a vital local service.
• It's really needed. The others are too far away. I don't have a car and when you do get there you wait a long time for your prescription and they often don't have everything I need.
• we shouldn't have to leave Wellhouse and cross Edinburgh Rd or go to Forte Shopping centre to get our prescriptions. I have no transport and buses take a long time.
• We support this application because we need a chemist in our neighbourhood, it is too difficult getting the medicines we need for me and my family. Waiting times too long, my father cant get his tablets in a box, my mother has to spend a whole afternoon getting her and my dads tablets and our children often just stay off school with no medicine if they are ill
• it will ease the burden of other pharmacies in the area who cant cope eg I have been on a waiting list for a dosette for years
• As I said before it would be an asset to have in the community of wellhouse
• I support it as it is very much needed here
• We had a pharmacy years ago and it benefitted the community
• We would not be using
• Yes I do as it is much needed
• I support it as I have said above due to travelling ; my mother who is ill and my husband and am on medication myself
• Yes I do as there are many old people in the area including members of my family which find it difficult to travel to other areas
• Other places are not near and difficulty travelling especially for older people
• Despite being a customer at boots dad could not get the support he needed when he was discharged from hospital. If my sister had not been as proactive in finding a chemist then dad would not be able to get his medication prompt form his carers. Another chemist is most definetly needed in this area!
• I will use this pharmacy
• I agree with the opening of the pharmacy as I believe I would use this pharmacy and reap the benifits from the services it offers.
• Fully support the opening of this pharmacy
Question 12

How did you become aware of this consultation?

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<th>Answer Options</th>
<th>Response Percent</th>
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<td>Advert in the Evening</td>
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<td>Times</td>
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<td>Twitter</td>
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Answered Question: 174
Skipped Question: 5

Categories

Explanation:-
- A friend
- Heard from a family member
- Housing in the area
  - The hub
- My son
- My brother
- Asif my local shopkeeper
- Poster
- Neighbour(s)
- Local meetings and word of mouth
- Local shop
- Girl at newsagent
- Was in housing
- Letter from the housing
- Through the community
- My Girlfriend
- My boyfriend
- Community council meeting
- My dad and grandmother
- A leaflet through the door
- My husband and community council
- Relative
- Consultation
- from local community council of which im a member.
- Local news
- word of mouth
- advert in local paper
- work
- The leaflet that was being handed out.
- Wellhouse housing association Facebook page
- Newsletter, word of mouth, spoke to the proposed pharmacist about my worries about a pharmacy.
- From Sanjay Majhu.
- From the researcher on the street.
- From the individual conducting the survey.
- Wellhouse newsletter.
- My mother.
- Door to door consultations
- Sent a letter through the post
- I became aware because of the local shop keeper Asif on new hills was asking people to go online and do the survey.. Which I fully recommend think it’s a brilliant use of space in our community
- Wellhouse community Hub
- read newspaper in our house Evening Times and spoke to shop keeper
- we read the Evening Times and were also told by Asif in the shop
- Leaflet in local centre
- Cousin told me
- My husband told me
- My sister reads the evening times to my father every night and it was relevant to us given our recent difficulties with finding dad a chemist.
- Given questionnaire
- Consultation request
- Via Wellhouse Housing Association
**Question 13**

<table>
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<th>Answer Options</th>
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<td>I am a Group or Organisation</td>
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**Answered Question** 176

**Skipped Question** 3

![Respondent Information Graph]
## Actions to be Carried Out Prior to Start of Joint Consultation Exercise

<table>
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<tr>
<th>Action</th>
<th>Completion Date</th>
<th>Responsible Person</th>
<th>Detail / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advert for Newspaper to be drafted</td>
<td>31/10/2016</td>
<td>Contracts Supervisor</td>
<td>Agreed date 14th November 2016. IA provided HB with scanned copy of page from Evening Times newspaper 23/11/16</td>
</tr>
<tr>
<td>Tweets to be scheduled</td>
<td>31/10/2016</td>
<td>Contracts Supervisor</td>
<td>Schedule ready and will be sent to Communications Department by 7th November 2016</td>
</tr>
<tr>
<td>Media Release</td>
<td></td>
<td>Intended Applicant</td>
<td>Intended Applicant to return to Contracts Supervisor 1 week prior to start of Joint Consultation for onwarding to Communications Department</td>
</tr>
<tr>
<td>Questionnaire to be prepared</td>
<td>31/10/2016</td>
<td>Contracts Supervisor</td>
<td>Updated copy ready to be sent to Intended Applicant for review</td>
</tr>
<tr>
<td>Micro-site to be developed for Board’s internet site</td>
<td>09/11/2016</td>
<td>Contracts Supervisor</td>
<td>Information placed on Board’s internet site ready for publishing</td>
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<tr>
<td>Send copy of advert to be placed on Solus Screens to Public Engagement representatives</td>
<td>10/11/2016</td>
<td>Contracts Supervisor</td>
<td>Ready to be emailed</td>
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<tr>
<td>Action</td>
<td>Completion Date</td>
<td>Responsible Person</td>
<td>Detail / Comments</td>
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<tr>
<td>Advert for Newspaper – to appear in newspaper with highest circulation within neighbourhood</td>
<td>14/11/2016</td>
<td>Intended Applicant</td>
<td>Appeared in Evening Times Newspaper 14/11/16. IA provided scanned copy of newspaper to HB 23/11/16</td>
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<td>Initial Tweet to appear on Board’s site</td>
<td>14/11/2016</td>
<td>Contracts Supervisor</td>
<td>Tweet sent on Friday 11th November 2016 by Communications Department</td>
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<tr>
<td>Media Release to be forwarded to Communications Department</td>
<td>14/11/2016</td>
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<td>Media Release put on Facebook by Communications Department 11/11/2016</td>
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<td>Hard copies of questionnaire to be made available</td>
<td>14/11/2016</td>
<td>Contracts Supervisor</td>
<td>Copies available as and when required</td>
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<tr>
<td>Micro-site to go live</td>
<td>14/11/2016</td>
<td>Contracts Supervisor</td>
<td>Site live 14/11/2016</td>
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<tr>
<td>E-mail notification to be sent to List of Stakeholders (copy of list attached to Plan)</td>
<td>14/11/2016</td>
<td>Contracts Supervisor</td>
<td>Email to stakeholders sent 14/11/2016. Postal notifications to stakeholders sent 14/11/2016</td>
</tr>
<tr>
<td>Check with Public Engagement representatives that advert was placed on Solus screens</td>
<td>14/11/2016</td>
<td>Contracts Supervisor</td>
<td>Public Engagement Rep in North East confirmed advert was placed on Solus Screens in Bridgeton, Easterhouse, Shettleston and Springburn Health Centres, Belmont Centre (Stobhill), Royston Social Work and Templeton Business Centre on 14/11/16</td>
</tr>
<tr>
<td>Action</td>
<td>Completion Date</td>
<td>Responsible Person</td>
<td>Detail / Comments</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>-----------------</td>
<td>---------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Proposal for Leaflet drop</td>
<td>20/11/2016</td>
<td>Intended Applicant</td>
<td>IA approached the Board Sunday 20/11/16 to ask for comments on the leaflet he was proposing to distribute in the Wellhouse Area. Feedback was provided; however Mr Majhu was advised he would not be able to use the Health Board Logo as he was promoting Non-NHS Services</td>
</tr>
<tr>
<td>1st proof of leaflet</td>
<td>14/12/2016 - 16/12/2016</td>
<td>Intended Applicant</td>
<td>IA submitted 1st proof of leaflet 23/11/16. HB advised content and layout fine. IA confirmed via email 27/3/17 that leaflet drop took place between 14th-16th December 2016</td>
</tr>
<tr>
<td>Hard copies of Survey Monkey</td>
<td>08/01/2017</td>
<td>Intended Applicant</td>
<td>IA advised via email on 27/3/17 that he left hard copies of Survey monkey in shop for customers to take away.</td>
</tr>
<tr>
<td>Advisor visited customers homes to provide additional information on the proposed pharmacy</td>
<td>15/02/2017</td>
<td>Intended Applicant</td>
<td>IA advised customers approached shopkeeper and asked for further information on the proposed pharmacy. IA advised the shopkeeper took the names and addresses of such folk and advised someone would come out to see them.</td>
</tr>
<tr>
<td>Attended Wellhouse Community Council Meeting</td>
<td>15/03/2017</td>
<td>Intended Applicant</td>
<td>IA advised via email on 27/3/17 that he attended CC meeting to answer resident’s questions on the proposed pharmacy. (See Appendix 11 for details).</td>
</tr>
</tbody>
</table>
**** JUBILEE DAY ****
14 NOVEMBER 2001

The Evening Times
Classified Page

Classified

Sports Equipment

* Fitnesstakeaway.com
  * FOR HOME HIRE
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PROPOSED APPLICATION FOR INCLUSION IN THE BOARD’S PHARMACEUTICAL LIST

NHS Greater Glasgow & Clyde and Wellhouse Healthcare Ltd are conducting a Joint Consultation with the general public as Wellhouse Healthcare Ltd are proposing to submit an application to provide pharmaceutical services from premises situated at 23 Newhills Road, Wellhouse, Glasgow, G33 4HH. Wellhouse Healthcare Ltd plan to provide a wide range of pharmaceutical services (full details are provided within the consultation questionnaire) including:

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

The proposed pharmacy opening hours are:-

Monday to Friday: 9.00am-6.00pm Saturday: 9.00am-1.00pm Sunday - Closed

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

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: 0141-232-1728

General comments in response to this notice may be submitted by e-mail to CPDT@ggc.scot.nhs.uk or letter to Freepost COMMUNITY PHARMACY DEVELOPMENT, West Glasgow ACH, Dalnair Street, Yorkhill, Glasgow G3 8SJ (please ensure name appears exactly as shown above to ensure delivery)

PLEASE NOTE, this consultation will run for 90 working days. We will not be able to consider comments received after 5pm on 24th March 2017.
Pharmacy application

Wellhouse Healthcare Ltd intends to submit an application to NHS Greater Glasgow & Clyde (NHS GG&C) to open a new pharmacy at 23 Newhills Road, Wellhouse, Glasgow, G33 4HH.

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

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

The consultation process will last for 90 working days starting on 14th November 2016 and closing on 24th March 2017. No responses can be accepted after 5pm on the closing date.

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

Further information
A paper copy of the survey can also be requested by telephoning 0141 232 1728 or writing to the:

Community Pharmacy Development Team
West Glasgow ACH
Dalnair Street
GLASGOW
G3 8SJ
<table>
<thead>
<tr>
<th>Timescale</th>
<th>Tweet</th>
</tr>
</thead>
<tbody>
<tr>
<td>14&lt;sup&gt;th&lt;/sup&gt; November 2016</td>
<td>Responses are invited to a Public Consultation for a proposed new pharmacy in NEWHILLS ROAD, WELLHOUSE, GLASGOW, G33 4HH. More information can be found at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>2&lt;sup&gt;nd&lt;/sup&gt; December 2016</td>
<td>Public Consultation is underway for a proposed new pharmacy in NEWHILLS ROAD, WELLHOUSE, GLASGOW, G33 4HH. More information can be found at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>28&lt;sup&gt;th&lt;/sup&gt; December 2016</td>
<td>Don’t forget to have your say about a proposed new pharmacy for NEWHILLS ROAD, WELLHOUSE, GLASGOW, G33 4HH at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>10&lt;sup&gt;th&lt;/sup&gt; February 2017</td>
<td>Don’t forget to have your say about a proposed new pharmacy for NEWHILLS ROAD, WELLHOUSE, GLASGOW, G33 4HH at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>10&lt;sup&gt;th&lt;/sup&gt; March 2017</td>
<td>Don’t forget to have your say about a proposed new pharmacy for NEWHILLS ROAD, WELLHOUSE, GLASGOW, G33 4HH at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>17&lt;sup&gt;th&lt;/sup&gt; March 2017</td>
<td>Don’t forget to have your say about a proposed new pharmacy for NEWHILLS ROAD, WELLHOUSE, GLASGOW, G33 4HH at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>20&lt;sup&gt;th&lt;/sup&gt; March 2017</td>
<td>Not long now so don’t forget to have your say about a proposed new pharmacy for NEWHILLS ROAD, GLASGOW, GLASGOW, G33 4HH at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>21&lt;sup&gt;st&lt;/sup&gt; March 2017</td>
<td>Time is running out to have your say about a proposed new pharmacy for NEWHILLS ROAD, WELLHOUSE, GLASGOW, G33 4HH at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>22&lt;sup&gt;nd&lt;/sup&gt; March 2017</td>
<td>Last few days to have your say about a proposed new pharmacy for NEWHILLS ROAD, WELLHOUSE, GLASGOW, G33 4HH at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>23&lt;sup&gt;rd&lt;/sup&gt; March 2017</td>
<td>Last full day to have your say about a proposed new pharmacy for NEWHILLS ROAD, WELLHOUSE, GLASGOW, G33 4HH at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
<tr>
<td>24&lt;sup&gt;th&lt;/sup&gt; March 2017</td>
<td>Last chance to have your say as consultation closes at 5pm for a proposed new pharmacy in NEWHILLS ROAD, WELLHOUSE, GLASGOW, G33 4HH. Have your say at <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a></td>
</tr>
</tbody>
</table>


## TWEETS

<table>
<thead>
<tr>
<th>Date of Tweets</th>
<th>Number of times tweets seen</th>
<th>Re-tweeted</th>
<th>Likes</th>
<th>Detail Expanded</th>
<th>Number of clicks on GGC profile</th>
<th>Number of times user viewed supporting information</th>
<th>Total Engagements</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 December 2016</td>
<td>Impressions 626</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>0</td>
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</tbody>
</table>

## FACEBOOK

<table>
<thead>
<tr>
<th>Date of Posts</th>
<th>Reached</th>
<th>Clicked</th>
<th>Reactions</th>
<th>Shares</th>
<th>Link Clicks</th>
</tr>
</thead>
<tbody>
<tr>
<td>14/11/2016</td>
<td>544 People Reached</td>
<td>26 Post Clicks</td>
<td>2 Likes</td>
<td>2 Shares</td>
<td>13 Link clicks</td>
</tr>
<tr>
<td>5/12/16</td>
<td>898 People Reached</td>
<td>6 Post Clicks</td>
<td>1 Likes</td>
<td>0 Shares</td>
<td>3 Link clicks</td>
</tr>
</tbody>
</table>
## Local Councillors

<table>
<thead>
<tr>
<th>Baillie Marie Garrity</th>
<th>Councillor James Coleman</th>
</tr>
</thead>
<tbody>
<tr>
<td>Councillor Austin Sheridan</td>
<td>Councillor David Turner</td>
</tr>
</tbody>
</table>

## Member of Scottish Parliament

- Ivan McKee

## Regional List of MSPs

<table>
<thead>
<tr>
<th>Patrick Harvie</th>
<th>James Kelly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Johann Lamont</td>
<td>Pauline McNeill</td>
</tr>
<tr>
<td>Anas Sarwar</td>
<td>Adam Tomkins</td>
</tr>
<tr>
<td>Annie Wells</td>
<td></td>
</tr>
</tbody>
</table>

## Member of UK Parliament

- Natalie McGarry

## Community Councils

<table>
<thead>
<tr>
<th>Cranhill</th>
<th>Easterhouse North</th>
</tr>
</thead>
<tbody>
<tr>
<td>Garthamlock &amp; Craigend</td>
<td>Swinton</td>
</tr>
<tr>
<td>Wellhouse &amp; Queenslie</td>
<td></td>
</tr>
</tbody>
</table>

## Public Partnership Forum

<table>
<thead>
<tr>
<th>Tony Devine</th>
<th>Janet Hayes</th>
</tr>
</thead>
</table>
### Voluntary & Housing Associations

<table>
<thead>
<tr>
<th>Organisation Name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.A Group - Barlanark Greyfriars</td>
<td>Glasgow East Arts Company</td>
</tr>
<tr>
<td>Aultmore Park Primary School</td>
<td>Glasgow East Women's Aid</td>
</tr>
<tr>
<td>Avenue End Primary School</td>
<td>Glasgow Kelvin College</td>
</tr>
<tr>
<td>Bannerman High School</td>
<td>Glasgow North East Carers Centre</td>
</tr>
<tr>
<td>Barlanark Community Centre</td>
<td>Greater Easterhouse Alcohol Awareness Project</td>
</tr>
<tr>
<td>Barlanark Out Of School Care</td>
<td>Lochend High School</td>
</tr>
<tr>
<td>Barlanark Seniors Forum</td>
<td>Lochfield Park Housing Association</td>
</tr>
<tr>
<td>Bible Study</td>
<td>Men's Bowling Club</td>
</tr>
<tr>
<td>Blairtummock Housing Association</td>
<td>Mixed Bowls Club</td>
</tr>
<tr>
<td>Boys' Brigade Company No 284</td>
<td>New Easterhouse Credit Union</td>
</tr>
<tr>
<td>Calvay Community Centre</td>
<td>Newhills Medical Practice</td>
</tr>
<tr>
<td>Calvay Housing Association</td>
<td>North East CAT</td>
</tr>
<tr>
<td>Connect Community Trust</td>
<td>Our Lady of Peace Primary School</td>
</tr>
<tr>
<td>Cranhill Primary School</td>
<td>Provanhall Housing Association</td>
</tr>
<tr>
<td>Dr Anderson &amp; Parters</td>
<td>Ruchazie Housing Association</td>
</tr>
<tr>
<td>Dr D S Dhami</td>
<td>Sandaig Primary School</td>
</tr>
<tr>
<td>Dr Wilson &amp; Partners</td>
<td>St Andrews Secondary School</td>
</tr>
<tr>
<td>Eastbank Primary School</td>
<td>St Bridgets Primary School &amp; Nursery Class</td>
</tr>
<tr>
<td>Eastbank Academy</td>
<td>St Jude &amp; St John Ogilvie</td>
</tr>
<tr>
<td>Easterhouse Citizens Advice Bureau</td>
<td>St Maria Goretti Primary School</td>
</tr>
<tr>
<td>Easthall Park Housing Co-operative</td>
<td>St Rose of Lima Primary School</td>
</tr>
<tr>
<td>Easthall Residents' Association</td>
<td>The Bridge</td>
</tr>
<tr>
<td>Eskdale House</td>
<td>The McGlone Practice</td>
</tr>
<tr>
<td>Gardeen Housing Association</td>
<td>The Muirside Medical Practice</td>
</tr>
<tr>
<td>Garrowhill Primary School</td>
<td>Wellhouse Housing Association</td>
</tr>
<tr>
<td>GEMAP Scotland Ltd</td>
<td>Women's 50+ Group</td>
</tr>
<tr>
<td>GHA - Cairnbrook</td>
<td>Visual Statement</td>
</tr>
<tr>
<td>Gladiator Programme Ltd</td>
<td></td>
</tr>
</tbody>
</table>
NHS Greater Glasgow & Clyde is currently in discussion with Wellhouse Healthcare Ltd (intended applicant) who wishes to open a new community pharmacy at 23 Newhills Road, Wellhouse, Glasgow, G33 4HH. Before Wellhouse Healthcare Ltd submits a formal application, this joint consultation exercise is being carried out to seek the views of people local to the proposed premises, or those who might use the proposed new community pharmacy.

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

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

Please respond to the following questions by ticking the box for your answer and giving an explanation, as appropriate. Map of the locality with the ‘neighbourhood’ defined as identified by the intended applicant –
1. Do you think the area in the above map describes the ‘neighbourhood’ where the proposed community pharmacy will be situated?

☐ Yes  ☐ No  ☐ Don’t Know

Please explain your answer:

2. Do you live within the above neighbourhood?

☐ Yes  ☐ No

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

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

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

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

Please explain your answer:

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

☐ Yes  ☐ No  ☐ Don’t Know
6. What do you think about the intended applicant’s proposed opening hours?

**Pharmacy opening hours**

Monday to Friday 9.00am – 6.00pm  
Saturday 9.00am – 1.00pm  
Sunday - Closed

- [ ] Just right  
- [ ] too short  
- [ ] too long  
- [ ] don’t know

*Please explain your answer:*


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

**Pharmaceutical services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
<th>No Experience of</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dispensing of NHS prescriptions</td>
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<td></td>
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<tr>
<td>Unscheduled Care - urgent health matters / supply of emergency Prescription medicines</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

- [ ] Yes  
- [ ] No  
- [ ] Don’t Know

*Please explain your answer:*


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

- [ ] Yes  
- [ ] No  
- [ ] Don’t Know

*Please explain your answer:*


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

☐ Yes  ☐ No  ☐ Don’t Know

*Please explain your answer:*

11. Do you support the opening of a new community pharmacy in Wellhouse?

☐ Yes  ☐ No  ☐ Don’t Know

*Please explain your answer:*

12. How did you become aware of this consultation?

☐ Advert in the Evening Times  ☐ NHSGG&C’s Website  ☐ Twitter  ☐ Other

*Please explain your answer:*

13. Respondent Information

☐ I am an Individual

☐ I am a Group or Organisation

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

Name: ______________________________  Address: ______________________________

Email Address: ______________________  Town: ______________________________

Postcode: __________________________

15. Data Protection

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

☐ Yes, make my responses, name and address available

☐ Yes, make my responses and name available, but not my address

☐ Yes, make my response available, but not my name or address
For postal responses please use: Freepost COMMUNITY PHARMACY DEVELOPMENT, West Glasgow ACH, Dalnair Street, Yorkhill, Glasgow G3 8SJ (please ensure name appears exactly as shown above to ensure delivery)

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

ALL COMPLETED FORMS MUST BE RETURNED BY 5pm on 24th March 2017

Thank you for taking part in this joint public consultation.
PROPOSED NEW PHARMACY IN WELLHOUSE
Public Consultation

NHS Greater Glasgow & Clyde and Wellhouse Healthcare Ltd are conducting a Joint Consultation with the general public as Wellhouse Healthcare Ltd are proposing to submit an application to provide pharmaceutical services from premises situated at 23 Newhills Road, Wellhouse, Glasgow, G33 4HH. Wellhouse Healthcare Ltd plan to provide a wide range of NHS pharmaceutical services (full details are provided within the consultation questionnaire) including:

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

Additionally, we would also propose to provide non NHS services such as:
- Dosette Boxes
- Stop Smoking Clinics
- Type 2 Diabetes Testing
- Weight Loss Clinics
- Blood Pressure Monitoring and many more services.

The proposed pharmacy opening hours are:-

- Monday to Friday: 9.00am-6.00pm
- Saturday: 9.00am-1.00pm
- Sunday - Closed

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

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 232 1728

General comments in response to this notice may be submitted by e-mail to CPDT@ggc.scot.nhs.uk or letter to Freepost COMMUNITY PHARMACY DEVELOPMENT, West Glasgow ACH, Dalnair Street, Yorkhill, Glasgow G3 8SJ (please ensure name appears exactly as shown above to ensure delivery)

PLEASE NOTE: this consultation will run for 90 working days. We will not be able to consider comments received after 5pm on 24th March 2017.

For those of you requiring access to the internet, there will be a computer on the premises at 23 Newhills Rd, G33 4HH during normal opening hours, and for the duration of the 90 working day period with ease of access to the Survey for this public consultation.
Hi there,

As this is a public consultation I would like my views to be noted.

In the whole I think this would be a good idea for our elderly residents but my big concern would be the dispensing of methadone to addicts as that would put a lot of people off going for their prescription and also collecting their pension from the post office next door. Not that I am labelling all methadone users as criminals but addicts would do anything for their fix. And this would just put opportunity their way, and this would then increase the crime in our area.

Would it be possible to have the pharmacy without the dispensing of drugs to addicts? As they could still get their meds from Easterhouse health centre or the shopping centre. If this is not possible then I would like to put in my objection for this proposal.

Yours

---

Hi there,

As this is a public consultation I would like my views to be noted.

In the whole I think this would be a good idea for our elderly residents but my big concern would be the dispensing of methadone to addicts as that would put a lot of people off going for their prescription and also collecting their pension from the post office next door. Not that I am labelling all methadone users as criminals but addicts would do anything for their fix. And this would just put opportunity their way, and this would then increase the crime in our area.

Would it be possible to have the pharmacy without the dispensing of drugs to addicts? As they could still get their meds from Easterhouse health centre or the shopping centre. If this is not possible then I would like to put in my objection for this proposal.

Yours

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NHS Greater Glasgow & Clyde and Wellhouse Healthcare Ltd are conducting a Joint Consultation with the general public as Wellhouse Healthcare Ltd are proposing to submit an application to provide pharmaceutical services from premises situated at 23 Newhills Road, Wellhouse, Glasgow, G33 4HH. Wellhouse Healthcare Ltd. can you please note my objection against this.

I look forward to you letting me know what I can further do to appeal this decision.

Regards

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Regards
LETTER FROM MSP

Anas Sarwar MSP
Member of the Scottish Parliament for Glasgow Region

Community Pharmacy Development Team
Pharmacy & Prescribing Support Unit (PPSU)
West Glasgow Ambulatory Care Hospital
Dalnair Street
Yorkhill
Glasgow
G3 8SJ

20th February 2017

To whom it may concern;

I write in support of Wellhouse Healthcare Ltd’s application for a new NHS Pharmacy Contract for Wellhouse Healthcare Ltd. at 23 Newhills Road, Wellhouse, Glasgow, G33 4HH.

I understand that there is currently no pharmacy in this area, and many local residents in this area have experienced difficulty in accessing pharmaceutical healthcare.

I understand that presently residents in this area must travel to the Fort Shopping Centre or cross the very busy Edinburgh Road to visit a pharmacy, which is particularly difficult for the elderly and infirm. There are also many disabled residents, and furthermore, as a deprived area of the city, a local pharmacy could help residents look after their health more easily.

I understand that there are no spaces left in surrounding shops for dosettes or compliance aids, which suggests that there is demand in this area for a new pharmacy, and although a few shops deliver, this is not ideal for accessing core pharmacy services such as Minor Ailments.

It is also my understanding that parking can often be very difficult at the Fort Shopping Centre, and there is often long waiting times as the pharmacies there are not fully stocked.

In my view, a new pharmacy will allow residents to access the healthcare they need more easily, which can only improve local residents’ health in the long term.

I would be grateful if you could fully consider this application, with a view to granting permission for a new pharmacy service in this area of the city.

Yours faithfully,

Anas Sarwar MSP
Scottish Labour's Shadow Cabinet Secretary for Health
Member of the Scottish Parliament for Glasgow Region

Bellahouston Business Centre, Suite 1.11, 423 Paisley Road West, Glasgow, G51 1PZ
Tel: 0141 465 9933 Email: anas.sarwar.msp@parliament.scot

Eddie Andrews welcomed everyone present and thanked Wellhouse HA and Connect Community Trust for hosting the consultation event.

Sanjay Manju highlighted that himself and Asif were in attendance to undertake a community consultation, to seek the views of local people who may be affected by Wellhouse Healthcare Ltd submitting an application to NHS Greater Glasgow and Clyde NHS, to open a new pharmacy at 23 Newhills Road, Glasgow G33 4HH and to seek the views of those people who may use the proposed pharmacy, to determine whether residents feel they already have adequate access to pharmacy services in the area and to gauge support for the application. He highlighted that the consultation process had started on 14th November and would close on 24th March 2017. No responses will be accepted after 5pm on the closing date. Sanjay provided a brief explanation of the pharmacy applications process and urged the community to complete the online survey at https://www.surveymonkey.co.uk/r/WELLHOUSE.

Sanjay stated that the traditional role of the community pharmacist as a healthcare professional who dispenses prescriptions written by a doctor has changed. He highlighted that in recent years community pharmacists have been developing clinical services in addition to the traditional dispensing role to allow better integration and team working and is consequently a socially inclusive healthcare service providing a convenient and less formal environment for those who cannot easily access or do not choose to access other kinds of health services. He highlighted that Wellhouse Healthcare Ltd plan to provide a wide range of pharmaceutical services including; dispensing of medicines, minor ailments scheme, chronic medications services, acute medication services, stop smoking services and public health services. The proposed pharmacy opening hours will be Monday to Friday: 9am to 6pm. Saturday: 9am to 1pm and closed on Sunday.

The following questions and comments were raised:

**What if someone with an addiction problem has been barred from another pharmacy in the area and starts coming here and causes problems?**

Sanjay stated that one of the first questions they ask when supervising the consumption of Methadone will be to ask the patient where they have been barred from. He reassured residents that the last thing they wanted was to have problems in the community. He stated that Danielle, who will be running the pharmacy, is competent to support and deliver a safe and effective pharmaceutical service.

**Can you guarantee addicts won’t hang about the shop?**

Asif highlighted that residents were aware of the shop that he operates on Newhills Road and know that there had never been any problems within his premises. He stated that the operation of the premises would not change but rather have the added value of the pharmacy, providing a better service to the people of Wellhouse. He provided a guarantee that there would not be addicts hanging around the shop. He highlighted that when
people with addiction problems receive treatment they want privacy. The pharmacy will have a private consultation/treatment area specifically for confidential or sensitive discussions. A resident stated that there was a bigger problem with alcohol in Wellhouse than drugs. She stated that in her opinion, the pharmacy would be an indispensable service for the elderly and the community as a whole. Pauline Smith, Chief Executive, Connect Community Trust stated that the Trust had no concerns with the Youth Club being in close proximity, as the pharmacy operational hours would differ from those of the Youth Club. Residents discussed at length their concerns regarding the selling and distribution of alcohol to underage children from the neighbouring convenience shop. They considered the use of alcohol to be a far greater problem within the community, resulting in anti-social behaviour and youth congregating around the shop area. **Will there be a private area within the chemist, considering the size of the current shop?** Asif stated that the shop layout had not yet been decided. He highlighted that as he had previously mentioned, there will be a private consultation area within the pharmacy. He again stressed his commitment to ensuring that there would not be people congregating around the shop. He stated that a schedule will be put in place for patients requiring Methadone treatments, which will start after 9:30 in the morning to take account of children going to school and for one hour before closing the pharmacy in the evening.

**What happens if people don’t take their Methadone and then go and sell it in the Community?**
Sanjay reiterated that the consumption of Methadone would be administered in a supervised and controlled environment and out of public view. He stated that patients would be given two treatments to take away with them for the weekend, and although the pharmacy had no control over what patients did during this time, he doubted that patients would revert to selling their treatment, as their medication were something that they relied upon to manage their condition.
Two Community Police Officers (PC Stefan Dawson and PC Alasdair Robertson) were in attendance at the consultation meeting. They stated that in their experience in dealing with other pharmacies within the area, that there is no question, that how the staff within the pharmacy interact with patients and supervise the consumption of Methadone is of vital importance. They encouraged members of the community to contact the police should they have any concerns with individuals loitering around the pharmacy.
Sanjay highlighted that if residents want to have the services that the pharmacy will provide, then it was important that the community complete the online survey in support of the application or complete the forms available at the meeting. Connect Community Trust offered to assist individuals and to provide the use of its IT suite to those who did not have access to computers or the internet, they will also post the consultation information on Facebook and provide the link to the survey monkey on the NHS website to complete. The minutes of tonight’s meeting will also be posted on Facebook for information.

**Will the pharmacy provide a delivery service?**
Sanjay stated that the pharmacy would provide a delivery service. **Will staff be required to have a Disclosure Scotland check?** Yes, all staff employed at the pharmacy will be subject to a Disclosure Scotland screening. **Will the opening of the pharmacy provide an opportunity for local jobs within the area?** Sanjay stated that there would be approximately 3 – 4 local jobs created at the pharmacy, these being; a medicines counter assistant, dispensing assistant and a pharmacy technician.
Discussion ensued with regards the timescales for submitting prescriptions, and residents responsibility to submit repeat prescriptions at least a week before renewal to ensure medications were available. Residents sought clarification on the provision of dosette boxes. They highlighted to Sanjay the difficulty they were experiencing difficulties obtaining these and had been told they would need to go on a waiting list.
Sanjay confirmed that the pharmacy would provide dosette boxes. He stated that if residents were having problems obtaining these, to please leave names at the shop with Asif and he would arrange for these to be delivered from his Craignend pharmacy. Residents thanked Sanjay for offering this service to them. **Some people go to Doctors that are located outwith Wellhouse. Will you provide a prescription pick up from these surgeries.**
Sanjay stated, that yes, they would provide a pickup service within a 7 mile radius.
Sanjay thanked everyone for attending the consultation meeting. He stated that if anyone had any further questions or concerns and wanted to speak to him private to please do so after the meeting. There were no further comments or questions. Meeting closed 6:30pm
DECLARATION

We acknowledge that this Consultation Analysis Report accurately reflects and concludes the joint consultation with the public for a proposed pharmacy application at 23 Newhill Road, Wellhouse, Glasgow, G33 4HH.

This joint consultation was undertaken in conjunction with NHS Greater Glasgow & Clyde and Wellhouse Healthcare Ltd between 14th November 2016 – 24th March 2017.

Signed off by NHS Greater Glasgow & Clyde
Date...... 22 | 05 | 17

Signed off by Wellhouse Healthcare Ltd
Date...........................