

Consultation Analysis Report

Between NHS Greater Glasgow & Clyde and

DS Pharm Ltd, T/A Ruchill Pharmacy
261-263 Bilsland Drive
Ruchill
GLASGOW
G20 9RE

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REGULATION

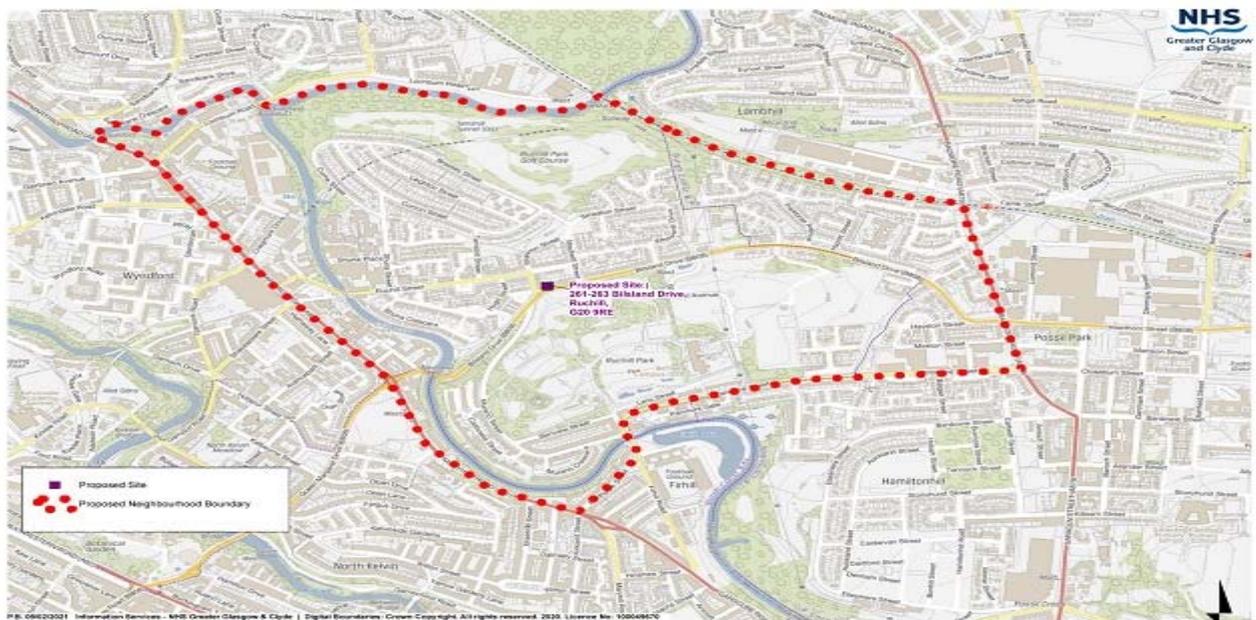
Amendments to the National Health Service (Pharmaceutical Services) (Scotland) Regulations 2009 were made in June 2014, introducing changes to public consultation arrangements in respect of applications to join a Health Board's Pharmaceutical List.

The amended arrangements require an Intended Applicant/s (IA) to work with the Board and undertake a joint public consultation. The consultation must aim to reach, as far as possible, the majority of residents within an identified neighbourhood in which the proposed premises are located. At the end of the consultation, an agreed Consultation Analysis Report (CAR) must be sent to the Pharmacy Practices Committee (PPC) Chair.

CONSULTATION PURPOSE

The aim of the public consultation was to:

- assess the views of local people as to whether they believe there was adequate access to pharmacy services within the neighbourhood identified by the Intended Applicant/s (outlined on map below) for premises proposed at **261-263 Bilsland Drive, Ruchill, Glasgow, G20 9RE**
- measure the level of public support for a new pharmacy in this area.



Location map of premises and neighbourhood identified by **DS Pharm Ltd.**

NORTH: Canal

EAST: Balmore Road

SOUTH: Junction of Maryhill Road and North Park Street, onto Firhill Road then along Panmure Street/Stronend Street where it meets Balmore Road

WEST: Maryhill Road

METHODOLOGY

The Health Board and DS Pharm Ltd initially met on 23 November 2020. A subsequent Joint Consultation Meeting took place on 27 January 2021 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 1 March 2021 and ended on 9 July 2021, a total of 90 working days. The public holidays on 2 & 5 April and 3 & 31 May 2021 occurred during this consultation and as such were discounted.

On 1 March 2021 the consultation commenced through the following:

- Glasgow Times Newspaper Advertisement (**Appendix 2**)
- NHSGG&C Social Media Programme (**Appendix 3**)
- Stakeholders consulted by NHSGG&C (**Appendix 4**)
- Questionnaire - appearing on Board Website (**Appendix 5**)

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

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

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

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

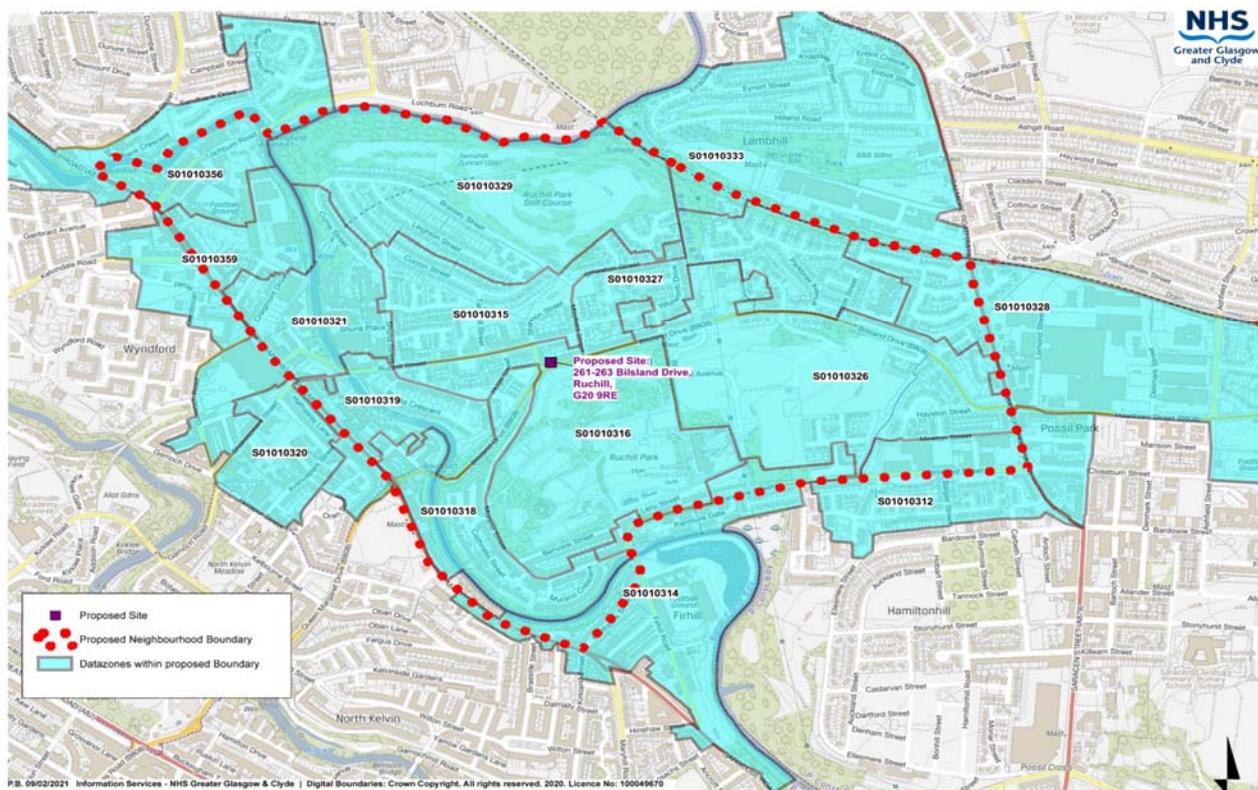
CONSULTATION SUMMARY

In 2019 the population of the neighbourhood identified by the Intended Applicants was 14,184 (Small Area Population Estimate - SAPE). This figure comprised as follows:

SO1010312 = 812	SO1010319 = 843	SO1010328 = 1076
SO1010314 = 1582	SO1010320 = 768	SO1010329 = 616
SO1010315 = 887	SO1010321 = 869	SO1010333 = 945
SO1010316 = 707	SO1010326 = 1082	SO1010356 = 853
SO1010318 = 1351	SO1010327 = 868	SO1010359 = 925

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 data zones SO1010312, SO1010314, SO1010320, SO1010321, SO1010328, SO1010333, SO1010356 & SO1010359 fell outwith the Applicant's defined neighbourhood. The total population within these data zones are included in the total of 14,184 as a proportion of the population is within the shaded area representing the Intended Applicant's defined neighbourhood.



During the consultation period: 59 postal questionnaires and 305 electronic questionnaires were received. Of the 364 questionnaires received 99% were submitted from individuals. 300 paper copies of the questionnaire were requested by the Intended Applicant with 59 copies being returned to the Board for input. There were no other requests from members of the public for questionnaires in paper, large font type or, translated in other languages.

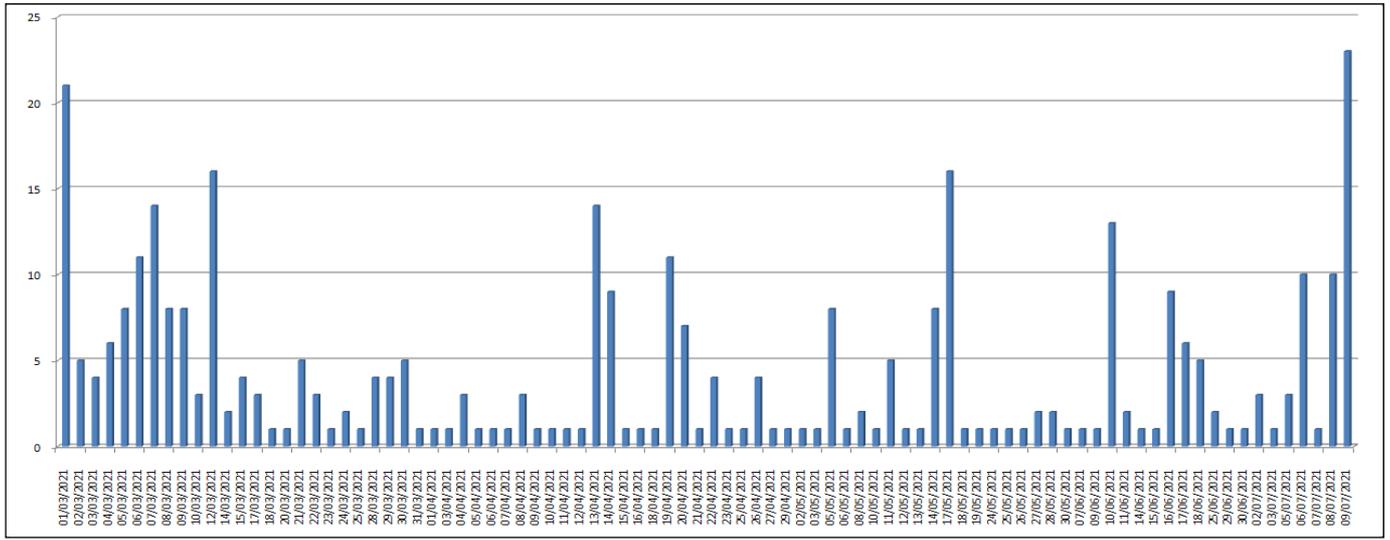
The majority of the survey responders :

- Agreed with the proposed neighbourhood for the pharmacy – 341 (**94.5%**);
- Live within the proposed neighbourhood 309 (**85.4%**);
- Thought there were gaps in the existing pharmaceutical service provision – 256 (**71.9%**)
- Agreed the proposed Monday-Friday opening hours were just right – 334;
- Agreed the proposed Saturday opening hours were just right – 331; and
- Agreed the proposed Sunday opening hours were just right – 322;

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 DS Pharm Ltd, T/A Ruchill Pharmacy, 261-263 Bilisland Drive, Ruchill, Glasgow, G20 9RE

Timeline



The above data shows several spikes in the submission of questionnaires.

The Board can identify the spikes for dates 05/05, 14/05, 17/05, 10/06 as these are the dates the paper copies of the questionnaires were received by the Board and input to Webropol by a member of the Community Pharmacy Development Team.

Several of the other spikes can be explained by additional activity which is detailed in the JC Plan.

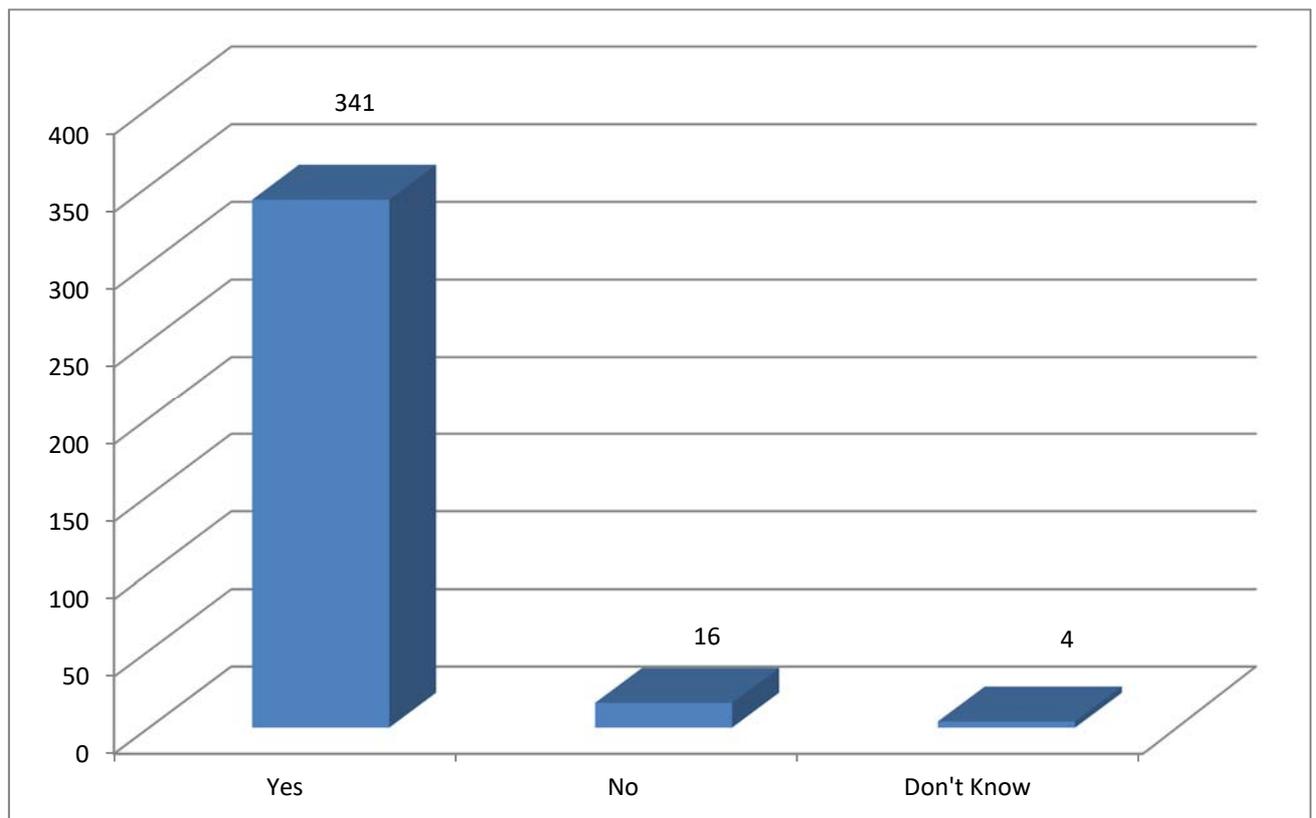
The Intended Applicant has confirmed the spikes on 06/07, 08/07 & 09/07 is attributed to the nature of their social media campaign as well as the presence in local shops/businesses

Survey Response Information	Total	
	(N)	%
Submitted responses: Public weblink	364	100
Started responding	364	100

Question 1

Do you think the area in the above map describes the 'neighbourhood' to which this application relates?

Answer Options	Response Count	Response Percent
Yes	341	94.5%
No	16	4.4%
Don't Know	4	1.1%
Totals	361	100%



Responses
Yes, it'll really help the areas in question.
Spot on
finally someone recognises the area
Nothing else to say
Very central to the area and around the local park so very convenient.
That's Ruchill.
Correct neighbourhood.
It covers Ruchill and surrounding areas well. The route looks well planned.

looks about right
This is what i would class as ruchill
This is within the Ruchill neighbourhood
Yes and possibly wider area than this.
I stay in Bilsland Drive, on the same block.
The boundaries and descriptions are accurate.
This address is too out the way for the whole of this area
Yes as it's between the pharmacy's already in the surrounding area
It would be better for the elderly
100%
This is central to all areas listed above.
It would be useful for the older community, closer to home.
Yeh, as long as it includes all the houses in ruchill and surrounding area if necessary.
The coverage follows main roads so the delineation makes sense for the area.
It shows Ruchill
Looks like the area to me
I live near it
Ruchill has been left isolated for a number of years without proper transport to other pharmacies or healthcare due to lack of bus routes. I feel this would be really beneficial for those in the surrounding area as it is more convenient for those living in Ruchill, especially if working, and is more accessible for the older population which lives here.
Good spread of location
Yes this is closest shopping area for these neighbourhoods
Too small, Ruchill is G20 and is really part of Maryhill
you could not live in the defined 'neighbourhood' and remain self sufficient
Yes! I have lived in the area for 43 years therefore know the place very well. I think the boundaries are 100% accurate
Everyone needs to go down into Maryhill rd to access the nearest pharmacy.
Chemist would be good for this area
Yes map covers ruchill area where the pharmacy is to be located
I live in that neighbourhood- services are poor
Yes
I live close to the proposed pharmacy, I know the area well and it is a fair description. This proposed pharmacy would be much closer to my home than any existing pharmacy.
Everyone is close enough to be able to get to this pharmacy whether it be walking, driving, or taking public transport. Which is beneficial for this neighbourhood.
Would be better positioned further down the road
It's a great location would be wonderful to have a pharmacy so close and convenient
I stay locally and I think it's a much needed service this area needs a lot of new housing and student accommodation! So this is a much needed service

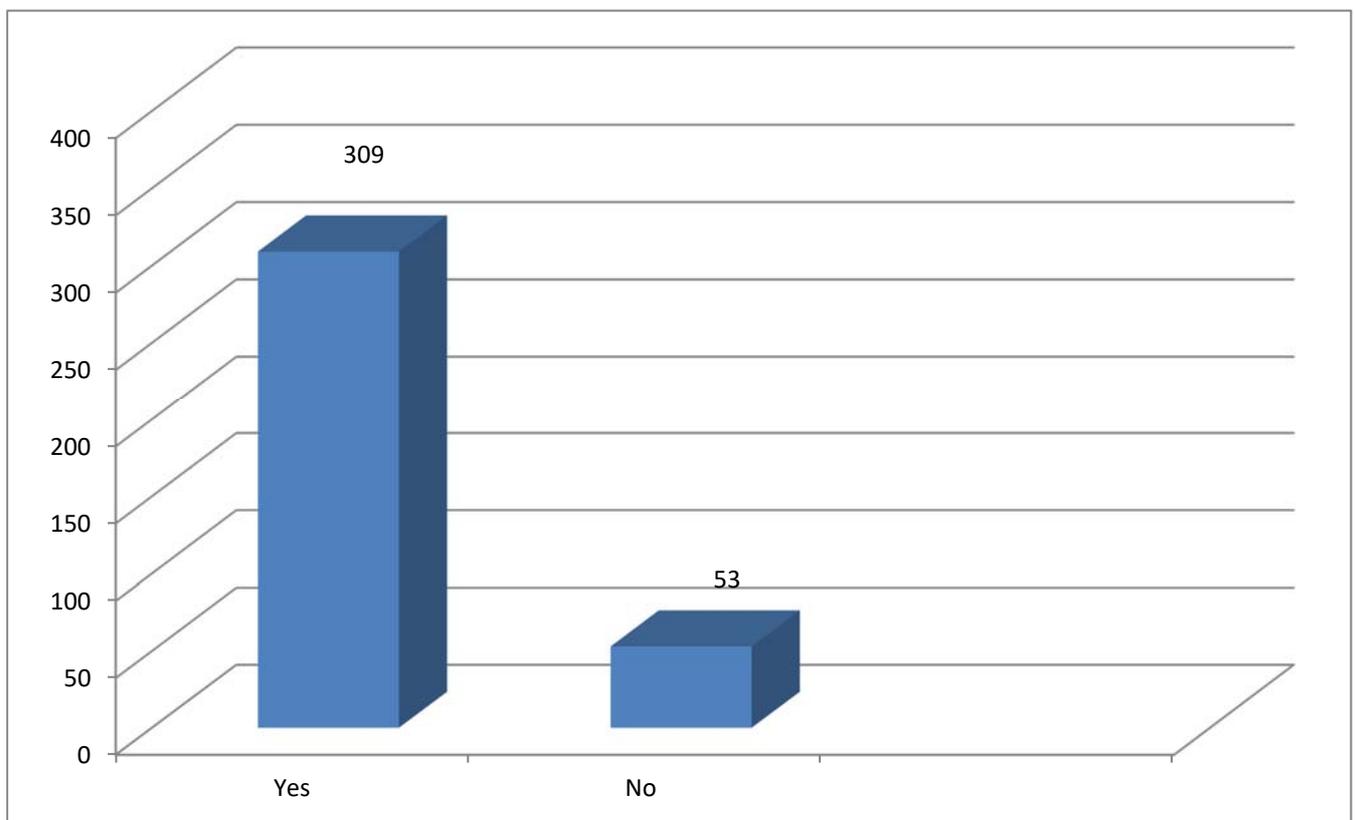
There is loads of pharmacies in this area there is no need for another one
The boundaries with Maryhill and Possil are right
It's part Maryhill and maybe some of Possil
East, South, West and part of North all have many pharmacies available to them. The Ruchill area from the canal to end of Bilsland drive (meeting Balmore road) does not. I was born and raised in the area. We have not had a pharmacy in the area since the 1980's which is unbelievable given the amount of people in the area.
Accurate to where proposed plan for pharmacy is, yes.
Ruchill is very much it's own community. It is distinct from Maryhill and Possilpark
I live there & that's what it looks like.....
I think the points above describe natural boundaries within the area
Need local pharmacy don't like having to go to Saracen St for chemist
There is no local pharmacy we need to travel for 1 in the map above
to big
No as Ruchill is not defined as an area as stated above. I live in Ruchill.
Is in my local area
I think it does although the area served could be smaller as the likes of Maryhill road, Saracen Street and Balmore Road all have a pharmacy.
Ruchill has no other pharmacies in its area.
I live within a few minutes walk, I'm familiar with the area
Yes and actually it is in the center of the area and there is no other pharmacy near except in Maryhill Road. Also Bilsland drive is a main road with plenty of space opposite Ruchill park. It will also update the area.
A pharmacy in this location would be great for the community
The neighbourhood is much larger than this area.
All areas within 15min walk from proposed pharmacy
I think it captures the area well, especially in terms of neighbourhoods which currently do not have any pharmacies nearby.
I live around this area & think it would encourage more traffic more drug users to hang around more than there is.
I live on Bilsland Dr and need to travel for a pharmacy which is not easy as I am a pensioner.
I don't think it's reasonable to assume this pharmacy will cover such a large area, with people already registered with community pharmacies and offer a delivery service I don't see the need for this.
I think introducing a pharmacy in this area will increase the amount of people with addictions collecting methadone or participating in needle exchange, neither would be good for the community as it's very close to a school.
I live across the road from it
It will be closer to where I live
Yeah that looks like Ruchill
Yes its Ruchill
Looks good
very well defined area including the university campus accommodation

Map clearly shows it.
I live locally and have done for nearly three years, I have walked past the proposed site from my flat on Maryhill road and know this to be an accurate map/directions.
The area is Ruchill, it borders Lambhill, Hamiltonhill, Possil, Milton and Maryhill. Ruchill is a distinct area in Glasgow
Correct boundaries
The route is on my way to work
There is not a pharmacy in Ruchill with plans for new homes being built, which will put more pressure on the pharmacy's in the surrounding area. This area needs its own pharmacy.
Yes very central.
I live in the area and this is correct
Looks right.
Borders Mary hill + possil
Perfect
It describes the neighborhood
This area defines Ruchill.
It includes homes on both sides of Ruchill Park
Looks like correct boundary area
Looks like the area I know. Good area covered. Very busy roads enclose it.
Easily accessible, central point
Yes, the neighbourhood directly relates to the pending application.
People will not travel to this location.
This is Ruchill to me
I agree with this. It is about time Ruchill had a pharmacy again
Yes, I travel here for work.
defines ruchill boundaries well
The boundary detailed in the map covers the area to which the application refers to

Question 2

Do you live within the above neighbourhood?

Answer Options	Response Count	Response Percent
Yes	309	85.4%
No	53	14.6%
Totals	362	100%



Question 3

Do you think there are any gaps in the existing pharmaceutical service provision noted below?

Pharmaceutical services

NHS Prescriptions -
Dispensing of acute prescriptions

NHS Pharmacy First Scotland -
The redesigned service replaced the current Minor Ailment Service and Pharmacy First Services. This is an NHS service provided by the Community Pharmacy when a patient presents with a minor illness.

Pharmaceutical Public Health Services –
Smoking cessation and supply of emergency hormonal contraception

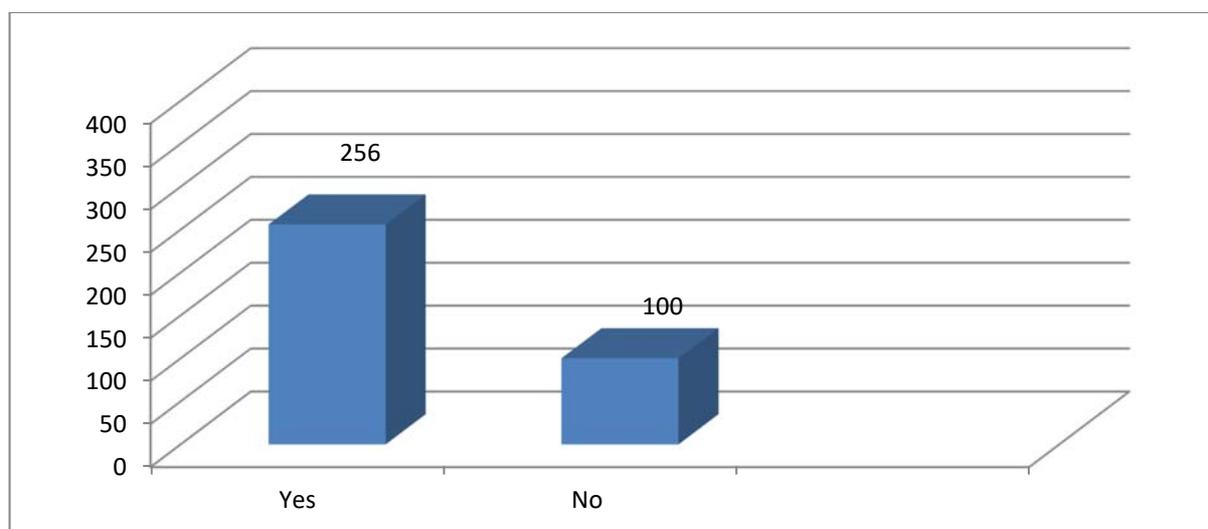
Medication Care and Review –
To enable Community Pharmacy Teams to support patients with long term conditions

Substance Misuse Services –
e.g - Needle Exchange Services, Opiate Substitution Therapy

Stoma Service –
Appliance supply for patient with a colostomy or urostomy

Unscheduled Care –
Urgent health matters / supply of emergency prescription medicines

Answer Options	Response Count	Response Percent
Yes	256	71.9%
No	100	28.1%
Totals	356	100%



Responses

All these services are needed and having them readily available at an independent will be highly beneficial for everyone within the area.
There are plenty of pharmacies in the area within walking distance and lots of buses on the route.
I tried to get the morning after pill from maryhill pharmacy and was told i need to go to my regular pharmacy and when i said i was just passing the area they said i cant just come in, i need to go to my doctors first . it was a complete joke and should not have happened , i couldnt believe it
There is very little opportunities to get my elderly parents on weekly dispensed medication. I have to travel to another chemist to get these which is around 20 mins away and they do not deliver sadly.
cannot get time with a chemist to get a minor element
I know people who can't get needles on a Sunday, what are they meant to do then just inject a dirty needle.
No disabled access to get in with my wheelchair
I had to wait 30mins for a cream for my young child ,which was absolutely ridiculous when there was no queue.
All services seem to be covered
There are pharmacies concentrated outwith this area. For example in possil there are several pharmacies, but specifically in ruchill there are less local to me.
Maryhill Pharmacy denied me the morning after pill - absolute joke of a pharmacy - they've done it a fair few times to some of the students at Murano Halls.
The area could do with more healthcare support throughout.
I have an elderly parent who lives in the area and I've asked multiple chemists in Maryhill to provide her with a compliance aid - the responses are either we have no space or to try back again in a few months. It's a disgrace to not have enough space or time to help an elderly patient take their medication correctly.
None of them open on a Sunday
there is no pharmacy in that area, only on main road in maryhill
Some local pharmacies are not providing nor offering Pharmacy first service
Blood pressure checks
I stay in Murano halls and me and other girls I know always have issues getting the morning after pill from the pharmacy in Maryhill. In the past they've told me to contact the GP and other times have told us to go to our local pharmacy (even though they are our local pharmacy)
staff are rude n judgment to the junkies very dismissive and do not treat them like normal people with respect
not really.
Think most is covered here
Not a pharmacy in area
Cant actually speak to the chemist Slow and have been told to speak to my gp when i think they could have given me my meds
I at times have an emergency prescription needed with my sons medication. It takes the local pharmacies 5-7 days for order and receiving and at times it isn't correct.the other pharmacies sometimes don't carry it AT ALL.
We have 3 big health centres in this neighbourhood and many local chemists so I believe all these services are catered for
The area has badly been lacking a pharmacy for many years and is the ideal solution for many in the local area. It's a nightmare for some families to collect prescriptions outwith the area. Ok
There is a Rowlands pharmacy on Balmore Road near the Blisland Drive junction which is our closest pharmacy for where we stay in [REDACTED]

I think that there is a huge need for people, especially the vulnerable, in this area to have access to a lot of these services. Currently they have to travel to do this and that may not always be feasible for vulnerable people to do.
I am unable to access the pharmacy first system due to long waiting times and parking is always an issue
There is not a pharmacy in Ruchill you need to travel to Maryhill
The only other thing I can think that would be beneficial would be if there was a mental health element included, especially with the way things are at the moment - lack of GP appointments and long wait times to speak to someone about mental health.
Current local pharmacies are not local enough and prove challenging to access sometimes when urgently requiring prescription or help.
It would be helpful to have a local chemist especially a 7 day service
There are loads of pharmacies in Maryhill, Possil, Cadder
It is freely available
A vet pharmacy would be a very welcome addition if possible.
Pet care
There is Maryhill pharmacy on Maryhill road but I don't think it provides these additional services
There is a pharmacy in all surrounding areas possil Maryhill but nothing for local people in ruchill
I tend to use a pharmacy near my GP surgery which isn't very local. I would much prefer to be able to hand in a prescription nearby and be able to walk there for minor medical advice and support.
nothing close to us at all and when it floods we can't get any advice from the chemist as you can't get onto Maryhill road
It's a long way to the nearest pharmacy
it's called pharmacy first but then when I go there they tell me to call the gp like what's the point
The nearest chemist is about a 20 min walk, which is not much if you are fit! For older people it's a long way, and young families too, would welcome one nearby for help and advise
We have plenty of nearby pharmacies that provide excellent service to all.
No local pharmacy, nearest is maryhill
Can never speak to the pharmacist to get any advice
Get mine in Maryhill ok.
Some neighbouring areas have two to three pharmacies next door and more within it. Ruchill had zero and it's badly needed
My gran other lives in this area and for a pharmacy she will either need to walk to Maryhill road or to garcube road to old Woodside health centre which are both around a mile to walk and mile back and I'm sure others in the area do the same, so I think it's necessary for this neighbourhood.
The closes pharmacy to me is 15 mins walk away. Takes too long if something urgent is needed
Ruchill has none of these services, requiring travel for residents. Transport is very poor.
There is 1 pharmacy on Maryhill Road & it's tiny with minimal services. The nearest is Queen Margaret Drive with limited opening hours.
Many people in Ruchill do not have cars and getting to a pharmacy would be difficult.
Unsure
Think having this in the area would be a good much needed addition.
I often have to walk down to the boots pharmacy on byers road to get things I need at weekends or outside of mon-fri 9-5 hours. I would prefer not to have to make such a journey, especially when I'm feeling unwell

Ruchill has no services
badly need this
As far as I'm aware
All the noted services are already provided in the Rowlands and Bannerman Pharmacy that I know of.
Free condom service.
Less diistance to travel to nearest pharmacy for prescriptions when unwell is needed
There are no Pharmacies in the Ruchill area, residence's have travel out of there local area to get these services.
I understand any alternative services are on the main thoroughfares and although easily accessible by car (without parking facilities) this pharmacy will be placed within a community where locals will pass by, and can access easily on foot.
Closest pharmacy is Maryhill road or Saracen
There are no issues with pharmacy services in the area.
I DONT think this area needs a pharmacy at all.
Maryhill pharmacy refused to give my parents something under MAS because they said they used another pharmacy but I thought you could use it anywhere
The health centre chemist is always too busy and can never get advice
Already 3 pharmacies within walking distance on Maryhill Road. Saracen Street and Balmore Road also have pharmacies. And one within Maryhill Health Centre.
I think this is a good proposal form the area as we have to go to Maryhill for Pharmacy and there is a lot of elderly and disabled in area with not a great bus service. Also difficult if u run out of medicine
Closest pharmacy currently further up Maryhill Rd or Balmore Rd both which a long walk away from those in Ruchill where a large amount of people rely on walking or public transport.
There is no pharmacy nearby, within walking distance, at least to my knowledge. It would be useful to have this pharmacy at it would be really nearby and able to provide for the needs of residents' of the area easily. There are also a lot of elderly people who would undoubtedly benefit from having a pharmacy so closeby.
Maryhill pharmacy refused me the morning after pill due to religious beliefs which I didn't know was allowed
I need regular medication
Non of above currently available between Maryhill Rd& Balmore Rd
No there are 5 pharmacies in walking distance from this location which are close to doctor surgeries.
I live across the road from it
The waiting time is far too long and sometimes the prescription takes days before it is ready. Why does it take so long?
I recently attended the Health centre pharmacy to use the pharmacy first service only to be told that they havent been able to provide this service as their computer is not set up for it
I'm a student in Murano Halls, tried to get the morning after pill from the pharmacy on Maryhill road (Maryhill Pharmacy) and they rejected me. It's happened to a lot of girls I know. They are ridiculous in that place.
Pharmacy is way down on QM Drive would like one closer
As a Gp provider we are experiencing many issues with current provision and many complaints from the patients that prescriptions are delayed or not completely filled due to stock issue
The chemist never deals with 'urgent health matters' as she is always too busy
Difficulty with stock and some of the management in certain pharmacies is awful. Always out of stock not processing scripts or scanning when received so you need to wait for the script even though it has been put into the pharmacy days before. It's ridiculous

Local pharmacy on Maryhill Road is great but very small thus limiting products and services available in the immediate area. As a low income household with no car this can be less than ideal. I do not know of any out of hours services in the local area that are accessible by public transport or foot, either because they have not been advertised to the public effectively or because they simply are not there.
Prescriptions may be accessed more easily from an additional pharmacy. Prescribing pharmacy helps patients out of GP hours for minor ailments etc. Ruchill is one of the most deprived areas in Scotland yet has no local facilities, pharmacy, dentist, optician, chiropodist etc etc and is an area in need of help.
Need a chemist locally with these extended days hours
Drug related deaths at an all time high so something is not right
Chemists aren't local & too far away
Tried to stop smoking but chemist is always too busy to speak to me
Waiting times to get my medication is way too long
Every time I go there for their advice & they just point me at the direction of the medication without actually giving me any advice. I don't think they give the patient the care they need
I feel with the addition of another pharmacy the above services would be more quick and readily available.
The chemist i go to hasnt been able to cope through the pandemic
Lloyds offer a repeat service where they order my repeat when it is due. However, when I do run out it is never ready and I have to wait. Sometimes they even order stuff I don't need and I end up with lots of extra meds.
I work in the health centre and all we hear is shocking service from the surrounding pharmacies. No stock. Long wait times. Pharmacist is always too busy. It is shambolic to be honest.
I think the services being offered are absolutely fantastic and will really help the area thrive, we need a pharmacy for the people. Big chains are all about the sale side where as a local pharmacy that you can trust is really hard to find.
I am having a really bad time with Maryhill Pharmacy. It is like they just don't care anymore
I'm not often fit enough to walk to the pharmacy and I don't drive so it's hard to access these services fully
What is the point of the pharmacy in Maryhill. My doctor tell me to go to the pharmacy first and then when I go , even for something minor they tell me to go and see my doctor. The place is an absolute disgrace.
Lots of older people in my area cant access medical help easily
I order a prescription from Lloyds and it can sometimes take around 7 days to be ready.
Urgent?! You never have any time to speak to the chemist as they are always too busy! Pharmacy first doesn't work in Maryhill as there's always an excuse to get you back to the GP.
Of course there are gaps. There has been a pandemic, were told to remain in our area but can't access any of these services or healthcare as there are none in Ruchill. An absolute joke.
No Sunday opening.
I cannot think of a pharmacy in this area currently and it is a gap in the services for this area. Less mobile people could find it hard to access the above services.
I tried to get the morning after pill around 5ish one evening but the pharmacy had no stock. I'm a student so had to spend the rest of the night running around trying to find another pharmacy as time was running out.
The chemist never have time to speak to me
The pharmacy near us never have any stock.
grandparents live with us and they both struggle with their medication. Weve got in touch with various pharmacies in the area asking for a box for their medication so it is easier for them but they either say they dont have space or there is a waiting list. it isnt really good enough.
This covers everything I currently use the pharmacy for

Need later hours and Sunday's opening
There is no pharmacy in this area unless you travel a long way as there is no pharmacy in the new woodside doctors
Pharmacies in the area are struggling to provide a decent service to local residents
I have never heard of any of these. Every time I'm in the pharmacy, I can never get what I need. So if all these services exist then I need a pharmacy to actually offer them to me.
No pharmacy local to me in the area. I always have to travel
Local pharmacies are overwhelmed and rarely have time to discuss long term conditions with us patients.
There are pharmacies already within easy travel to provide these services.
long waiting times at existing pharmacy at the moment and a lot more work from GP's has been now sent to pharmacy ie pharmacy first. which can be time consuming
I always have to wait ages for something for my kid on that scheme. Never an easy process
My monthly repeat prescription is never ready on time and I have to come back a second time. I know I'm not the only one with this issue cos there is always moaning in the queue!!
I've been told I can't get a bubble pack because they are full so I need to pop my pills into a pill box each week which I struggle with. I don't feel my pharmacy are very accommodating
Waiting times are ridiculous and they never have any of my drugs in stock
I think they've covered every aspect that's needed in a pharmacy, hopefully have shorter waiting times too!!
Long waiting times and inadequate pharmacy resource across the area (and indeed within greater Glasgow area more generally)
Stock shortages and waiting times too long
In the existing pharmacy in the area staff are rude, wait times are very long, frequently they don't have my medicines as they are out of stock, and on a number of occasions I have been unable to speak to pharmacist when I asked.
Sufficient levels of services and will be good to have more options for face to face service
Yes, slow service, lack of stock, overwhelmed staff
can never get a minor ailment as the pharmacy is always too busy
I go to maryhill pharmacy for my prescriptions and it always takes ages to wait. the waiting times are ridiculous, i have to wait in a queue for a long time for only 1 or 2 items for them to then tell me they need to order in my medication which is not good enough when i work full time and need to nip out on my lunch break. another pharmacy would really help with the waiting times and mean i might get my medication first time round.
No gaps that I can see, really looking forward to a new pharmacy as the current ones in the area to be honest aren't the best.
I don't think so, I don't know much about pharmacy I'm just a customer but I really think a new pharmacy will help this area as the ones we have are really falling short
Pharmacy is always useful to have in a community
I have lived in this area for many years and I find I am always waiting a long time to get my prescription, also it takes me a long time to get the advice of a pharmacist in this area which can be really frustrating. Often I find the pharmacy does not have what I need in stock and the staff are often unhelpful when I need advice on where I can get what I need.
Yes, waiting times are too long. By the time I can get an appointment my problems have either developed or subsided.
In addition it is not possible to get through in the first place as the phone lines to GPS surgeries are always engaged or ring out.
waiting times currently too long and can't get useful advice from pharmacists as they are too busy

<p>Waiting times are too long and as a result it can delay in me receiving my prescriptions. Sometimes when I do get seen to there are stock shortages which results in an even further delay</p> <p>The staff in the current establishment aren't the best for answering queries and the pharmacist is so busy it takes a very long time to speak to them, which isn't ideal as especially in the current climate with covid being so rife. I would prefer to go in and out quickly to avoid increasing my risk to contracting the virus</p>
<p>I can never get my prescriptions on time and the pharmacy I have to travel to never have stock. Also as an struggling disabled lady I find it hard to attend the pharmacies further away for minor ailments if needed and they say they won't deliver minor ailments as they want me in the pharmacy but sometimes it's hard for me.</p>
<p>Chemist never has time to speak to me</p>
<p>It takes forever to speak to the pharmacist</p>
<p>The wait times are too long and there are also stock shortages all the time.</p>
<p>Takes too long to get important prescriptions. I need inhalers regularly and not enough stock. Get half prescriptions and have to come back for the rest.</p>

Question 4

What do you think about the Intended Applicant's proposed opening hours?

In accordance with the NHS Model Hours of Service, as a minimum, all community pharmacies must open Monday to Saturday – 9.00am to 5:30pm, with the ability to have up to 2 half days per week – afternoon from 1.00pm. Each pharmacy can close for 1 hour at lunchtime. Any longer opening hours will be at the discretion of the pharmacy contractor.

	Just Right	Too short	Too long	Don't Know	Total
Monday to Friday- 8:00am – 6:00pm	334	8	10	11	363
Saturday - 9:00am – 5:00pm	331	10	11	10	362
Sunday – 12:00pm – 4:00pm	322	13	10	17	362
Total	363 Respondents				

Responses
Opening these hours will benefit awhile range of people, especially front line workers who cannot get to a pharmacy Monday to Friday. Opening a Sunday and also opening at 8am is a fantastic idea to appeal to a wide range of people.
perfect
Few pharmacies open on Sunday
Sunday opening is exactly what's wanted
Not many pharmacies are open on a Sunday. Therefore by having this pharmacy open would benefit the public greatly. People in full time employment struggle to make it to the pharmacy during the week so this gives and extra day at weekend.
Great service opening on a Sunday as no other local pharmacy opens on a Sunday
I think it would help if there were local pharmacies open on a Sunday as there aren't many around with nearby access that I know of. I have to go into town.
No half days plus extended to 4pm on a Sunday is a great sign.
It covers office hours and opening Saturday and Sunday enables working people to be able to receive their medication.
You can never go wrong with extra hours of service to provide care
Because they will not be closed at lunchtime which would suit me
I like It's open on a Sunday
i work full time so would be great to be able to pick up prescription before i start work or on a sunday
Opening hours will cater for working people and also parents
The idea of opening on a Sunday is very handy as not much else is open!
Makes sense for a pharmacy to be accessible for 7 days a week
You struggle to get a pharmacy at the weekends. And also would save the A+Es getting busy at weekends for someone with minor injuries
Well I think this would be a great idea as we have many old folk that live near by that may struggle to get to a hospital chemist for different stuff and with this right on there door step would be a great idea. And

also great for the local community and with the rutchill park across the road the thought of have a pharmacy and minor elements on its door step would be fantastic.
Long hours but will be good us
Perfect opening times and great news that it would be planned to open on a Sunday. I stay very near by and this would be a great place to open a pharmacy.
Sunday would be good for emergency prescriptions. Presently there are a few open in Anniesland but difficult for some people to get to from the G20 area if you don't drive. Existing chemists in this area could agree to one of their chemists opening on a Sunday.
I'm just excited at the prospect of having a pharmacy in the area
The opening times are ideal
Ideal to give full access to a local neighbourhood pharmacy 7 days a week.
Sunday opening opening will make a big difference accessing services in an emergency 0800 opening allows me to pick up medicine on way to work
I think the above times are more than suitable and will benefit the community as a whole.
7 day service is very hood
One late night would be ideal for those that work later.
I think a Sunday pharmacy would be an excellent addition to the community. I have to get taxis if I need a Sunday chemist.
I work Monday to Friday and the hours would help me to access the pharmacy
This space should be enjoyed for weekend walkers next to park. Pharmacy should be further down the road
These hours are amazing as I work shifts so I can make it to the pharmacy even if it's a Sunday which would be brilliant, these hours are more than ideal
Seems ok,handy for prescription
I think the above timings are right and convenient for the community
Finally Sunday opening hours
Sunday opening good
These are all responsible hours.
Don't think a Sunday opening is required.
It's good that there is Sunday opening and hours outside of 9-5.
Great!
this should have been done years ago
Not sure its required to be open all day Saturday. I can see its a stipulation for community pharmacies.
Having a pharmacy available on Saturday all day and Sunday is ideal especially as a parent when at times it's a nightmare to get prescriptions filled over the weekend.
It would be great to have a nearby pharmacy open at weekends and early and late on weekdays. I struggle to get prescriptions due to fibromyalgia so these opening hours would allow my friends and family to pick them up when I am unable to.
Think these times are appropriate for necessary service but allows a work/life balance for staff
Having a Pharmacy service with these opening ours will be fantastic.
The Sunday opening appeals most to me. I'm not aware of any other pharmacies in the surrounding area opening on a Sunday and indeed I believe they're only open "office hours" which really doesn't help me as I too work those hours
Sounds fine.I would prefer a bit longer on Sunday

The hours are ok but probably not required to be so long.
it's hard to get a pharmacy open on a Sunday that is nearby
It means the community has a good service
Would be ok if shorter Sunday hours if an issue otherwise ok
Times are good but I don't see the demand.
I will be very handy
Seven days a week would be great for the community
Mon- Sat 9-5:30 is plenty tbh
Very beneficial for the community to have a 7 day a week pharmacy with convenient opening times.
I stay 5 minutes from the proposed site. I think the hours and site are fantastic. I put my script to 1st stop at the moment as not happy with service from Maryhill HC pharmacy or his existing pharmacies.
It's great that the pharmacy will be open for 7 days a week. The hours are convenient to the local community and would fill a much needed gap in services in the area.
More accessibility and out with normal working hours. Allows collection of prescriptions early in the morning.
Working people need weekend opening
Ideal as no other pharmacy nearby is open on a Sunday
Pass through to and from work
Think the opening hrs are great and with being open till 4 pm on a Sun this will help many people that can't make it to pharmacy through week because of working commitments.
I love that they are open irregular hours, people like myself who work for the NHS on shifts will find it so beneficial being able to come in either first thing or even a Sunday.
Sunday's openings are longer hours for people who work
Sunday opening is needed.
From the above guidelines it seems that the pharmacy should open half an hour longer on a Saturday.
Having a local pharmacy which will have to fulfill my prescription.
Would be good to have one late night
Great that there are before / after options on a weekday. Open both days at the weekend is impressive.
I think the 6 pm opening is great for people who are working. Also Sunday is a great addition
These hours seem appropriate
It will be good for pharmacies to be open the same working hours as gp practices during the week. Access on Saturday and Sunday also important for residents without transport
I think these hours are very good. No pharmacies open in the area on a Sunday. When I am in the doctors in the morning there are never any pharmacies open for my prescription first thing in the morning.
Good availability at the weekend and an hour after work during the week
Opening hours are not factor as this application is flawed.
not sure Sunday would be needed as no gp surgeries are opened on a Sunday. may be useful for hospital OOH visits though,
8am opening gives me time before work and dropping kids at school
Long hours but I think a pharmacy should be open longer. These hours would help those working
My pharmacy does not open on Sunday's so this would help a lot. A few times I have needed emergency advice on a Sunday but there are no pharmacies nearby open on Sundays

I absolutely love that they're opening these hours as it'll really benefit myself and people that work shifts, I work for the NHS so trying to find the time to get my tablets can be stressful
Very fair hours and much needed given the high level of demand in the area.
sunday service would be good for emergencies
i start work at 8:30 so these hours would mean i could pick up my prescription before and have time to pop in rather than rely on someone else picking up for me. i think pharmacies should be open on sundays, especially after this pandemic so people can get healthcare advice and not need to wait 3 hours on hold to nhs24
Love the opening hours, 7 days a week is perfect for around here
I like the hours as sometimes I have found myself running short over the weekend of my heart tablets so having a pharmacy that will be open 7 days will really be helpful
Those times would work well for me.
The timing above are ideal for a pharmacy. As you don't want them to be too short as it will be difficult to get access and if they are open too long it can make the area busier than needed during the evening

Question 5

What are your views on the provision of the following pharmaceutical services proposed by the Intended Applicant?

Pharmaceutical services

NHS Prescriptions -
Dispensing of acute prescriptions

NHS Pharmacy First Scotland -
The redesigned service replaced the current Minor Ailment Service and Pharmacy First Services. This is an NHS service provided by the Community Pharmacy when a patient presents with a minor illness.

Pharmaceutical Public Health Services –
Smoking cessation and supply of emergency hormonal contraception

Medication Care and Review –
To enable Community Pharmacy Teams to support patients with long term conditions

Substance Misuse Services –
e.g - Needle Exchange Services, Opiate Substitution Therapy

Stoma Service –
Appliance supply for patient with a colostomy or urostomy

Unscheduled Care –
Urgent health matters / supply of emergency prescription medicines

Responses
All of these are needed, the current pharmacies in the area aren't the most helpful when it comes to management of long term conditions and having a pharmacy where service users can safely exchange and dispose of their needles will greatly help.
All standard services available a stone's throw away. Dont want more addicts and users coming into the area.
good - im sure they will provide a much better service than the one i went too
Currently, I work full time 5 days a week and it's difficult to deal with my parents and my own medication at times when I finish work etc. A Sunday is ideal to sort things and gives the freedom of a good window to visit on a Sunday. I actually don't know if anything other than large chains open on a Sunday so this is music to my ears. It means I can deal with med issues when I visit my parents on a Sunday
Offer a lot of services
These services are already readily available locally
hopefully actually be able to get a minor element when i want it rather than having to sit and suffer as i cant speak to a chemist
Needles exchange on a Sunday
They look good
Having a pharmacy with better disabled access would mean I can actually get advice face to face
Another pharmacy would let us get better healthcare and reduce pharmacy waiting times.

Services seem adequate.
Hopefully actually be able to get the morning after pill and have a pharmacy just down the road for anything we need.
Happy for all to be provided
I feel it's always beneficial to have these pharmaceutical services grow in this area.
It covers all necessary areas.
They look similar to what is present above - however the pharmacies in Maryhill aren't providing those services properly so I'm hoping this pharmacy will for example be able to supply patients with compliance aids like my mother who desperately needs them
Good that these services will be provided on a Sunday
Good for emergency prescriptions
Really great. Nothing like this in the area.
Fantastic
The community needs a pharmacy local to them that provides services that they can access
Very useful to have these services in our doorstep.
Good range of services for the area
The ability to actually provide these services would be great as the pharmacy in Maryhill is obviously unable to do so properly
Hopefully they treat people as equals
They sound good.
I live [REDACTED] and do not want Substance Misuse Services anywhere near where I live. There are other pharmacies that offers all of the services within the boundary proposed.
Absolutely do not think there should be a substance misuse clinic in this area. Lots of families stay here and there are 2 schools and a nursery in the vicinity. This is dangerous and off putting for people who might want to move into the area.
I don't believe another pharmacy is required in the area. I don't want people congregating outside my flat. I also don't believe I want a needle exchange service outside my front door
I think Ruchill needs this. It needs new business in the area.
It is something that is badly needed
Great for the community suitable for the elderly people within the community
Everything looks good Looking forward to getting good service
Good for the community of Ruchill. The row of outlets where the pharmacy is proposed has went through so many different owners / businesses over the last 10 years so it would be good to have some consistency. Hopefully the pharmacy will initiate sustainable businesses for Ruchill.
We have these services in the area amongst our shopping and community services on and off Mary hill road and in Balmore road. We do not need one in Ruchill.
Dispensing and pharmacy 1st is badly lacking in the district
They seem consistent with what a pharmacy should offer.
I think there has been a need for these provisions in Ruchill for a long time.
There is a lot of good options for the proposed pharmacy.
Excellent range of services for local people.
Getting advice from pharmacist as opposed to long waits to access a doctor will be very helpful as well as the longer opening hours

My only concern with substance misuse is the fact the site is directly across the road from the park.
After seeing hiw many people attend for their first covid vaccine at the sec whibarw under the vulnerable bracket, I think this area would benefit from this service.
The only other thing I can think that would be beneficial would be if there was a mental health element included, especially with the way things are at the moment - lack of GP appointments and long wait times to speak to someone about mental health.
Varied supply
Really good , we need this is on our local area for our residents
Suitable
Already provided by loads of pharmacies
Already available locally
Im hoping that this shop gets opened here as everything it offers is badly needed in the Area. I think I'm almost a mile walk to my nearest pharmacy, which is a struggle due to being asthmatic.
Will be handy for the elderly and local
I don't live in Ruchill / Maryhill I'm in Milton which is G22 however my mother inlaw lives round the corner [REDACTED]. We need to go down to Maryhill rd for a pharmacy this proposed site would be beneficial to her & give her a bit of independance as it's easier access rather than extremely busy Maryhill rd. I think it's a great idea for the community. I for one would love to see this gonahead.
Perfect
All helpful and necessary in an area lacking in services
Local chemist is exactly what we need
I don't have any strong views on this.
My views are all positive on the above.
Fine
This is great as it is a wide range
Very important
A pharmacy that actually serves you rather than sends you off to the gp
I don't know too much about these things
there is a great need for the above service within the ruchill community
Hopefully having a pharmacist I can speak to and get advice from
Excellent
don't know
Agree with all proposed services. Particularly having a needle exchange.
I believe this is a necessary addition to the neighbourhood and would help a lot of local people with lots of those features.
Agree
Please don't have the substance misuse services available at opening times (aka school run time).
local chemist would help as its expensive to get the bus and long to walk when the area floods under the bridge it's hard to get out of ruchill
Concerned drug misuse services encouraging anti social behaviour in the area
This seems like a good number of services to offer, I can't think of anything you'd want that isn't covered by that list

Any of the services above would be fine by me
The service is needed for the area especially the elderly and disabled
it about time wee had a pharmacies
Not sure if I lived on Bilsland Drive, I would be happy with the substance misuse service on my doorstep 7 days a week.
I would be worried about a needle exchange as the pharmacy is within walking distance to the school however it's all done correctly and doesn't cause any undesirable people hanging around the area then i suppose it would be ok.
The medication and care review service would be helpful for people like myself that need support managing chronic and painful conditions.
These would be great services for the local area
All good, all necessary
That will be very convenient and helpful
It would make a real difference for us, as our currently closest pharmacy doesn't offer these services.
I would rather drug substance misuse services were not offered
There is no need for these as they are already provided fully.
I DO NOT WANT DRUG USERS/ABUSERS CONGREGATING IN MY NEIGHBOURHOOD. I DO NOT WANT 'Substance Misuse Services'.
It will be good having a pharmacy in the area that will provide all the above services without turning people away
Another chemist in the area will mean people can get the advice they need
Already plenty of services offered in surrounding areas ie Maryhill and Saracen
All good services a local chemist is needed in this area.
Adequate services already in the area.
Think it's great for minor ailments
Pretty standard and useful for area covering
Much needed and gives patients options.
I think it is important for the elderly residents, and any residents for that matter, withon the proposed pharmacy's new location, to have quick and effective care at the earliest possible opportunity. Being in the center of ruchill, will provide the locals with a fast and local place to collect precriptions and see a pharmacist when needed.
I support all of these services.
A pharmacy that actually provides the full range of services they are meant to offer
OK
Excellent provision and services
I am happy with this
I would support with the exception of substance misuse, I don't want anyone carrying used needles around the street where my children are. You would also have people collecting Methadone or exchanging needles while children are passing the pharmacy on the way to and from school
Very much needed service
fantastic, other service providers in the area seem to be too busy to provide any consultations with pharmacists
It will be close to the halls ad easy for us to get to meaning we don't have to deal with awful advice/service elsewhere

We need a chemist who actually wants to help the public
Wide range of services for the community.
Great it will be good for the local community
These services are not immediately available to residents in the area and I think the provision of these services will greatly benefit the health of the community.
Will help local Ruchill residents access pharmacy more easily especially in winter. Sunday and later Saturday opening will certainly add value for Ruchill residents and those who travel through Bilsland Drive
Very needed
I am acting on behalf of a patient from My workplace. This patient has had such a bad experience with local pharmacies that she has now asked that her prescriptions go into a Large chain in town and now has to rely on bus service to collect her prescription.
Another pharmacy is essential
A local chemist is needed in Ruchill for the community
Good, another chemist in the area means they may have more time to speak to you
Faster dispensing and a better services as a whole
A local pharmacy in Ruchill might care about the community better and take time to talk to us about our health and give us advice
I think in the area the pharmacy is opening , they are covering a large amount of services much needed in this area.
The pandemic shows how much chemists are needed so another one in the area is 100% needed
It will be great if they can order the correct meds and on time and even get them delivered to me as Lloyds promise one thing then do the opposite.
The current provision is clearly extremely poor. Another pharmacy would massively improve patient care and the overall health of the community
As I'm not a user, I like the idea of needle exchange. I deal with a lot of drug addicts in my field of work and having a reliable pharmacy offering a service like that will really help the community. Safe disposal of used needles is essential especially in this area.
We have been crying out for a local pharmacy for years and were shocked when the last one got rejected . Ruchill need this. It is like we are forgotten compared to Maryhill and Possil
I really enjoy having a local pharmacy that I can walk to and get advice from when needed. If it is open 7 days a week it means I don't need to worry about my health as much as I will have care around the clock.
A pharmacy that knows what there doing will be great for the area
it will reduce waiting times and streets on the other pharmacies
We need a local, 7 day a week pharmacy to help us with urgent matters.
Ruchill needs to have some kind of healthcare in the area. A pharmacy is a great place to start. All these services look good but in our doorstep.
All of the above look good.
Sounds like a good range of services.
A pharmacy closer to the halls that actually had stock would be ideal. Especially things like the morning after pill as I know girls who have been in the same situation.
More chance of speak to the chemist if there is another pharmacy in the area.
im sure a new pharmacy would be able to offer boxes for elderly patients and those that need them without having to wait or be told no
Good range of services
All great addition

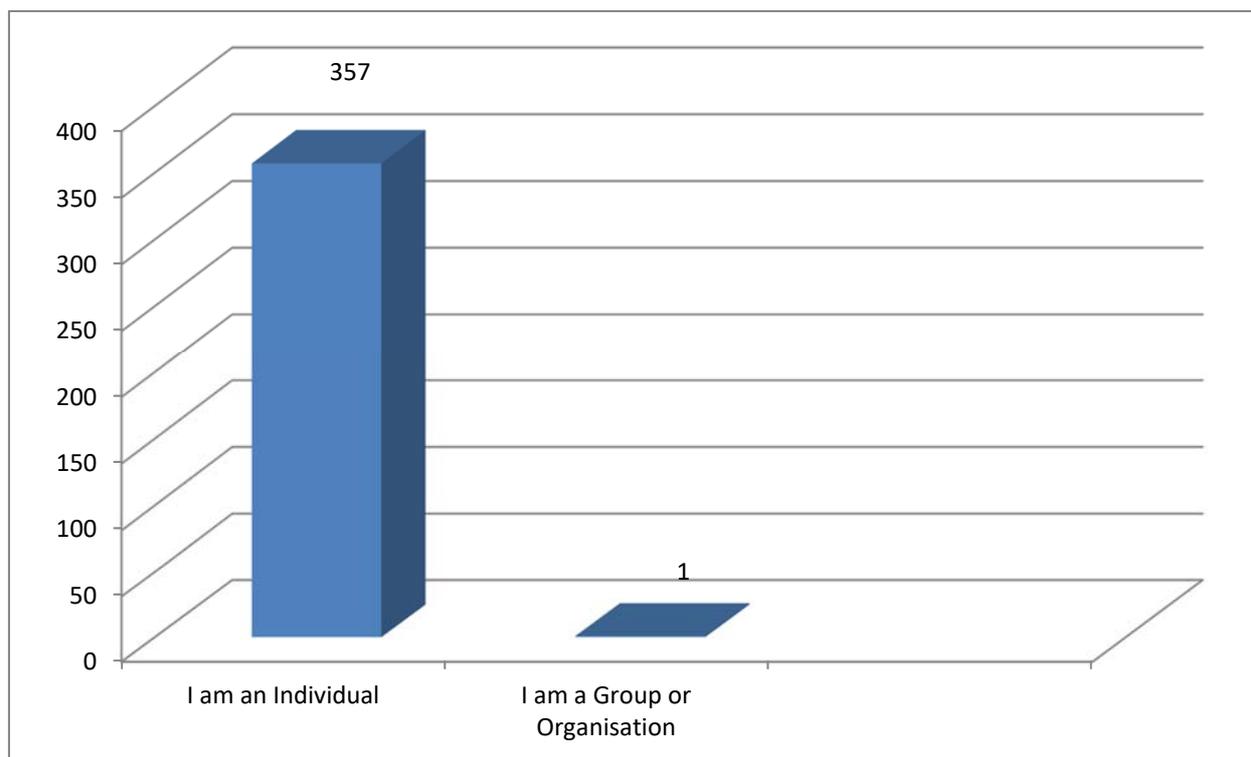
Absolutely wonderful that all these will be included, this is a well needed amenity within this area as many people I know including myself don't drive so it would be so convenient for me and people I know as it is on the route home
The area would really benefit from this application, the community needs this.
Good range of services offered
In line with the requirements and needs of the area
All important and necessary to the area
All services required
Hopefully pharmacy will have more time to spend with patients and offer advice for long term conditions
great services offered
Takes a very long time for prescriptions and have to come back more than once for all my medication
Excellent, a new pharmacy would mean I would get my medicine on time and allow time to speak to the pharmacist for advice. My current pharmacist is always too busy!!
I would use this pharmacy. My pharmacy is not helpful and I would get my bubble pack from here.
Easier to access and hopefully better service
More pharmacies mean a reduced waiting time
I think they've got everything right and are wanting to cover all the areas by the looks of it!
More pharmacies allows more time to talk to pharmacists about my medication
Will be able to support the intended area by reducing waiting times and ensuring that individuals get the care and one-to-one care they need. Moreover, the accessible location will allow the pharmacy to serve and positively impact the surrounding greater Glasgow area and the weekend opening times are a real asset!
Reduced waiting time. Chance to consult with a pharmacist in my area.
These are all relevant services needed in this area in my opinion.
Excellent variety of service and much needed for the area given the demand. Will be good to have an independent pharmacy too.
another pharmacy is needed as the doctors tell us to go to them first but they never have time so another pharmacy means more people have time to get advice
i think a new pharmacy would help reduce the pressure on the other pharmacies. my pharmacy in maryhill always seems to be busy and the pharmacist never has time to speak.
I really like these, the Lloyds pharmacy and Mary hill pharmacy tend to never have my items in stock so I'm hopeful a new pharmacy will really help that
I'm really interested in the medication review I've never been offered any in the pharmacies that are there
Good services to offer
I really need another pharmacy to ensure I can actually speak to a pharmacist and get helpful advice. Another pharmacy would mean it wasn't taking me so long just to pick up a prescription, and would hopefully mean that I was able to get what I need when I need it. Rather than having to travel some distance to get what I need. It would be a huge help to me and my family.
I think more pharmacies would reduce the waiting time. And it would also reduce the traffic on the phone.
more pharmacies will reduce waiting time and help me get the advice
More pharmacies enables us as customers to see the pharmacist in a quick and efficient manner. As it reduces waiting times and increase the chance of speaking with the pharmacist. It also means the pharmacist will be less stressed as they are not being over burdened with an enormous workload and as a result answer queries/concerns in a better capacity

This is why having a local pharmacy will help and better the area
it would hopefully give a better quality of service and a lot closer to me.
More pharmacies means reduced waiting time
Another chemist will let more people have access to better service
Local pharmacist is needed
If there were more pharmacies or would reduce waiting times
More pharmacies in the area allow more people to access help and advice with there health. Especially in the world we live in now more responsibility or minor ailments have been given to pharmacies and passed on from GPs. Pharmacies are open on weekends when you can't reach doctors. Sometimes you need your prescription or can only get them on weekends. They only add to the safety of an area there is no negative impact on another pharmacy.

Question 6

Do you think the Intended Applicant's proposed pharmacy will impact other NHS funded services like GPs, community nursing, other pharmacies, dentists, optometrists and social services?

Answer Options	Response Count	Response Percent
Yes	120	33%
No	172	47.4%
Don't Know	71	19.6%
Totals	363	100%



Responses
It won't impact them in a bad way, if anything it'll help them. Having a new pharmacy who are readily available all hours of the week and want to help and change the community and work with these NHS services will make this area fantastic.
Taking money from an already decreasing pot.
everyone works together
I believe having this would just help gel together the other care services, I believe this truly would make a better service altogether
We can work together to provide a great healthcare service
There is no shortfall on pharmacy services in the area so this may affect other pharmacies.
surely would be good for them all
Will surely keep everyone happy

It could only be a good thing to have more availability of these services
It will enhance them
Takes the pressure off surrounding GPS and and other pharmacies
In a good way
I can see there being a net positive benefit. There aren't many other chemists near by but this definitely would help the area and maybe it may attract other healthcare professionals to the area.
In guessing it'll help everyone work together and provide a better health service.
I believe having additional support will benefit the surrounding NHS funded services. It will aid surrounding GPS and community nursing, whilst relieving pressure from surrounding pharmacies.
Of course it will impact other services but always in a good way - adding to other services will always improve the quality of care provided to the residents
It will help because I can never get a Doctors appointment
The other ones are always too busy
Will definitely help us in the area.
I already use a pharmacy on the main road as i have no other option. This is not convenient for me
Most other pharmacies in surrounding area are closed at specific times of the day. Impacting local people who can only pick up at i.e lunchtime or after 5pm
Will bring positive business to the area.
They'll help support the other services and give us easier access.
Better integration with local GPs
A high standard of pharmaceutical care will be able to hopefully lessen the workload of local GP surgeries whilst giving the population residing in the area the opportunity to get access to different efficient pharmacy services
Yes but to produce a better service
no.
There are multiple pharmacies that offers all of the services within the boundary proposed.
It can only help and ease some of the burden on these services
I think it'll impact in a good way. Some of the pharmacies on Maryhill road are advising 5 days for collecting from GP until uplift, it's not good enough. I'm aware there's a pandemic and many are exceptionally busy but patients are suffering and this is an ideal solution.
I think it could take pressure off of the health centre with so many people travelling down for prescriptions. It could also provide community nursing a base from which they could contact patients and make their job easier.
I believe that the pharmacy's outwith the neighbourhood area are stretch so another pharmacy helps the local community especially with proposed opening hours 7days per week
Will help GP's take pressure from them and hopefully improve the service in the area
To help provide better services to members of the public in a good way
I feel this will enhance other services rather than impact them as it gives more access and therefore more help available by spreading it across a wider area. This could in turn free up GP appointments, dental appointments etc.
I think this will relieve pressure on other pharmacies
It will improve the care provision and access for all of our residents
There is little local provision
Could cause other pharmacies to close?

I don't think if there is an impact that it's a negative one.
We need a pharmacy in this area
The designated neighbourhood has no pharmacy currently- it would be really useful for the community to have a pharmacy within a short walking distance
I think it will be good on other pharmacies located near this neighbourhood. It will decrease the workload, and wait for customers to receive their medications.
It will help the doctors and it would reduce waiting time especially for minor ailments it means not having to book an gp appointment, you can just walk in
Make it easier for us to get care and save time of gps
There are no Doctors nearby!Possill/centre about 1/2 hour walk,Maryhill about the same!Woodside about the same
the nearest pharmacy's is in Possill or Mayhill
There is enough of these services in the community. I don't want to see other chemists close just so a new one can open
Impact positively
Should enhance
unsure but there is a great need for it in the area
In terms of people no longer having to get buses to other pharmacies then yes , it will drive business to the local pharmacy. I can't see how it would negatively impact social services.
The new Woodside health centre who's area is within g20 does not have a pharmacy attached, it is still in the old building of Garscube road. It is always awkward trying to get to a pharmacy while on the way home as you have to double back on yourself or continue onto Maryhill road making the journey even longer. This will be more accessible for a range of people.
There are not many pharmacies around if any
There are no similar services within that community.
Less strain in other pharmacies
Think the area needs this.
Ruchill has never had a pharmacy, therefore it'll do the world of good. Especially for those, including myself, having to travel to other pharmacy's out with their local area. This new pharmacy will help in a positive way and be really beneficial.
Ruchill will benefit from a pharmacy!
In a positive way. We need an optometrist in the area.
it will save people going to Maryhill/ Possill
Yes but in a good way. It would take the pressure off busy pharmacies and allow patients to actually get medication on time. Which some pharmacies continually fail to do.
No because they will be serving an Area with none of the above services, so not taking service from any Pharmacy in the Ruchill area As there are none.
Potential to affect other pharmacies but that's only because this pharmacy isn't yet open so there's no alternative
It's not near to any of that
Other Pharmacies will probably lose a substantial amount of business.
Hopefully improve other pharmacies as they will have competition
Make it all better
It could help GPs the community can go to the chemist for minor ailments and advice.
No need for anymore chemists in this area.

Compliment them
Take pressure of the healthcare system
Will help support them
I don't think people will change from their current pharmacies or are people aware enough of the services it offers, I would hold the council accountable if any incidents arise from this pharmacy which will likely happen.
Would be a good thing
As currently GPs ask that u use pharmacy first service, and local pharmacies dont seem to want to provide service
Surely they will have an added bonus to the healthcare
It would ease the strain on doctors
There is not another service in this area
More money for nhs would be ideal
Good service for all
It will assist them.
By having a local pharmacy open 7 days a week offering a large range of services many people who may have gone to the GP for minor ailments or colds may instead visit the pharmacy first, saving the NHS money and freeing up an appointment space for someone with a more severe or urgent issue.
In theory it should enhance services, reduce complacency, offer alternatives and if prescribing chemists, then they will reduce GP's workload
Room for this
They will all work together
It will take the pressure off the doctor and pharmacies in the area
It'll impact them in a fantastic way, not in a negative way. Having a pharmacy willing to open those hours, cut down on waiting times and really care for the community is what we need. Gp surgeries will be able to rely on them and in turn get medication to patients much faster than other places.
Pressure the other pharmacies to do better
Will ease the pressure
The only impact would be a positive one.
Provide better healthcare.
They are unique pharmaceutical services being offered. The area is not well served by the other services you mention above, so will not be impacted.
Would free up GPs from dealing with minor illnesses and reduce wait times at the Maryhill pharmacy
I think there's space for everyone
I don't think it will affect anything in a negative way as I said previously the new Woodside health centre does not have a pharmacy and Maryhill, Ruchill etc don't have any of these facilities close by!
Potentially make these services quieter, less waiting time, and therefore a positive impact
Only positively
Help support other services for the patients that live in this area
Reduced workload for the medical practice as more patients will access pharmacy first through pharmacy
There is sufficient services provided within the area.

It won't impact them in a negative way, the doctors will have a pharmacy that's really trying to better the community
Positively - will alleviate some of the pressures for those services
Current pharmacies in the area are not up to scratch and clearly can't cope with volume of patients.
Yes in a positive manner. An independent pharmacy will offer variety and increased scope of services during busy periods.
It could help to take pressure off of other services
there is no healthcare at all in ruchill at the minute it feels like it has been completely forgotten. i dont think it will impact the other pharmacies
It won't impact them negatively I think it would really help the doctors and dentists actually, as the current pharmacies really don't seem to get along with them. And I also find whenever I bring in a prescription to either of the other pharmacies I'm told straight away the waiting time is almost an hour. So hoping with a new place this won't be the case!
It won't, the pharmacies in this area are shocking sometimes, Maryhill pharmacy never has the same staff and the Lloyds never have my tablets in stock. The waiting times are awful as well. Having a new pharmacy that can really aid the community and build relationships with us will be lovely
It will reduce their workload and increase efficiency.
The other NHS services will be able to provide a better service as a result of an additional pharmacy being in the area. Therefore, they can get prescriptions faster to their patients. Also, customers can go to the pharmacist for queries under minor ailments instead of going to the GP/optometrist or dentist etc
It will have a good impact as it would ease the workload of other services.
Yes it will improve healthcare and take pressures off other strained areas of the NHS

Question 7

How did you become aware of this consultation?

Answer Options	Response Count	Response Percent
Advert – Glasgow Times	42	11.6%
NHSGG&C Website	53	14.7%
Other	266	73.7%
Totals	361	100%

Responses
Twitter
Social media
Word of mouth
My mother had heard about it from the local shop in Ruchill
My pal
a google search for Ruchill Pharmacy.
Massive sign outside the proposed premises.
Was forwarded from another individual who stays in the area
Seem leaflet in shop and information board outside proposed shop.
Board outside the premises and from the local shop
Sign above shop
Poster on shop
Family member
Live next to proposed premises
Passed by the proposed outlet.
I by passed the unit as I was going to the local shop.
Information on Bilsland Drive
Sign on proposed unit on Bilsland Drive.
We saw the sign on the proposed location and used the QR code for link to consultation.
Billboard outside the intended premises on Bilsland Drive
I walked past the site after walking around the park
I live in Ruchill and the proposed site is 2 minutes from my where I live. I saw the sign and wanted to respond.
Advert in shop
Billboard at proposed site, a very useful way of communicating directly with local people
I live in the area.

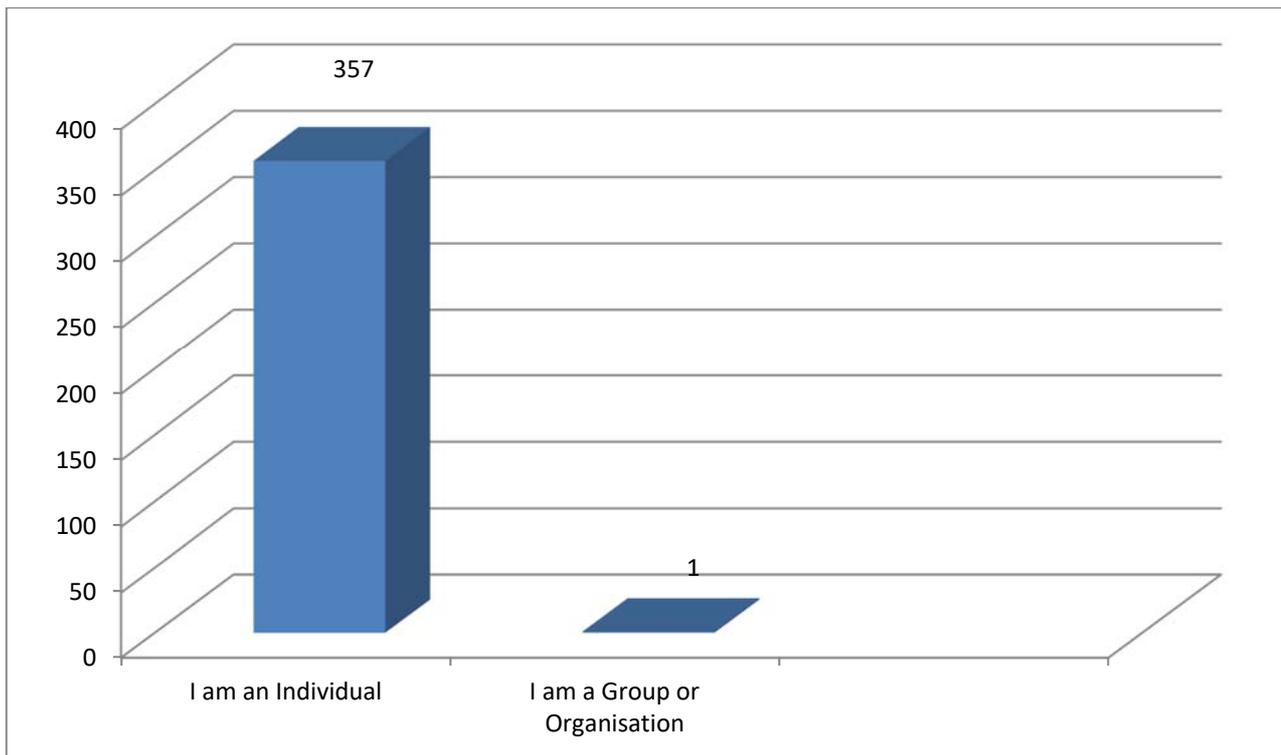
Facebook
Banner at proposed site
Local advertising
Leaflet in local shop on Bilisland Drive
Shop keeper
I live in this area and seen the signs about it
Saw it on street
my mate
Seen a billboard on the shop
Poster on proposed site and flyer in local shop
I drive past the poster on the building every time I go to my grans house.
Signage on outside of shop
I am a local councillor
Poster up in bilisland drive
Advertised outside where the proposed pharmacy will be. Also, I got a leaflet through my door!
Outside the proposed pharmacy and a leaflet through the door!
Passed the site and saw the details as well as a flyer being received regarding it
card in door
On Community Council it was brought up an meeting.
I live close to the site
I visited Ruchill park and saw the sign
The proposed pharmacy being in my neighborhood, I saw the sign that was put on the shop front.
I saw the notice on the front of the site for the chemist.
Saw the premises in question today advertising it's role as a pharmacy.
I came across this on Twitter because I follow the area news. I also walk past the proposed site almost daily.
Leaflet in newsagent next to proposed pharmacy
I live on Bilisland Drive and became aware of the proposal.
Friend
Local councillor letter
seen advertisement
Big writing at location of proposed pharmacy
I work in Maryhill Health & Community Centre. I was sent an internal Email
When walking past proposed pharmacy site I saw information regarding the consultation on the signage.
Shop in Ruchill
my GP as I complained to them.

Work colleague
Scott in the local shop
Thriving places in Facebook
On the Maryhill Council Facebook page
I live near it and seen the poster and decided to attempt to get it built as it would be well appreciated by me and my neighbours
Local shop with questionnaire
Seen the banner and got the questionnaire in local shop down the road

Question 8

Respondent Information

Answer Options	Response Count	Response Percent
I am an Individual	357	99.7%
I am a Group or Organisation	1	0.3%
Totals	358	100%



Actions to be Carried Out Prior to Start of Joint Consultation Exercise

Action	Completion Date	Responsible Person	Detail/Comments
Advert for Newspaper to be drafted	15/02/2021	Contracts Co-ordinator	Advert drafted and sent to Intended Applicant (IA) on 15/02/2021
Tweets to be scheduled	15/02/2021	Contracts Co-ordinator	Tweets scheduled and sent to IA on 15/02/2021
Questionnaire to be prepared	15/02/2021	Contracts Co-ordinator	Questionnaire updated and sent to IA on 15/02/2021
Micro-site to be developed for Board's internet site	15/02/2021	Contracts Co-ordinator	Micro-site updated 15/02/2021

Actions to be Completed at Launch of Joint Consultation Exercise

Action	Completion Date	Responsible Person	Detail/Comments
Advert for Newspaper – to appear in newspaper with highest circulation within neighbourhood	01/03/2021	Intended Applicant	IA provided Health Board with a copy of the advert placed in the Glasgow Times. A copy of the advert can be found at Appendix 2.
Initial Tweet to appear on Board's site	01/03/2021	Contracts Co-ordinator	Initial Tweet appeared on Board's site 01/03/21. Further Tweets scheduled throughout the 90 working days.

			A copy of the Tweet schedule can be found at Appendix 3.
Hard copies of questionnaire to be made available if/when requested	01/03/2021	Contracts Co-ordinator	Hard copies of questionnaire available if/when requested.
Micro-site to go live	01/03/2021	Contracts Co-ordinator	Micro-site live 01/03/21
E-mail notification to be sent to List of Stakeholders (copy of list attached to Plan)	01/03/2021	Contracts Co-ordinator	Email & postal notification to all stakeholders sent 01/03/21

Actions to be Completed During Joint Consultation Exercise

Action	Completion Date	Responsible Person	Detail/Comments
IA contacted TC on 28/02/2021 requesting 300 copies of the JC questionnaire.	01/03/2021	Contracts Co-ordinator	TC advised IA 300 copies of JC questionnaire were ready to collect from Clarkston Court on 01/03/21. TC urged the IA to give careful consideration of how the questionnaires are circulated as information on how long the COVID virus remains on paper and transmission rate is unclear. TC advised if the IAs still wants to proceed they must be prepared to demonstrate they have considered the risks associated with infection and how these can be mitigated. The IA collected the questionnaires on 11 th March 2021.
	05/04/2021	Akash Sood and Paige Denholm	Hard copies of questionnaire were made3 available in the local shop (convenience store near to proposed premises) for

			residents to freely pick up to minimise COVID risk.
IA requested permission to put a banner outside proposed premises	05/03/2021	Nathan Denholm	Banner agreed with the Board which was put up on shop shutters of proposed premises on 05/03/2021. A copy of the banner can be found at Appendix 6.
IA requested permission on 01/03/2021 to distribute a leaflet to the residents within the defined boundary.	13/04/2021 20/04/2021	Paige Denholm Akash Sood	Leaflet agreed with the Board. Copies of the leaflet were distributed to residents within the defined boundary on foot on 13/04 & 20/04/2021. A copy of the leaflet can be found at Appendix 7.
Facebook & Twitter pages created for Ruchill Pharmacy to raise awareness of JC	01/03/2021	Paige Denholm Akash Sood	To make residents aware of the consultation, the IAs created the following pages on Social Media – Facebook- Ruchill Pharmacy, and Twitter - @ruchillpharmacy. Social media posts posted throughout duration of consultation
Contacted MPs, MSPs, Local Councillors and Local Groups	09/04/2021 09/04/2021	Nathan Denholm Nathan Denholm	IAs made contact with MPs, MSPs, Local Councillors and Local Groups via email. IAs Contacted doctors surgeries within the area to discuss the pharmacy application. Letter of support received from The Maryhill Red Practice via letter on 09/06/2021.
Further contacted stakeholders in the area (GP surgeries, healthcare professionals, MSPs, Local Councillors, and Community Council)	24/05/2021	Nathan Denholm	IAs received support from Local Councillor Allan Gow on 02/06/2021 via email due to COVID.

			<p>Letter of support received from Bob Doris SNP MSP via letter on 07/06/2021.</p> <p>Letter of support received from Chair of Ruchill Community council on 14/06/2021.</p> <p>Letter of support received from Local Councillor Gary Gray, Labour Party on 30/06/2021.</p>
Phone call with Community Connector Brian Land to support the proposed pharmacy.	09/06/2021	Nathan Denholm	<p>Verbal endorsement for the proposed pharmacy received from Brian Land, Community Connector.</p> <p>Agreement shared on social media pages- Thriving Places Ruchill</p>
Endorsement of potential new pharmacy from local dentist in Possilpark.	16/06/2021	Nathan Denholm	Letter of support received from Dentist at Possilpark Dental Care.

Monday March 1, 2021

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● Planning Notices

Ruchill Pharmacy

NHS
Greater Glasgow and Clyde

PROPOSED APPLICATION FOR INCLUSION IN THE BOARD'S PHARMACEUTICAL LIST

NHS Greater Glasgow & Clyde and DS Pharm Ltd T/A Ruchill Pharmacy are conducting a Joint Consultation with the general public as DS Pharm Ltd proposes to submit an application to provide pharmaceutical services from premises situated at 261-263 Bilsland Drive, Ruchill, Glasgow, G20 9RE. DS Pharm Ltd plans to provide a wide range of pharmaceutical services (full details are provided within the consultation questionnaire) including:

Dispensing of Medicines, NHS Pharmacy First Scotland, Medication Care and Review, Pharmaceutical Public Health Services

The proposed pharmacy opening hours are:-
Monday to Friday: 8.00am-6.00pm, Saturday: 9.00am-5.00pm
Sunday: 12.00pm-4.00pm

We are interested to hear the views of the people who live and visit the area of the proposed application. Please complete the short questionnaire by visiting:
<http://www.nhs.gov.uk/pharmacyconsultations> or Twitter: @NHSGGC

A paper copy of the questionnaire is also available and in other languages or large font by calling: 0141-201-6047

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

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

PLEASE NOTE this consultation will run for 90 working days. We will not be able to consider comments received after 6pm on Friday 9 July 2021.

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or letter to - Freepost

COMMUNITY PHARMACY DEVELOPMENT

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

PLEASE NOTE, this consultation will run for 90 working days. We will not be able to consider comments received after 5pm on Friday 9 July 2021.

Timescale	Tweet/Facebook
01/03/2021	Responses are invited to a Public Consultation for a proposed new pharmacy at 261-263 Bilisland Drive, Ruchill, Glasgow, G20 9RE. More information can be found at www.nhsggc.org.uk/pharmacyconsultations
19/03/2021	Public Consultation is underway for a proposed new pharmacy at 261-263 Bilisland Drive, Ruchill, Glasgow, G20 9RE. More information can be found at www.nhsggc.org.uk/pharmacyconsultations
14/04/2021	Don't forget to have your say about a proposed new pharmacy for 261-263 Bilisland Drive, Ruchill, Glasgow, G20 9RE at www.nhsggc.org.uk/pharmacyconsultations
27/05/2021	Don't forget to have your say about a proposed new pharmacy for 261-263 Bilisland Drive, Ruchill, Glasgow, G20 9RE at www.nhsggc.org.uk/pharmacyconsultations
25/06/2021	Don't forget to have your say about a proposed new pharmacy for 261-263 Bilisland Drive, Ruchill, Glasgow, G20 9RE at www.nhsggc.org.uk/pharmacyconsultations
02/07/2021	Don't forget to have your say about a proposed new pharmacy for 261-263 Bilisland Drive, Ruchill, Glasgow, G20 9RE at www.nhsggc.org.uk/pharmacyconsultations
05/07/2021	Not long now so don't forget to have your say about a proposed new pharmacy for 261-263 Bilisland Drive, Ruchill, Glasgow, G20 9RE at www.nhsggc.org.uk/pharmacyconsultations
06/07/2021	Time is running out to have your say about a proposed new pharmacy for 261-263 Bilisland Drive, Ruchill, Glasgow, G20 9RE at www.nhsggc.org.uk/pharmacyconsultations
07/07/2021	Last few days to have your say about a proposed new pharmacy for 261-263 Bilisland Drive, Ruchill, Glasgow, G20 9RE at www.nhsggc.org.uk/pharmacyconsultations
08/07/2021	Last full day to have your say about a proposed new pharmacy for 261-263 Bilisland Drive, Ruchill, Glasgow, G20 9RE, at www.nhsggc.org.uk/pharmacyconsultations
09/07/2021	Last chance to have your say as consultation closes at 5pm for a proposed new pharmacy in 261-263 Bilisland Drive, Ruchill, Glasgow, G20 9RE. Have your say at www.nhsggc.org.uk/pharmacyconsultations

Member of UK Parliament

Patrick Grady MP

Member of Scottish Parliament

Bob Doris MSP

Local Councillors

Councillor Allan Gow	Baillie Jacqueline McLaren
Councillor Gary Gray	Councillor Robert Mooney

Regional List of MSPs

Patrick Harvie	Anas Sarwar
James Kelly	Adam Tomkins
Johann Lamont	Annie Wells
Pauline McNeill	

Community Council

Cadder Community Council	Lambhill & District Community Council
Maryhill & Summerston Community Council	Milton Community Council
Possilpark Community Council	*** Ruchill Community Council ****

Local Engagement Network

May Simpson	
-------------	--

Voluntary & Housing Associations

Action for Children - North Glasgow Family Support Team	Maryhill Mobile Crèche
Afternoon Tea	Maryhill Parent and Toddler Group
Bethany Christian Trust	Men's Club (Maryhill Parish Church)
Boys' Brigade Company No 152	Milton & Lambhill Thriving Places
Breakthrough Youth Project	Milton & Lambhill Thriving Places
Cadder Housing Association	NG Homes
Cappella Nova	NG Homes Chinese Group
Cleveden Secondary School	North Community Addictions Team
Common Wheel	North United Communities LTD
Community Care Scheme	North United Communities : Nu Me
Credit Union	North West Recovery Communities
Cube Housing Association Ltd	North West Women's Centre
Cube Housing Association Ltd	NUC Afterschool Drop in
Dance Boot Camp	Pan African Arts Scotland
Dance Class	Parkhill Residents Association
Dar Al-Falaah Community Education LTD	Possilpark & Ruchill Thriving Places
Dunard Primary School & Nursery Class	Possilpark Library
East Park	Possibilities

Elpis Centre Core Service and Elpis Outreach Service	Prince's Trust - Maryhill
FACT - Family and Children Together	Quarriers North West Carers' Centre
Findlay Memorial Church	Queens Cross Housing Association
Gairbraid Parish Church of Scotland	Redeemed Christian Church of God, Fountain of Love
GHA - Summerston Acre	Restart
GHA - Milton	Revive MS Support
Glasgow Access Panel	Royal Voluntary Service (Greater Glasgow & Lanarkshire)
Glasgow Community Hub	Ruchill Community Learning Centre
Glasgow Judo Club	Ruchill Credit Union Ltd
Glasgow Life in Maryhill	Ruchill Furniture Project
Glasgow Orchestral Society	Ruchill Kelvinside Parish Church of Scotland
Greater Maryhill Outreach Project	Ruchill Pop-up Allotments
Hawthorn Housing Association	Ruchill Singers
Hobbies Club	Sapphire Gymnastics Academy
Home Start Glasgow North	Scottish Backhold Wrestling (Maryhill Community Centre)
Inner Circle Men's Group	Shakespeare Street Youth Club
Ladies Group chancers	Simon Community Scotland - Maryhill Women's Project
Lambhill Housing Association	St Columbas RC
Link Housing Association	St Charles Primary School
Maryhill Burgh Halls	St Cuthberts Primary School
Maryhill Citizen's Advice Bureau	Stepping Stones for Families
Maryhill Community Centre	Well-Fed (Scotland) CIC
Maryhill Housing Association	West Community Addictions Team
Maryhill Integration Network	Your Choice Rehabilitation and Enablement
Maryhill Library	Young Possil Futures

Joint Public consultation for new community pharmacy

NHS Greater Glasgow & Clyde is currently in discussion with **DS Pharm Ltd T/A Ruchill Pharmacy** (Intended Applicant) who wishes to open a new community pharmacy at 261-263 Bilsland Drive, Ruchill, Glasgow, G20 9RE.

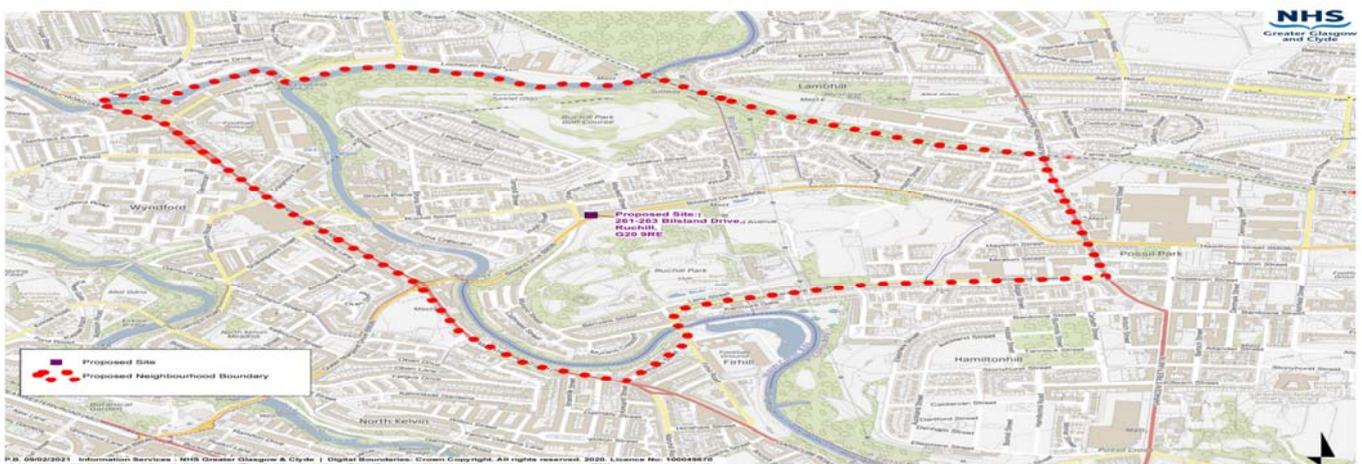
Before **DS Pharm Ltd** submits a formal application, this joint consultation exercise is being carried out to seek the views of people local to the proposed premises, or those who might use the proposed new community pharmacy.

The consultation is looking for views on the current provision of pharmaceutical services from any community pharmacy in or to the neighbourhood, and to identify any gaps in this service provision. 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

Joint Public consultation for new community pharmacy
Questionnaire

Please respond to the following questions by ticking the box for your answer and giving an explanation, as appropriate.



Map of the locality with the ‘neighbourhood’ defined - identified by the intended applicant –

North: - Canal to where it meets the railway line and the railway line to Balmore Road

East: Balmore Road

South: Junction of Maryhill Road and North Park Street, onto Firhill Road then along Panmure Street/Stronend Street where it meets Balmore Road

West: Maryhill Road

1. Do you think the area in the above map describes the 'neighbourhood' to which this application relates?
- Yes No Don't Know

Please explain your answer.

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

3. Do you think there are any gaps in the existing pharmaceutical service provision noted below?

Pharmaceutical services

NHS Prescriptions -
Dispensing of acute prescriptions

NHS Pharmacy First Scotland -
The redesigned service replaced the current Minor Ailment Service and Pharmacy First Services. This is an NHS service provided by the Community Pharmacy when a patient presents with a minor illness.

Pharmaceutical Public Health Services –
Smoking cessation and supply of emergency hormonal contraception

Medication Care and Review –
To enable Community Pharmacy Teams to support patients with long term conditions

Substance Misuse Services –
e.g - Needle Exchange Services, Opiate Substitution Therapy

Stoma Service –
Appliance supply for patient with a colostomy or urostomy

Unscheduled Care –
Urgent health matters / supply of emergency prescription medicines

- Yes No

Can you tell us more:

4. What do you think about the Intended Applicant’s proposed opening hours?

Pharmacy opening hours

In accordance with the NHS Model Hours of Service, as a minimum, all community pharmacies must open Monday to Saturday – 9.00am to 5:30pm, with the ability to have up to 2 half days per week – afternoon from 1.00pm. Each pharmacy can close for 1 hour at lunchtime. Any longer opening hours will be at the discretion of the pharmacy contractor.

	Just right	Too short	Too long	Don't know
Monday – Friday – 8.00am - 6.00pm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Saturday - 9.00am - 5.00pm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sunday - 12.00pm - 4.00pm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Can you tell us more:

5. What are your views on the provision of the following pharmaceutical services proposed by the Intended Applicant?

Pharmaceutical services

NHS Prescriptions –
Dispensing of acute prescriptions

NHS Pharmacy First Scotland -
The redesigned service replaced the current Minor Ailment Service and Pharmacy First Services. This is an NHS service provided by the Community Pharmacy when a patient presents with a minor illness.

Pharmaceutical Public Health Services –
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e.g - Needle Exchange Services, Opiate Substitution Therapy

Stoma Service –
Appliance supply for patient with a colostomy or urostomy

Unscheduled Care –
Urgent health matters / supply of emergency prescription medicines

Please provide views in the space below:

6. Do you think the Intended Applicant's proposed pharmacy will impact other NHS funded services like GPs, community nursing, other pharmacies, dentists, optometrists and social services?

- Yes No Don't Know

Can you tell us more:

7. How did you become aware of this consultation?

Advert – Glasgow Times NHS GG&C's Website

Other

Other (please describe):

8. Respondent Information

- I am an Individual
- I represent a Group or Organisation – please give the name of your Group or Organisation in the space below.

For postal responses please use: Freepost COMMUNITY PHARMACY DEVELOPMENT
(NB. Address on Freepost envelopes, must be in capital letters as above to ensure postal delivery)

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

ALL COMPLETED FORMS MUST BE RETURNED BY 5pm on

Friday 9 July 2021.

Thank you for taking part in this joint public consultation.



***PROPOSED NEW PHARMACY**



Opening hours:

Monday to Friday: 8.00am - 6.00pm
Saturday: 9.00am - 5.00pm
Sunday: 12.00pm - 4.00pm

WE NEED YOUR SUPPORT

Please support the application by completing the short questionnaire by scanning the QR code or by visiting:



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



Ruchill Pharmacy



@NHSGGC / @ruchillpharmacy

*subject to approval by the Board's Pharmacy Practices Committee



Ruchill Pharmacy



***PROPOSED NEW PHARMACY**

**261- 263 Bilsland Drive, Ruchill, Glasgow
G20 9RE**

Opening hours:

Monday to Friday: 8.00am - 6.00pm
Saturday: 9.00am - 5.00pm
Sunday: 12.00pm - 4.00pm

WE NEED YOUR SUPPORT

Please support the application by completing the short questionnaire by scanning the QR code or by visiting:

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Ruchill Pharmacy



@NHSGGC / @ruchillpharmacy

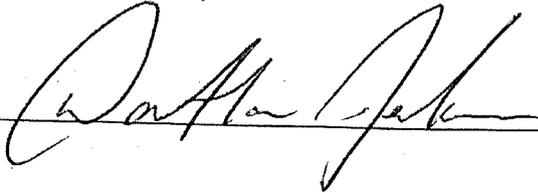
***subject to approval by the Board's Pharmacy Practices Committee**

DECLARATION OF AGREEMENT

We acknowledge that this Consultation Analysis Report accurately reflects and concludes the joint consultation with the public for a proposed pharmacy application at 261-263 Bilsland Drive, Ruchill, Glasgow, G20 9RE.

This joint consultation was undertaken in conjunction with NHS Greater Glasgow & Clyde and DS Pharm Ltd between 1 March 2021 & 9 July 2021

Signature:



Name:

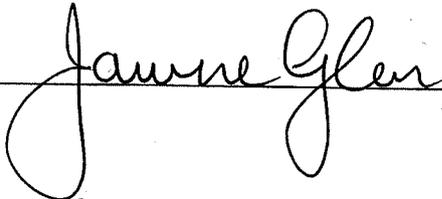
NATHAN DENHOLM

On behalf of DS Pharm Ltd, T/A Ruchill Pharmacy

Date:

01/10/2021

Signature:



Name:

JANINE GLEN

On behalf of NHS Greater Glasgow & Clyde

Date:

08/10/2021
