

# Consultation Analysis Report

Between NHS Greater Glasgow & Clyde and

Aidan Connolly, T/A Lenzie Pharmacy

Gleneden Court

Kirkintilloch Road

Lenzie

Glasgow

G66 4LQ

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# REGULATION

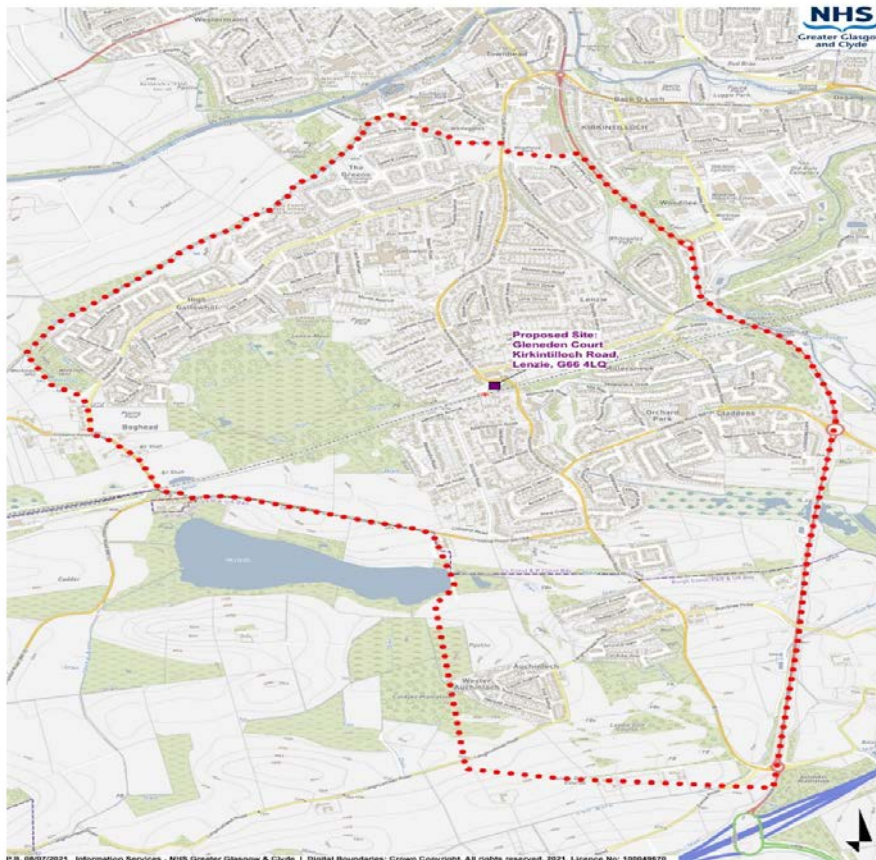
Amendments to the National Health Service (Pharmaceutical Services) (Scotland) Regulations 2009 were made in June 2014, introducing changes to public consultation arrangements in respect of applications to join a Health Board's Pharmaceutical List.

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 **Glenden Court, Kirkintilloch Road, Lenzie, Glasgow G66 4LQ**.
- Measure the level of public support for a new pharmacy in this area.



Location map of premises and neighbourhood identified by **Aidan Connolly**.

**North:** From Crosshill Road B819 where it meets the park burn, along park burn passing and incorporating all of High Gallowhill, continuing along park burn passing and including the Greens. Then cutting along the tree line, just north of Greens Avenue, passing The Loaning, going east across Civic Way, cutting east across the park area in front of the sports centre to meet Initiative Road, where it joins the east boundary.

**East:** From where the east boundary meets the north boundary on Initiative Road, going south along Initiative Road until it meets the A806/B757 roundabout past the golf course, taking in the areas of Millersneuk, Claddens and the farmland between.

**South:** From the roundabout at A806/B757 heading west along the farm land, past the golf course on the south, continuing west as far as the Cardyke Plantation.

**West:** From south of Langmuirhead Road heading north to cross Langmuirhead Road, passing the Cardyke Plantation, incorporating and passing Wester Auchinloch/Auchinloch along the farmland past Gadloch, to meet Crosshill Road. Following Crosshill Road until it meets Boghead Road. Then following Boghead Road north, passing Boghead playing fields, before forking left to follow the tree line of Boghead woods, until meeting Park Burn, where it joins the north boundary.

## METHODOLOGY

The Health Board and Aidan Connolly initially met on 15<sup>th</sup> December 2020. A subsequent Joint Consultation Meeting took place on 20<sup>th</sup> July 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 8<sup>th</sup> September 2021 and ended on 19<sup>th</sup> January 2022, a total of 90 working days. The public holidays on 27<sup>th</sup> September, 27<sup>th</sup> & 28<sup>th</sup> December 2021, 3<sup>rd</sup> & 4<sup>th</sup> January 2022 occurred during this consultation and as such were discounted.

On 8<sup>th</sup> September 2021 the consultation commenced through the following:

- Kirkintilloch Herald Newspaper Advertisement (**Appendix 2**)
- NHS GG&C Social Media Programme (**Appendix 3**)
- Stakeholders notified by NHS GG&C (**Appendix 4**)
- Questionnaire - appearing on Board Website (**Appendix 5**)
- Leaflet (**Appendix 6**)
- Banner (**Appendix 7**)
- Poster (**Appendix 8**)

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

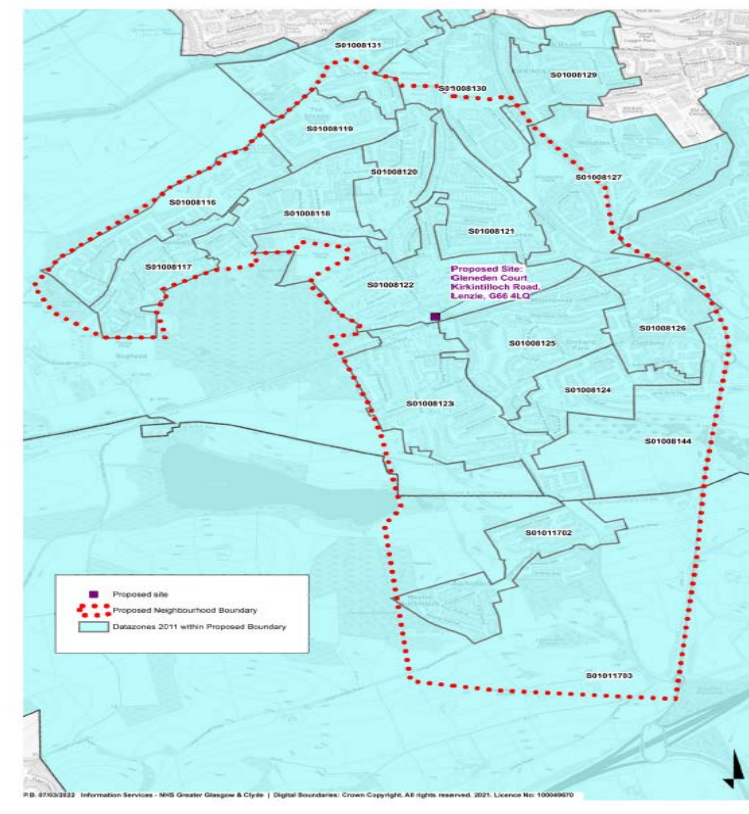
## CONSULTATION SUMMARY

In 2019 the population of the neighbourhood identified by the Intended Applicant was 16,940 (Small Area Population Estimate - SAPE). This figure comprised as follows:

S01008116 = 911	S01008121 = 623	S01008126 = 728
S01008117 = 722	S01008122 = 678	S01008144 = 2,981
S01008118 = 927	S01008123 = 946	S01011702 = 709
S01008119 = 650	S01008124 = 762	S01011703 = 1,444
S01008120 = 598	S01008125 = 885	

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

As shown in the map below, part of the neighbourhood also fell within datazones S01008127, S01008129, S01008130 and S01008131. The total population within these data zones are included in the total of 16,940 as a proportion of the population is within the shaded area representing the Intended Applicant's defined neighbourhood.



During the consultation period: 1 postal questionnaire and 970 electronic questionnaires were received. Of the 971 questionnaires received 99.6% were submitted from individuals. 100 paper copies of the questionnaire were requested by the Intended Applicant/s; however 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:

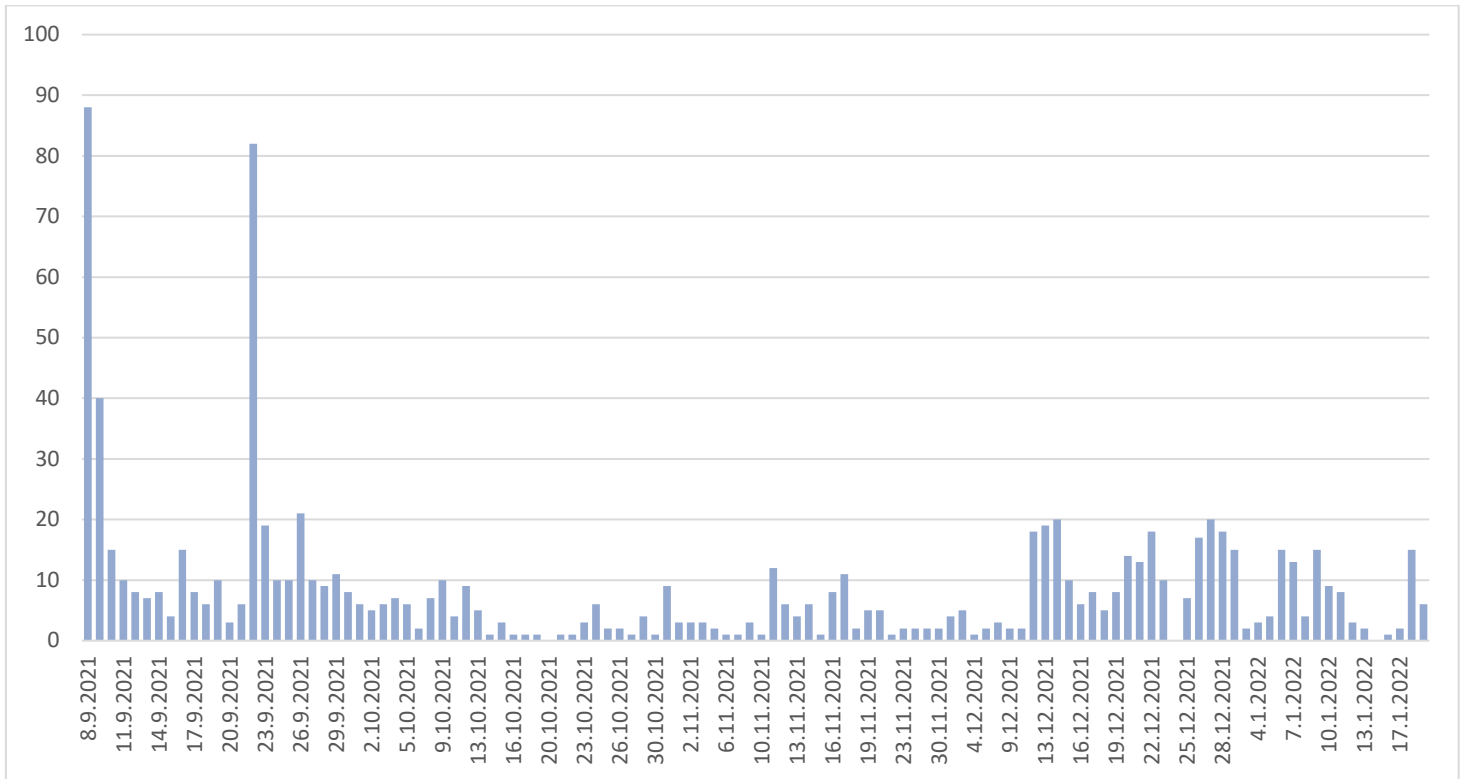
- Agreed with the proposed neighbourhood for the pharmacy – 873 (90.4%);
- Live within the proposed neighbourhood 848 (88%);
- Did not think existing pharmaceutical services provided in/to the defined neighbourhood were adequate – 706 (73.2%);
- Did not believe they received their medication in a timely manner using existing pharmacy services – 621 (65.4%);
- Agreed the proposed Monday-Friday opening hours were just right – 738 (77.3%);
- Agreed the proposed Saturday opening hours were just right – 782 (81.7%);
- Agreed the proposed Sunday opening hours were just right – 611 (66%);
- Agreed the proposed pharmacy would have an impact on other healthcare providers (either negatively or positively) – 488 (50.6%); and
- Agreed if the proposed premises opened it would change the way they access pharmaceutical services – 745 (77.7%)

Generally, the responders believed that the proposed NHS services were needed within the neighbourhood.

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 Aidan Connolly, T/A Lenzie Pharmacy, Gleneden Court,  
Kirkintilloch Road, Lenzie, Glasgow G66 4LQ**

**Timeline**



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

The Board can identify the spikes for dates 08/09, 09/09, 22/09 as according to the JC Plan these are the dates the IA distributed leaflets.

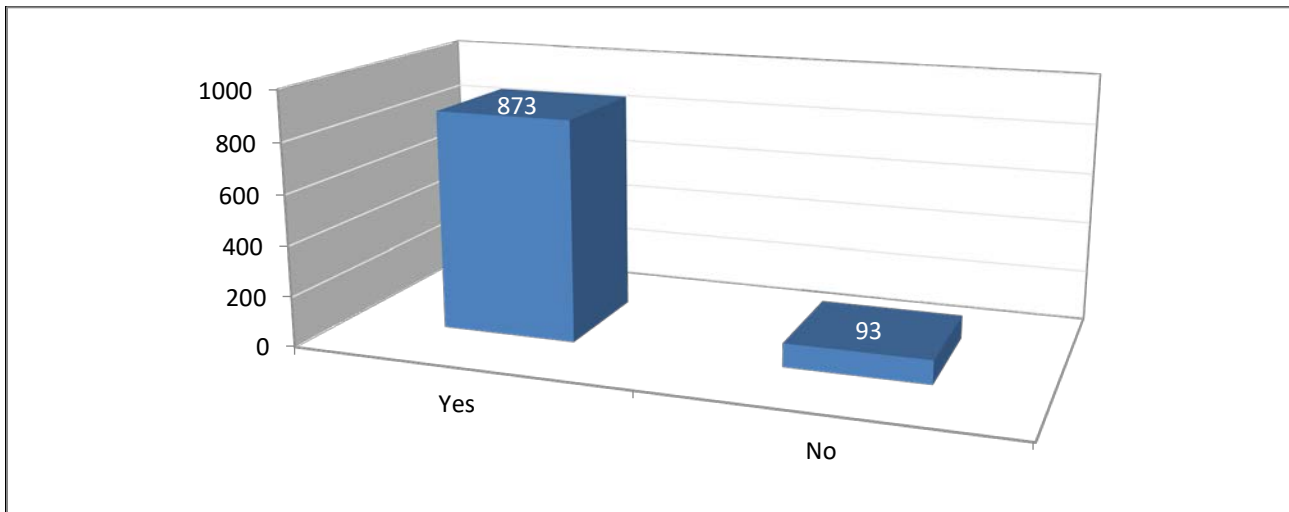
Several of the other spikes can be explained by additional activity which is detailed in the JC Plan.

Survey Response Information	Total	
	(No.)	%
Submitted responses: Public weblink	971	100
Started responding	971	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	873	90.4%
No	93	9.6%
Totals	966	100%



Responses
Area should extend to Woodilee - 28
Covers Lenzie and surrounding area - 75
Lenzie & the surrounding area only has 1 pharmacy which is a small Boors branch & is always extremely busy. The other pharmacies require transport if there is no delivery service available.
We live in Woodilee and would use this Pharmacy if it goes ahead. Currently when I've needed to use minor ailments for my son I would drive to asda. This pharmacy though would be accessible without having a car.
All areas within walking distance of proposed site.
Yes I live in this neighbourhood.
Most people North of Gallowhill Rd consider themselves from Kirkintilloch. To the south Auchinloch is in Lanarkshire although some people do access services in Lenzie.
It is the local area surrounding the proposed site.
It pretty much covers Lenzie and Auchinloch so seem s right. Some resident of Woodilee may want to use the services, not sure where their nearest pharmacy is.
It is the local neighbourhood
The area outlined in the map covers the area describes in the boundaries. This area is Lenzie and so the neighbourhood for the pharmacy would be Lenzie.



They are the borders I think of as Lenzie/Auchinloch
By neighbourhood I would understand this to be local enough to be accessible to all allowing for people who do not have access to transport and would therefore need to walk to and from and the boundaries designated would enable this.
It is essentially Lenzie and Auchinloch and the proposed site is central to the whole area.
yes, it covers the full village of lenzie and also includes auchinloch
Most people travel to Kirkintilloch to go to supermarket, cafe and doctors
I reside in Craigenbay road, this proposed pharmacy will serve my neighbourhood. Auchinloch will also use this pharmacy.
People who live north of Boghead Road shop and use facilities in Kirkintilloch. GP surgeries are in Kirkintilloch and the majority of people can easily get their prescriptions at the pharmacy near their surgery. Lenzie is residential and people go to Kirkintilloch for their needs.
The area identified is realistic.
Lenzie is continually growing and in need of another pharmacy
Clear geographical boundary.
Woodilee just over the line is a massive area of housing with no pharmacy except boots in Lenzie which is terrible for service
These are all within walking distance or a short drive.
Any pharmacy at this location would also likely be used by those living in Woodilee for whom the centre of Lenzie is their nearest hub for services.
Clearly defined boundaries, comparable with other organisations.
Within the boundary shown there is only one small pharmacy which has proved over the past few years to be inadequate to meet the demands of the local area.
I live in Lenzie and need badly a good pharmacy as waiting time at boots is often an hour.
I think it's a great amount of area covered.
We need more local facilities for lenzie. So the maps represent walking and short driving for local to this new site
But it still does not meet the needs of the 900 or so families who live in Woodilee Village.
Yes maybe even further out as people use the train station, bus routes to Kirkintilloch or even families who attend Lenzie Academy.
The proposed area includes all of Lenzie, plus Auchinloch, which has no similar amenity.
As a local resident I believe that the immediate neighbourhood to the application should also include Woodilee, which has no pharmacy provision whatsoever and is considered by many to be part of Lenzie.
Yes, Lenzie and its surrounding area, separate from Kirkintilloch
The area covers all of Lenzie including new and any proposed housing. Also covers Auchinloch which has no pharmacy provision. The proposed site is right in the heart of this community.
Very central to neighbourhood
I believe the neighbourhood should also take into account Woodilee & the 800+ residents there.
Lenzie in need of a larger pharmacy
Yea it does
This is the neighborhood.

The proposed site is right in the middle of this fairly large area where there is no other really suitable pharmacy serving the area.
It's all within walking distance of the proposed pharmacy
It's on the main road of Lenzie to Kirkintilloch and it has parking area which is good
it covers most of Lenzie and Kirkintilloch
No Doctor or Supermarket in the neighbourhood
Provides general outline
I think the area is covered and the pharmacy would be well used.
Auchinloch is not regarded as being part of Lenzie. Similarly The Greens is considered to be part of Kirkintilloch, not Lenzie. For me the North boundary should be Gallowhill Road and the south boundary should be Crosshill Road.
Woodilee housing should be included as children attend schools in Lenzie
It includes Auchinloch which North Lanarkshire seems to forget about so this is good.
Centrally placed to serve community
I think the map is accurate.
This is a fair representation of the neighbourhood
Proposed pharmacy is on a main road which has a main bus route. It is also immediately next to the train station. Placing the location on a main commuter route for those in the area.
I live in the area and previously worked as a GP in the area .
I'd expect it would also be used by those in Woodilee especially commuters from that area
Is a good coverage of the local community area.
This will be the nearest pharmacy to my home
No explanation needed
The site of the proposal is in the centre of Lenzie.
We know the area.
have lived here 43 years
On our doorstep
No explanation required
Kirkintilloch is close to Lenzie and Auchinloch is also close by. Makes sense
Its covering an area that has quite a lot of people, but only 1 pharmacy
It covers area surrounding pharmacy
Lived in Lenzie my whole life. This sums up. The boundaries well
It is the local area that people would likely travel from to use the pharmacy services.
This is the main suburb of Lenzie- most people will commute from here
This is the correct area
I think people from Kirkintilloch would also benefit from this proposal.

Residential commuter suburb
Location is pretty central
It coincides with the historical school catchment area.
Seems to include most of the surrounding neighborhood but surprised that it cuts out the large development at Woodilee.
The map shows Lenzie and the area that would benefit from a new pharmacy.
It covers area well
I think the boundary to the east should be expanded to include Woodilee Village as that development of 900 homes would also be served by this pharmacy if approved.
The patients for this pharmacy would all be within walking distance in the neighbourhood.
Living in the community this looks accurate.
Yes it does absolutely
Covers all the main routes close to the proposed site.
It encompasses the local area of the proposed pharmacy
It covers the area of Lenzie, Auchinloch and the outlying farm homes etc, where Lenzie is the nearest town centre to obtain services and provisions i.e. shops, pharmacy, train station, dentist, doctor etc
It is an accurate representation of houses in the area
Looks too big
Mostly although I believe part of the Woodilee development is considered to be part of Lenzie.
Reasonably accurate description/ area identified in the map, with the exception that Woodilee has been omitted. Pretty sure a large proportion of the residents there would welcome/utilise the services of an additional pharmacy service.
This locus covers a full area that is within walking distance of the proposed site.
Woodpiles village should be included
As far as I know this is a sufficient area that this pharmacy could support.
Yes it is right in the middle of the neighbourhood
I work within this area and agree it is the neighbourhood
Auchinloch and Lenzie are usually seen as one area - despite Auchinloch having been placed into North Lanarkshire when the regions were re-zoned.
Live on moss road in lenzie
Is an accurate description
Most stuff is in Kirky
Very convenient location especially so close to the train station for people
This covers Lenzie and Auchinloch
The map covers all areas which have access to the pharmacy location.
I live just outside but would still use a new pharmacy
Within walking distance if necessary.

This is an appropriate area.
I live in Lenzie & the border map is an accurate reference.
Self explanatory, includes all surrounding areas
But in reality you will get other folk from Woodilee as they will be in the area for school drop offs, commuting etc
This is the main catchment area of population in Lenzie
Yes all part of local area.
It is right in the heart of Lenzie and central to the intended customer base
It seems to fit perfectly
The proposed site is very central for Lenzie and close to other amenities such as rail and bus link
As a resident of Woodilee Village, I consider us to be part of the Lenzie community but appear to be outside this boundary.
Covers the close enough houses to utilise this new pharmacy. Potentially in walking distance for some.
I consider that the area is in need of an additional Pharmacy.
It does
Reviewed and consistent with my knowledge
The map includes Auchinloch which is in North Lanarkshire.
It's desperately needed in lenzie
Ignores the Woodilee Estate, most if whome would benefit from the pharmacy.
The boundary encompasses the whole of Lenzie plus Auchinloch (Lenzie is their nearest shopping area, inc access to a pharmacy)
Kirkintilloch is served well for pharmacies. The area marked includes Woodilee ..within walking distance of lenzie station .
With family living in Woodilee whose nearest local shops and pharmacy are at Lenzie shops, I would have thought that these houses would have been included. Children from Woodilee Lenzie primaries and the Academy and also use train station.
It seems to encompass the main housing areas.
Very familiar with the Lenzie area where I have lived for over 30 years.
I live 5/7 mins from site. I find having to explain this unnecessary as I've already answered by clicking yes- it does describe neighbourhood .
The proposed pharmacy would be within the heart of the are
Yes it covers a wide area. Situated well at the station.
The boundary extensively covers all of Lenzie and its surrounding areas, stopping near the vicinity of kirkintilloch, which has multiple pharmacies of its own
People from that area can easily walk to the train station and the surrounding shops. Beyond boghead road to the north really becomes Kirkintilloch and has the highstreet closer.
Covers whole area that would benefit
This area needs a reliable pharmacy
Yes this covers the local catchment area for potential clients

I know lenzie and the associated area
I would have thought that although Woodilee Village is not technically Lenzie, in terms of people using Lenzie services, it is. For example, Woodilee residents use Lenzie train station which is adjacent to the proposed new pharmacy and indeed the express bus to Glasgow is accessed from Kirkintilloch road close to the shops. Woodilee residents also access child care facilities within the heart of Lenzie and so I would deem it to be part of the neighbourhood.
Woodilee is a large part of lenzie so I am unsure why that has been excluded Also the area north of Boghead Road known locally as "the greens" use the amenities within Kirkintilloch.
I would say that Woodilee Village, as one if the largest estates should be included in these boundaries. Lots of folk from woodilee utilise the station, Billingtons church etc
Area has good access to proposed pharmacy by foot, cycle or road
I live locally and there is a need for this in area
Geography seems correct
No explanation;needed
It covers the appropriate area and the housing estates local to the location of the propose pharmacy.
Kirkintilloch is serviced by 4 pharmacies at present so I would not expect the Greens and up to approximately half way to Boghead Rd to be included within the north boundary as Townhead pharmacy is closer.
Gallowhill and 'the greens' are serviced by Kirkintilloch community pharmacies already, of which there are at least 4. With Pulse Pharmacy also operational in this area. This circumference is slightly screwed, for the purposes of trying to push for an additional contract in the area.
The population has grown in the Woodilee area. This is the area that has had a change in the last 5 years. The proposed location has not had a change in size.
Yes well explained and mapped out accordingly
Very generously estimated! Having grown up in this area and working here for a long time...I do believe that the pharmacies in Kirkintilloch are providing the services specified, to at least 50% of the area estimated.
I stay in Lenzie and a lot of this marked area is Auchinloch which is in Lanarkshire, The Greens and Parkburn are in Kirkintilloch.
I understood properties in the Woodilee Village have a Lenzie address and it seems the boundary lines shown do not incorporate these new homes. Yet I am aware that residents there use the railway station and shops adjacent to the site of the Pharmacy application.
Lenzie generally is considered to stop at white gates where gallowhill road meets Kirkintilloch road, however this does not incorporate woodilee and auchinloch that would generally be seen as being part of the neighbourhood. Generally it's a fair representation
Covers a great area locally and the surrounding villages
I think the area in the above map does describe the neighbourhood which the application relates to as the proposed pharmacy would be in the heart of the area above and will be accessible for a lot of residents living in this area.
Lots of families within Woodilee use the facilities in Lenzie and would consider themselves to be part of the community
Outline is very accurate
lenzie and kirkintilloch are the same neighbourhood. there are no GP surgeries within the lenzie area to be able to describe it as an exclusive neighbourhood

Location is central to boundary
I live in <b>XXXX</b> .
Most definitely due to increase in number of house the area requires a larger and more supportive pharmacy.
I think it would take in Woodilee & the houses to the left of Boghead road also
It's within walking distance for most people in the area.
Situation next to station means people using train would be able to access pharmacy on way to and from work.
The applicant mentions Kirkintilloch, nit all if Kirkintilloch included in the map area. I would consider using this pharmacy as I don't currently use the one nearest where I live.
Its within 5 minute drive of shown area.
Numerous other pharmacies within the confines of the map.
Matches what has been inputed above.
The pharmacy is situated in the centre of Lenzie and the service area is within the border of the town
Yes it does it gives all boundary areas sufficient access to the pharmacy we do need a new & larger up to date pharmacy in this area
Think it is based on a larger area
I live at <b>XXXX</b> , Auchinloch and I regard Lenzie, it's amenities as my local.
It is a weird neighbourhood. The inclusion of Auchinloch but not including Woodilee makes no sense.
The area covers the closest residential areas to the proposed site.
Yea but maybe just a little too far
The boundary doesn't cover where I live.
I think it could even cover more than this
And possibly wider
It would be much wider. Why would others in Lenzie not use the pharmacy?
As that is the local proximity to the proposed pharmacy
Yes however I would add Woodilee too. Woodilee is a huge development of houses and the majority currently use (and are extremely frustrated with) the existing Boots pharmacy in Lenzie.
the area should be expanded to the east to include the new houses in woodilea.
It is central to the area in the map
Covers the Lenzie area and also Achinloch which would be in close proximity to the proposed pharmacy and has close links with Lenzie.
It is comprehensive enough.
I think the Woodielee residents might also be within the catchement.
The pharmacy we have in Lenzie leaves a lot to be desired
Auchinloch doesn't have a pharmacy therefore it would serve this community as part of wider Lenzie.
The proposed pharmacy is central to the map

I agree
It incorporates the village of Lenzie itself and Auchinloch which is a smaller village and whose inhabitants rely on Lenzie and Kirkintilloch for services.
I currently live within the area described, at Walnut Drive, lenzie.
This is the core of Lenzie as has existed for many decades and is easily walkable creating a village atmosphere
Grants the area of Lenzie along with the surrounding areas access to the pharmacy.
it looks comprehensive enough
It's a definition of the local area. You don't define neighbourhood so difficult to assess if it meets your definition.
Contains same as Boots which is across the road.
In this area we have one tiny pharmacy which is not fit for purpose. With so many new houses in the area we are crying out for a sympathetic fit for purpose community pharmacy.
Does not include woodilee, children from this estate go to lenzie meadow & millersneuk primary but are not covered on map
Yes as local to area
It will also should take in to account the 900 homes built on the old Woodilee hospital site.
Area encompasses the rough local area who would use the pharmacy
Yes absolutely, this covers Lenzie where there is a definite need for a decent pharmacy
Residents outside the area identified likely to visit pharmacy's already established in Kirkintilloch
Visited the site and it aligns with description above
I would say that's pretty accurate
Yes
Yes, the pharmacy would serve a much larger area than the centre of Lenzie alone, as this map shows.
Would be used by people in surrounding area and excellent parking
Just describes it perfectly
We live just outside the boundaries line and would definitely use this pharmacy. The current chemist is always too bus.
I work in this area
I have lived in this area for 50 plus years and know where this area is
People from further away travel to the train station
It covers a wide area however more people would probably use this pharmacy as others are not very reliable
It's very easy to get to from all areas even if your not able to drive or receive a lift. There is bus stops nearby which allow people to get on public transport.
Covers the are stayed
There is only one small pharmacy serving this area at present time. The boundary depicted above is accurate.
This is the area where many come from to visit the Lenzie shops.
It's accurate..I've lived here 44 years.

It will be used further than the area described
It covers the area of Lenzie in the which the pharmacy will support
Large local area
Clearly it does.
Geographically it covers the community of Lenzie and Auchinloch
I live in the millersneuk area and the suggested boundary seems sensible
The map and associated boundary lines clearly define the neighbourhood to be associated with the community pharmacy.
It may also support a wider area due to the location.
The proposed pharmacy is in the middle of this area
Good extensive area
Yes, this is a true map of Whitegates, Lenzie and the surrounding areas mentioned above. The New Community Pharmacy appears to be situated in the centre of it.
The area on the map is the surrounding area of the proposed pharmacy
obvious
But I'm sure that people passing would use it too.
We've just moved to Lenzie so getting to know the area.
Lenzie/Kirkintilloch area expanding all the time with new houses being built. Currently only have a very small Boots Community Pharmacy at present. Have to go into Kirkintilloch or Steps
I trust the applicant to define the relevant area.
Yes it's the old RBS site
No explanation needed
Yes, the area in both North Lanarkshire and East Dunbartonshire use the local amenities around The proposed site! A Pharmacy potentially with parking is a must around our neighbourhood!
Hasn't included the woodlilee village, the newest and biggest housing development in lenzie
I live within this boundary and will be served by this pharmacy.
It is a map of Lenzie and millersneuk which is most likely to use it, seems self explanatory. Then you also have the people getting the train/off the train.
It's within my catchment area, and the local sarrounding pharmacys is just to busy and a long wait to pick up your prscription
It's central to the area outlined
I have resided in Lenzie for 44 years and this is accurate.
Yes, it falls within a large area highlighted by the border.
Perfect
The described area certainly captures the majority of the people who would use the pharmacy, however I feel the people from the Woodilee estate would also use this service.
I live in the new woodilee estate area, just behind the east border and this pharmacy would be ideal for me and my family.
Everyone who lives in this area would be able to walk to the pharmacy and would use Lenzie village centre for other amenities such as local shops.



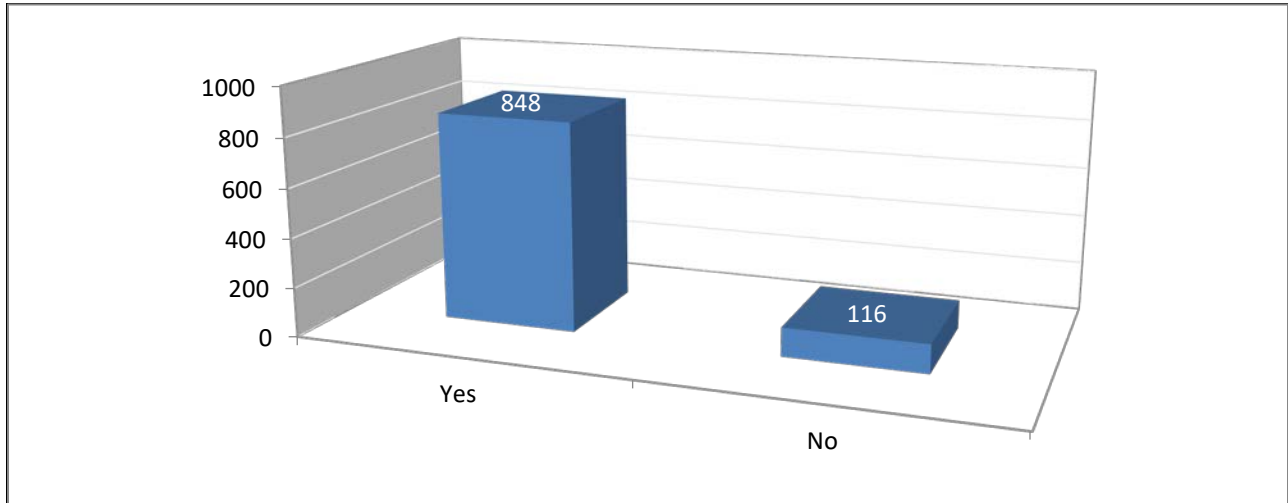
I know this area well. I have lived most of my life in Lenzie. I am now 70.
There would also be people coming on and off trains, visiting the dentist, hairdresser, cafe and restaurants nearby who will visit although they live farther out.
Absolutely as it takes in a number of housing estates etc.
It covers an appropriate area that I would interpret as a 'community'.
Yes. This would serve the whole of Lenzie & Auchinloch area.
Central Lenzie and Auchinloch
There is already adequate pharmacy in this area,
The Greens has and always has been classed as Kirkintilloch and not Lenzie.
Covers all areas requiring a local pharmacy
I have lived in lenzie for 38 years and this is the best explanation of Lenzie boundaries.
It's just where the bank was, very easy to get to
This is needed in the area of lenzie asap it's not enough having the small boots chemist which closes each day for an hour and doesn't get your prescriptions on time, I for one would use this new chemist
It's roughly centred to the area which find these shops an easy place to get to - 2
There are other pharmacies that can support other areas, such as Kirkintilloch
Not Lenzie, crosses two councils
Much would have closer pharmacy access in Kirkintilloch
It's not really a neighbourhood, more several different developments, spreading across 3-4 small villages. Also there are 5-6 other pharmacies within 8-10 minutes including one across the road.
In the heart of the neighbourhood
I live in Kirkintilloch but due to the oor provision in Kirkintilloch would travel to Lenzie for this.
This seems like the core area that would use the pharmacy.
Residents from all areas within the map are within reasonable walking distance to the suggested pharmacy location.
This covers the area of Lenzie and Auchinloch who access the current local amenities in the same area the pharmacy would be built.
I have lived here all my 56 years and worked for NHS Greater Glasgow & Clyde for 30 years in the Community and this proposal would be an asset the the whole Community
this is where i feel the shops in the area currently serve therefore i would assume the pharmacy would also
It is self explanatory,this is where the proposed pharmacy is located.
I live within the neighbourhood and this would be a benefit to the area
Live locally and areas described are local to proposed pharmacy
Encompasses a wide area for many residents
Should also include the Woodilee area. I live in Woodilee and currently use the existing Boots pharmacy in Lenzie. If this new application were successful I would use the new pharmacy.
Looks like it includes the relevant areas to fall under the catchment of Lenzie pharmacy. Happy to see Auchinloch is included in the map.

it surrounds the proposed pharmacy site and will be easily accessible
it is local for me
i live in woodlife and use the exsiting inadequate pharmacy at lenzie cross
Having lived in Lenzie for over 50 years, the map corresponds to my understanding of the Lenzie area.
Broad area which includes what I consider appropriate.
I live just out with the boundary and would use this pharmacy.
Why this area is unclear as it takes in both Lenzie and Kirkintilloch. There nothing as far as I can see that determines whether this is correct or not, although properties in Kirkintilloch are much closer to other existing pharmacies
I think the map is largely accurate. However, The Greens is perhaps nearer to amenities in Kirkintilloch and the Rutherford Drive area of Woodilee is perhaps nearer to Lenzie and should be included
Clearly drawn out
I feel the neighbourhood proposed encroaches into already existing neighbourhoods of a wealth of pharmacies . The area of Auchinloch is already a neighbourhood within its own right and surely can't just merge into this proposed neighbourhood .
The neighbourhood is the proposed site is in reality much much smaller. Anyone living north of Boghead Road use facilities in Kirkintilloch.

## Question 2

Do you live within the above neighbourhood?

Answer Options	Response Count	Response Percent
Yes	848	88.0%
No	116	12.0%
Totals	964	100%



### **Question 3**

Below is a list of pharmaceutical services currently provided by other Community Pharmacies in/to the defined neighbourhood. Do you believe existing pharmaceutical services provided in/to the defined neighbourhood are adequate?

#### **Pharmaceutical Services**

NHS Prescriptions – dispensing of acute prescriptions.

NHS Pharmacy First Service – this service replaced the Minor Ailment Service and Pharmacy First Services. A service provided by the Community Pharmacy when a patient presents with a minor illness.

Pharmaceutical Public Health Services – smoking cessation, supply of emergency hormonal contraception and provision of gluten free foods.

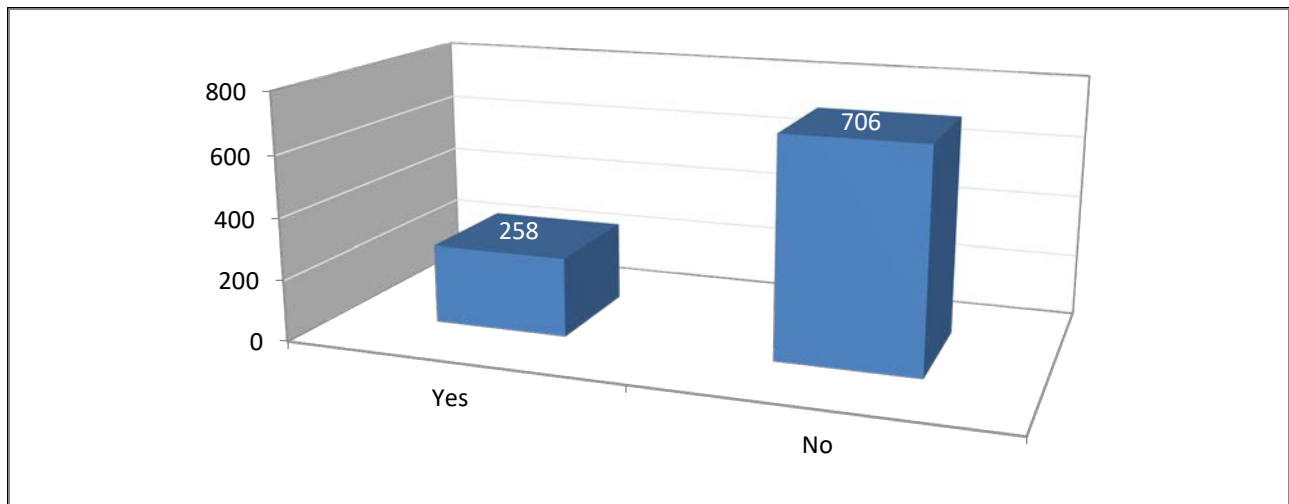
Medication Care and Review – to enable Community Pharmacy Teams to support patients with long term conditions.

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.

<b>Answer Options</b>	<b>Response Count</b>	<b>Response Percent</b>
Yes	258	26.8%
No	706	73.2%
Totals	964	100%



**Please tell us if you feel there are gaps/deficiencies in the existing service provision:**

<b>Responses</b>
Boots Lenzie has regular queues and closes for lunch for 1 hour, which is challenging when you are working from home. It also closes on a Saturday afternoon.
Only 1 pharmacy in the area which struggles to cope with demand in area, very slow service due to volumes and poor staffing provision within the one pharmacy branch that services lenzie and auchinloch areas.
Had many problems with Boots Pharmacy over the years with trying to get prescriptions and things being missing, have had to go in to Kirkintilloch instead
The only available pharmacy in Lenzie is Boots which is often very busy, causing significant delays when requesting prescriptions
The existing pharmacy is too small, has massive wait times and does not meet modern needs e.g 24 hour pick up point.
Poor service in existing pharmacy. No community feel and don't go the extra mile
As stated above the existing small pharmacy appears to always be under pressure. Plus it's a small shop & I wouldn't be happy asking any private health questions in such a small environment.
Lenzie would definitely benefit from a good pharmacy, there is one small boots in Lenzie that you try to avoid as they are pretty poor service providers
The service at the existing Boots pharmacy is extremely poor with long waiting times, frequent errors or prescriptions not having been picked up. It is so poor that even though I am within walking distance of that pharmacy, I usually have to drive to an alternative pharmacy. I have MS so being able to access a pharmacy frequently and easily is so important to me.
Only boots in area and always poor service
A small Boots which is often quuwwd out and has limited access for wheelchairs, prams.ans buggies. Very difficult to get into for patients with walking aids and no accessible parking
Existing Boots pharmacy in Lenzie very inefficient and does not seem to cope with the volume of prescriptions it receives. Usually a queue of people awaiting service, sometimes outside in poor weather.
We only have a very small Boots pharmacy in Lenzie which other than the dispensing of NHS prescriptions is very limited in its offer.
Boots is too small and too busy. It struggles to cope with the demand of the local area and the service is poor as a result.
The present pharmacy has difficulty coping with the local population. There are often queues outside. I have waited outside to collect my repeat prescription for half an hour - they had sent me a text saying it was ready for collection.
We only have BOOTS who offer a very limited and inconsistent service with frequent change of personnel - there is no relationship with the community and most people now go elsewhere in district
No, There is a Boots about 100 yards from this application and several pharmacies just outside the neighbourhood.
None, just the size of the pharmacy
Boots customer service is awful, long wait times, very disorganised, too many patrons
There are not enough pharmacies in Lenzie. This pharmacy would be a welcome addition.
There is 1 pharmacy in Lenzie that I am aware of, they are not great, over worked, slow and to the point I go outside of Lenzie to get my prescriptions because I do not have time to sometimes wait an hour. Having my prescriptions sent there from my Dr surgery is painful as I have to wait ages to get it.

Boots in Lenzie have dramatically went down hill, this is not due to Covid as it was terrible before Covid existed. Poor service and staff not trained enough. Crazy wait times and issues after issues.
Boots seem to offer a limited service and tend to travel to Kirkintilloch for a pharmacy.
The existing pharmacy in lenzie has a tiny shop floor. In addition, there are often times when queuing outside the shop is necessary. I have queued for longer than half an hour at times. This is unacceptable, especially for older and disabled people I'd rather support someone local than an American owned company like boots.
Wasn't even aware that most of these services were available within Lenzie.
The existing Pharmacy in this area (walking distance of the Station), often has long queues. The operating hours are not good as they close in the middle of the day. It's very small and understaffed. You often have to wait for ages just to collect something and on other occasions, the order is not ready even if notified it is ready to collect. I believe it's because the pharmacy does not have enough capacity. Several times I found the existing pharmacy doesn't stock some basic items that I would expect to see. A second pharmacy is a great idea.
No gaps - 26
There is only 1 pharmacy within easy walking distance of my home in Lenzie and it is far too small and has lengthy waiting times every single time I order a repeat prescription. Its opening hours are too short and it cannot cope with the volume of people trying to use its services. I now drive to a different town to collect my monthly prescriptions which is inconvenient and bad for the environment
Boots is far too small and always queued. No space for consult
The existing pharmacy in Lenzie is far too small, never the same pharmacist, poor service and we have stopped using Boots. We travel out with our area now to use a reliable service!
The only pharmacy is Boots which is small, slow, and not big enough or modern enough to cope with the size of the community.
Can't always get access to speak to the community pharmacist in the current pharmacy in Lenzie due to the sheer volume of people waiting for prescriptions/to speak to the pharmacist themselves.
I was unaware of these services. There are definitely no services in Auchinloch9
Lenzie Boots branch [the only pharmacy in Lenzie]is often inefficient with slow service [one can stand at the desk for several minutes waiting for a staff member to appear], queues, inadequate drug supplies and high prices in small premises.
Lenzie only has a small pharmacy. This pharmacy delivers but does not make up blister packs. The Boots in Kirkintilloch does blister packs but does not deliver. There is a need for community services to address both.
Very small pharmacy requiring people to wait in a queue outside in all weathers with no shelter. Once waited in the cold and rain for 40mins.This includes people with disabilities. Staff there are overwhelmed with work and prescriptions can take up to 5 days to be ready for dispensing. A totally inadequate service for the population who require it.
The current pharmacy seems too small for purpose and the growing population is in need of a larger premises with greater facilities
It's not so much the provision its the service that's lacking. To my knowledge Boots is the only pharmacy within the defined area and they can't cope with demand.
The local Boots NEVER has my prescription items in stock despite my prescription being required monthly

Lenzie only has boots pharmacy which is quite small and I think was pretty overwhelmed during covid. There are other pharmacies in the area but quite a hassle to get to without a car so I think it would be good to have another in Lenzie.
Boots provide a good service for the provision of prescriptions but this and the provision of any of the other services (which I do not have any firsthand experience of) is detrimentally impacted by the size of the shop. This community needs a bigger space from which these services can be provided.
Boots in Lenzie is the most disorganised and hopeless chemist I have ever visited. Some competition will see the best provider offer the best service to the community.
Current pharmacy is too small and regularity doesn't have my prescriptions in stock. During the pandemic it clearly couldn't cope with volume of people.
Pharmacies are too busy to provide the care required. Current pharmacies are too small and not a lot of privacy if required.
Boots pharmacy provided a poor service, slow and unorganised.
Hours don't suit for people working so would be good to have something similar to the service provided by Stepps pharmacy where they have an ATM which can dispense 24/7
Boots is currently the only provider in Lenzie and it is too small to effectively meet the needs of a growing community
Current pharmacy, Boots is too small , often queues and lacks delivery service
The existing pharmacy is extremely small, outdated and incredibly over prescribed. It simply cannot cope with the size of our local area. With huge DAILY queues out on the street whilst your await prescriptions is simply unacceptable. The current pharmacy has been the same size for over 50 years, and Lenzie has more than quadrupled in size during this time.
There is only one pharmacy in Lenzie and the service is dreadful
One very small pharmacy with a limited service
Long queues and waiting times at pharmacy within Boots, Kirkintilloch Road. Often the required medication for prescription has not been available and have I have had to go to another pharmacy in Kirkintilloch town centre.
At least one pharmacy maybe more
First of all, the current pharmacy is far too small, very little privacy to discuss individual need. They do not have an automated service for collection of prescriptions (a service available in Glasgow area). There is no travel immunisation service available.
We only have one pharmacy, with limited opening hours, delays with prescriptions and they more often than not need to order what you need as it's a small pharmacy.
Lenzie is a small village which already has a Boots pharmacy which offers lots of services. In Kirkintilloch- there are many pharmacies aswell as one in Asda at Robroyston. There are no gaps.
For this area there is only the small boots pharmacy in Queens Buildings in Lenzie which is too small to adequately serve the needs of the community. All other pharmacies in the area are in Kirkintilloch.
24 hr drop of service
There is only one small pharmacy in this area, that is walking distance. The existing pharmacy is often busy and does not offer an adequate service for the area
The single existing Pharmacy is contained within a very small and limited shop floor which greatly limits the service available. Also affords no scope for privacy and often has customers / clients queuing on the street awaiting access.
Having one pharmacy in lenzie is not enough to supply and cover the local area. A second pharmacy would help with customer waiting times and current demand.

The community is served by a very small Boots pharmacist shop which has a very limited supply of prescription and OTC medicines. There are also frequently queues to access the shop and no alternative provision. I used pharmacist in Kirkintilloch.
Local pharmacy can not keep up with the local demand. Recently I have had to stand outside in a queue for 40-1hr wait . Not looking forward to doing that in winter months!
There is one national chain pharmacy in Lenzie. Competition will result in improved service.
you can get ash prescriptions from boots lenzie but they are busy, rude and not helpful with that service let alone any of the much needed services listed.
There is one pharmacy currently in the area and although I can't comment on the range of services provided as listed above, from experience the pharmacy appears to deal with a huge volume of prescriptions and can take a while for prescriptions to be ready. The space is very small and it's not uncommon to have to wait outside in a lengthy queue.
I cannot comment on many of the extra services but I know I certainly would not go to the existing pharmacy in lenzie to discuss a minor ailment. The shop is so tiny, there is no privacy and the small consultation room is more often than not stacked high with online boots orders for collection by customers. Not to mention the wait you would most likely encounter to be seen. I no longer use boots to collect repeat prescriptions from as the wait is ridiculous and the prescriptions are never ready even if you wait an extra couple of days to collect it.
Inadequate in terms of lack of internal space for privacy and range of services and stock offered. No dedicated parking and poor disabled access
Having to stand out in the rain for over 30 minutes is not a good service and a half day closing on a Saturday is no service.
Boots Lenzie is always busy. At times you can queues for up to 40 mins to get your prescription. The service they provide is also often very slow. I am a type 1 diabetic and a delivery service from a Lenzie pharmacy would also be great, especially to minimise Covid risk.
Blood pressure testing Diabetic testing Cholesterol testing
Boots Lenzie always very busy with queues Closed evenings & weekends
Boots pharmacy in Lenzie is chaotic and I now have to go to Kirkintilloch to ensure the prescription has been done so a new pharmacy that I can walk to would be fantastic
Current pharmacy services are poorly ran and do not service the community adequately
Current pharmacy is too small, closed / pharmacist unavailable at key times of the day, doesn't always have great stock. Good central location is ideal.
Boots is the only pharmacy in Lenzie and they are terrible. So have had to change to pharmacy in kirkintilloch, the next town
Limited capacity due to size of premises.
The small pharmacy currently in the area has long queues, prescriptions are rarely ready despite waiting days before collecting. Often don't have the full prescription so need a second visit to pick up the remainder.
It's hard to get medication as it takes sometimes 4 days to get prescribed medication we badly need a good running pharmacy
The Boots pharmacy on Kirkintilloch Road is very small and often lacks stock.
The current service locally cannot meet demand: an independent community based pharmacy would be a welcome addition
One small pharmacy with parking rarely available and long wait times for prescriptions. Often at lunch time the pharmacy closes for an hour.



We have adequate cover within the area
None. Lenzie is a small area, i have a boots in lenzie and mutiole pharmacies down the road beside kirkintilloch health centre.
Current chemist shop is too small and poorly stocked. It is also very slow.
The service provided in the area is lacking greatly, I have had to travel further afield several times to obtain the required prescription medication I require. The existing facilities is too small for the needs of the community.
The existing pharmacy is too small and the service is poor.
The current 'Boots' pharmacy have proved to be highly ineffective in the dispensing of prescribed medicines, particularly with regard to repeat prescriptions.
I feel that the building that houses the existing pharmacy does not lend itself to the provision of all these services and indeed was not aware that such services were offered. The number of new housing developments in Lenzie over the past ten years has increased the area's population dramatically, without a commensurate increase in the provision of community services.
At present, the premises providing existing services are too small to accommodate the demand. This means Lenzie residents often utilising Kirkintilloch provision which is not as handy, particularly for those without a car.
There is only one local pharmacy and the site is restricted in size. Lenzie has lots of commuters and with new housing lots of families. I believe a new purpose built pharmacy would provide better quality service with possibility of providing 24 hour collection of dispensed items. Personally although I live in the area I use the pharmacy in Stepps for this service as my working hours are the same as the pharmacy opening hours.
Although Boots very close to proposed location has provided a great community service, the substantial increase in number of Lenzie new homes combined with the limitation on services, retail, staffing & cramped space in Boots hinders meeting the access to all and travel to Kirkintilloch or retail park at Bishopbriggs is required by bus or car.
Current facility is too small. A larger premises offering expanded services would be more beneficial
Existing pharmacy cannot cope with demand. Additional pharmacy would benefit the local community greatly.
Not enough, opening times are restrictive. Pharmacy in Lenzie is too small.
The pharmacy currently in Lenzie is not efficient enough.
The existing premises are quite small and this has been especially problematic during the Covid emergency
Present pharmacy in Lenzie is very small and not sure if it deals with all ares mentioned in your list.
Lloyds pharmacy is the worst in history wait ages while staff stand about talking
No they are not they are terrible. They cannot cope with demand, have no parking or disabled access that is up to a standard acceptable. Their premises are far too small & they simply cannot cope with the need for the service. A new pharmacy - especially in Aidans proposed location is exactly what is needed.
There existing services are not adequate to meet the needs of the population.
The current pharmacy is too small. There are queues of people, many who are elderly, waiting outside the shop. Situation has been made worse by Covid 19. The premises is small and very often repeat prescriptions are not ready for collecting. With an elderly population in Lenzie there should be a delivery service.

The existing pharmacy at the boots is not an easy customer experience. The staff are lovely but there is always excessive queues and you can't see a pharmacist or collect a prescription between 1-2. There is often a very long wait even without queues.
Too small, can't get through to them on the phone ever to check on a prescription only to arrive at the pharmacy to wait ages and discover it's not there or not ready and having to phone doctors again who advise they already sent it over.
Closed over lunchtime no delivery service
Very poor service from Boots. Long queues, prescriptions not ready on time. Lack of consistency in terms of pharmacist.
Very small pharmacy currently in Lenzie which often has stock issues
There is only one pharmacy that I know of in the defined neighbourhood and I don't use it.
Definitely they don't have your prescription ready once I was given the wrong medicine
I live in Woodilee Village and you have got nothing for us
Insufficient capacity in small pharmacy in Lenzie
Boots right next to here does these services
My experience at boots in lenzie over the last couple of years means I now use a pharmacy in Kirkintilloch
Present service by boots not fit for purpose. Grossly over subscribed and this has resulted in poor service and delivery of customer service
There is already a boots and at least 4 other pharmacy's available within a couple miles.
The boots chemist is not enough for a large and developing population.
There is one pharmacy accessible by public transport/walking within my residential area. The service is poor, it is often very busy with long wait for service, it is not private. The shop is small and generally does not lend itself well to the services it should be providing. Opening hours are short and difficult to access if working routine hours
Boots is overrun, poor service and too small
There are no gaps. There is a pharmacy already located in Lenzie which is a mere 61 metres from the proposed premises. There is no need for an additional pharmacy when there is one so close and at least a further 6 pharmacies in Kirkintilloch. The area is adequately served
Prescription service is poor.
Boots in Lenzie is always days before prescriptions are ready and they are no longer ready to collect most times so it means waiting, the covid queues can be huge. The North Lan pharmacies are far away from Auchinloch.
The population of the neighbourhood has grown considerably over the last 20 years without any infrastructure, including pharmacy services to support the community and their health needs.
Day to day dispensing at current local pharmacy is slow, poor quality, erratic and it cannot cope with current volume and changes that have come with the pandemic.
Boots pharmacy can't meet the demand needed in the area. Long waits to get in and they don't always have what you need when you need it. Another pharmacy would help immensely.
The lack of a full day Saturday opening is not ideal within an area where the majority of the population work Monday-Friday. Also, the closest pharmacy to the proposed site shuts for an hour at lunch time which makes it impossible to access during a lunch break. The Pharmacy within the immediate area is small and therefore struggles to meet demand. Often prescriptions are not ready for collection at the time suggested by doctors surgery. The limited size of the pharmacy means that customers often have to que outside, this is obviously far from ideal for older, frail or ill patients.

The service previously provided was reasonable but recently the service I believe has deteriorated!
Boots lenzie is overwhelmed and too small for where it supplies.
The service is impacted by the size of the existing facilities.
There is only one Pharmacy serving this large area, to my knowledge.
Poor service over repeat prescriptions
The pharmacy I currently used has let me down several times and the hours of opening do not suit me very well
Queues outside lenzie boots and no competition for boots pharmacy within lenzie . Only pharmacy in lenzie boots shuts at 1 on Saturdays. This is too early. For full time workers need better access at weekends.
Queues are long, prescriptions are never ready on time or take ages to be made up whilst you wait
Opening hours of the local boots pharmacy in Lenzie are not long enough
The Boots pharmacy is overstretched and the staff do not have the time required to provide all of the above services.
Our doctor was trying to phone our nearest chemist, phone constantly rang out. They often don't have or are short of meds.
Current pharmacy on Kirkintilloch Road (Boots) is very small often with long wait times for customers who have to wait outside or in confined conditions.
Local boots pharmacy shuts at lunchtime which is when I would likely go. I therefore have to travel to kirkintilloch for a pharmacy
the current Boots pharmacy is poorly run and completely useless and not at all trustworthy.
No out of hours, no capacity for growth yet queued outside every day ...
But little need to use anything other than scripts or pharmacy first. Extended opening hours would be nice.
Very small boots, cannot cope with volume of people who now live in the area, another pharmacy would be welcomed
Current pharmacy / shop frequently fails to deal with prescriptions
Many more houses have been build in the area services haven't yet kept up
Small pharmacies, too busy, need to be able To get access to pharmacist for advice.
There appears too much work for one pharmacy as they find it difficult to cope and service isn't what it should be
There's only 1 small pharmacy and it's not enough for the demand. Long waiting queues etc
Horrificly poor service From local boots store q's are often down the street and incorrect missing items
The boots pharmacy on Kirkintilloch road, Lenzie is very small with little stock capacity. Often have to wait a day or two for prescriptions or told the prescription is unavailable. Little other stock in the shop due to size. Tend to drive to pharmacy in Kirkintilloch which has more reliable stock but is more inconvenient.
Only boots in lenzie & they are so overwhelmed & understaffed many lenzie residents have moved their pharmacy to a Kirkintilloch one, myself included
There is only one other pharmacy within the immediate area which always appears over run causing big queues and long waits.
Boots isn't big enough or fast enough or adequate

Limited independent local businesses. Boots service is inconsistent.
In Lenzie itself we only have a small Boots pharmacy which struggles to cope with demand. You have to travel into Kirkintilloch for an alternative to this.
The only real pharmacy in Lenzie is boots which seems like it's never open. The queue is also often long and so an additional pharmacy would be great as I currently commute to Kirkintilloch. Would be nice to have additional cosmetics etc to purchase and provide a more sightly look to Lenzie main street
We only have one local pharmacy that is very small and always crowded with lines in the street awaiting entry.
There is always queues outside the current Lenzie pharmacy (boots). This drives folk away from the town to collect prescriptions.
The current pharmacy is far too small, understaffed and inefficient to deal with the local population. The waits are very long and mistakes frequently made.
It's a very small boots chemist that seems disproportionate to the size of the neighbourhood it services.
The only pharmacy in Lenzie is boots which is very small and does not provide a very quick or efficient service.
Lack of stock, overwhelmed current provision, Long waiting times, Long queues. Current provision too small
Currently facilities are not sufficient for current population
Far to small and expensive
Very poor service. Pharmacy at the moment can't cope
The only pharmacy in Lenzie is inadequate often with waits of up to an hour for a prescription.
Nearest pharmacy to us is boots in lenzie, very poor service always exceptionally long wait times, unable to cope with demand
Boots the chemist provide the above. During lockdown Boots became overwhelmed as the "commuters" were all here and not getting their prescriptions in the city centre on their lunch etc.
Current pharmacy limited in offering / cramped etc
Dispensing of prescriptions is slow and even collections involve wiring for lengthy periods
Boots pharmacy is too small
Only one very small pharmacy in the immediate lenzie vicinity. This pharmacy seems unable to correctly dispense even the simplest of prescriptions correctly. Waiting times are long due to it being the only local pharmacy.
Lenzie has a small Boots pharmacy which is often queued outside. Definitely a need for another chemist in this area.
Within Lenzie there is only a boots pharmacy, I do not use this as I have always had issues with the time it takes for them to collect and have ready a prescription from my doctors. I end up using a pharmacy in Kirkintilloch, which is not ideal as I live in Lenzie. This would be great for my family and we would use it.
We only have 1 pharmacy which is Boots and the service is below acceptable
Boots I'd only chemist one lenzie. Shop is far too small & limited disability access. Covid & social distancing measures have resulted in queues around the block which is not good for residents especially those who are older & less mobile or reliant on public transport/walking as there is no other local alternative
I don't use the existing services as they are so busy that the service is terrible and waiting times are ridiculous

The boots pharmacy in Lenzie is far too small and busy. I have moved my prescriptions to a pharmacy further away as I frequently had long wait times to get into the boots in Lenzie. In addition, as Boots is part of a large chain I do not feel like it has a community feeling to the services provided.
Ability to deal with the volume of patients in the local area is a big issue. More space and a more local community pharmacy would be very beneficial to the area
Pharmacy in Lenzie (Boots) is a terrible service. Waiting forever and often getting things wrong therefore closest pharmacy that I use is in the next town
The local Boots pharmacy is too small to support the local area. There are always long lines of people waiting, I think we need a larger pharmacy in the area
Yes - but I am able to drive and I have seen queues outside the existing high street pharmacy
Lenzie only have Boots Pharmacy and I don't think I've picked up a prescription once without there bring some sort of issue - they are never ready on time and often you have to come back for it!
Yes Boots in Lenzie are not providing the services and they also have very poor service with constant inability to fulfill prescriptions and always leave you to source elsewhere. Also the range of services it offers does not cover all those proposed.
There is only one local pharmacy access times are restricted, there is regularly a queue and stock sometimes low meaning a wait for prescriptions.
Boots in Lenzie the staff are overall incompetent and unhelpful the opening hours and dispensing times are unsuitable to me forcing me to use pharmacy's in Kirkintilloch
There are often lengthy waiting times and queues at the local Boots pharmacy.
The current provision of pharmacy prescriptions and advice etc cannot keep up with the demand causing local residents to utilise services out with the area.
The current boots pharmacy is not for for purpose. It is too small and they do not stock half the medicines and often get things wrong.
Local boots very busy
I personally do not feel the current pharmacy is able to cope with the demand in the area.
Existing services are overwhelmed. Particularly the existing pharmacy in Lenzie. Wait times are ridiculous!
The current pharmacy within this area is useless. Small shop and cues are excessive. Regularly don't have basic items, therefore I no longer use and go out with the area for my prescription
Only 1 extremely small pharmacy within the centre of lenzie currently. With a growing population due to several new housing developments nearby and an aging population relying more on prescription services and with the pandemic it has become clear that the current offering can no longer cope with demand.
Lack of basic medication supplies and long waiting times in current boots
Horrible time EVERY time trying to get my prescription filled. So much so I've considered driving to other locations instead of the closest/local pharmacy.
Current pharmacy is at capacity, always long queues and shop busy so don't feel comfortable asking pharmacist questions
There is plenty of pharmacies in Kirkintilloch but not enough in Lenzie which causes long delays when trying to access the one in Lenzie so another one would be helpful.
The pharmacy in lenzie is Boots and the queues are horrendous. It's a small store and you can often be waiting 20 minutes outside in the rain as the shop is so small. It's so overrun that they can't answer the phone during the day to assist with confirming whether prescriptions are available for collection. I have a small child and it has been a nightmare trying to keep a sick child entertained in the rain waiting outside for 20-30minutes

Clinical ear care services. Podiatry services
Boots pharmacy reliever a shocking service.
Although existing service is provided by a large pharmacy multiple, I do not believe that they provide good quality customer service in terms of supply of prescriptions.
Existing services are poor and not fit for purpose due to inability to meet demand.
There is long waiting times to pick up prescription's from other pharmacies in the area
Current service is very stretched, busy and ques are always an issue.
Prescription service - current boots has short opening hours
The current pharmacy is small and wait times can be very long. It's always busy and for the growing community another pharmacy would be ideal.
Have never come across Medication care and review despite having two chronic conditions requiring medication. Similarly, have not accessed Unscheduled Care in the area.
There is only only one small boots pharmacy in Lenzie. With the development of several hundred nee homes in the are over the last few years as well as more being built a new pharmacy will be a great, much needed additional to the town.
The area where pharmacy will be position only has a very small Boots which is always very busy and although Kirkintilloch has more pharmacies this one would provide a better service to those who are unable to go into Kirkintilloch.
Boots the Chemist in Lenzie is frankly appalling and does not serve the folk here to a standard that I would expect from a pharmacy . The choice is really poor the wait for scripts is awful and the staff poor. Try a visit to the place
Boots in Lenzie. Other places in Kirky
I feel in kirkintilloch mainsteet in particular, staff are often very unwelcoming and no sense of community ! Lack of services provided advertised.
Service is tiny, two people in at one time. Stock carried is tiny. Lenzie is expanding and the pharmacy is not.
Poor service at current pharmacy
The existing pharmacy is too small for the area/population it serves. Consequently its distribution of supplies within the premises is slow and occasionally causes delays. There are frequently queues and, over recent months, repeat prescriptions are late or, on occasions, incomplete.
The existing pharmacy is too small for the area/population it serves. Consequently its distribution of supplies within the premises is slow and occasionally causes delays. There are frequently queues and, over recent months, repeat prescriptions are late or, on occasions, incomplete.
Boots in Lenzie has been shambolic for years. Poorly managed and no privacy, lenzie need something better.
Boots is an amazing shop and never busy. See no need why a 2nd pharmacy would be needed.
Very long waits in some pharmacies even if just picking up meds- Lloyds pharmacy particularly inefficient stood in a queue there for 40 mins on Friday with little indication of why and loads of people in front of me were not getting all of their meds
Local pharmacy is too small to meet the needs of the community, there is often long waiting times for prescriptions
The service provided by the Boots Pharmacy in Lenzie is nothing short of awful. Replacement, or competition at the least, is required. Boots doesn't need to try....and they don't!
There is still a high demand within the area for dispensing, which is not met by current provisions.

One chemist for the size of the town can't meet demand. Lots of new houses being built & with an ageing population you need better health services.
One small pharmacy only, always large queues outside forcing me to use less convenient place in Kirkintilloch for many years
There is only 1 pharmacy in Lenzie that I'm aware of. It's small and always busy
The current pharmacy at Boots seems to do a poor job.
We have one Pharmacy in Lenzie and have had for a very long time. Lenzie is getting bigger and bigger. Boots in Lenzie us a tiny Pharmacy and in my opinion is not managing very well. Their opening times are restrictive and through Covid, their management has been very poor. I have personally queued for 45 minutes outside for a prescription that was not even ready - giving them ample time from GP to them.
None - have accessed a number of pharmacies within the area with no issue / obvious gap
I struggle to find a suitably close pharmacy for what I require.
Boots, in Lenzie is far too small, and overworked to provide a decent service. Also in winter whilst the 2 meter rule is in place there are queues standing outside the shop waiting to be served!
During last winter always a queue and had to stand in rain,snow for at least 30 minutes and when you went for your medication it was not ready and asked to return. This meant standing in the queue again in the cold. I am 75 my wife is 72 and should not be expected to queue in adverse weather. Always seems disorganised for a major chemist.
Lenzie is fast expanding and facilities are being stretched further and further. This would ensure a fantastic facility is available moving forward
The only other pharmacist is Boots and their service is frankly appalling, it is a very small shop and not fit for purpose
Sometimes Boots is a bit hectic and busy so they give poor service. I was made to speak to a pharmacist about my private health issue in front of multiple customers because it was busy and they didn't want to speak to me in the consultation room.
Only one very small pharmacy at the moment for rapidly increasing local population
The boots on Kirkintilloch road is get cramped and not adequate for the village any more
The growing population of lenzie needs more adequate pharmacy provisions
Main provision is Boots which is a very small space, doesn't feel comfortable for discussing health matters. Challenging during COVID as very cramped. Can be long waits to fill prescriptions. Very difficult to park nearby in non-pandemic times.
Not a very efficient service when in the pharmacy and premises very cramped.
Current Boots FAR TOO SMALL. Extremely inefficient and unprofessional too. I have taken decision to use pharmacies outside of area due to this inadequate service/pharmacy. Also closed on Saturday afternoon. Feel it penalises full time workers in the area.
There is only one pharmacy in the area with no parking.
Current hours of service (no lunchtime collection, and now closed on Saturday) do not meet the needs of community. Re above now delivery or 24hr collection facility further limit provision. Capacity of current facility can not meet demand.
The existing pharmacy is too small for the area. It is a very small shop. During lockdown there was frequently long queues outside and prescriptions not being processed. Not sure what services they provide but give the size, suspect not very many.
Considering the increased population in Lenzie there is a need for an additional service in the area. In my opinion the only other local pharmacy is not sufficient.
Too many houses for a very small existing pharmacy

The only existing nearby pharmacy is currently unable to handle the volume of customers that require their services. The store is constantly queued out onto the street and in most cases it takes the best part of an hour to be seen. This is no exaggeration and I often see people, including myself, give up when we only have our lunch break to get to the pharmacy.
Very limited stock. Often prescriptions are provided with an 'owing' slip. The place is filthy. It used to be such a well run chemist 2 decades ago.
Poor service and limited opening hours result in me going elsewhere for a pharmacy
Boots Lenzie cannot cope with the increased population.
Although the service at the local Boots branch leaves much to be desired, I doubt if there is a need for another pharmacy. However, the local Council does not appear to be concerned with duplication of shops in the area. We used to have a varied selection of shops in Lenzie, including a stationers, a bakery, a butchery, a greengrocery, a bank, Now we have none of these, but I think we have three estate agents, four or five hairdressing salons, two opticians. We do not need this duplication, but we do miss the establishments which have gone.
Within the 'neighbourhood outlined on your map, I believe that we have a small Boots store within Lenzie providing pharmaceutical services.
Terrible waiting times, always wrong /missing items. Long que always so definitely need another.
Boots pharmacy in Lenzie cannot cope with the level of service required, constantly queued out the door, and prescriptions are never made up in advance for pick up
Waiting times are too long (almost an hour) to collect prescriptions.
The main problem is that the existing Boots shop is far too small for the area and number of clients it caters for. The staff changes regularly and they are often slow to serve, take ages to find prescriptions (perhaps due to the cramped conditions in the back shop). Queues during Covid have been long; I have had to stand out in the cold for almost 30 minutes to get a badly-needed antibiotic prescription. This situation has now eased but I still feel that having one lack-a-daisical pharmacy serving Lenzie, which has grown massivley in houses and population over the last few years, is not acceptable. When I came to Lenzie 50 years ago there were two pharmacies serving a much smaller population. I would welcome a new and enthusiastic, independant pharmacy and would certainly use it. Other than the existing pharmacy, we have to travel into Kirkintilloch to for pharmaceuticals. I am 74 years old and do not drive.
Too many "customers" often attending resulting in long waits to be served. Loss of continuity of pharmist by frequent change of person.
I have no experience with any other services provided except for dispensing of medication but the nearest pharmacy is now far too small to serve the neighbourhood requirement. Lack of continuity of pharmacist has resulted in an inefficient and slow service recently.
Limited availability of prescribed medication at Boots Pharmacy - often has to be ordered and collected at later date.
Existing chemist (Boots) is far to small and the area desperately needs a far better service than that currently provided.
Only one current pharmacy is not enough
Flu vaccinations Currently Restricted opening hours Very small shop unit so unable to carry many items.
In my immediate area I think the small Boots often struggles with prescriptions though I would like to see it remain and the two pharmacies complement each other.
Very irregular standard of service with minor errors.



I don't often have access to a car and I need a pharmacy I can walk to.
The services are adequate do a good job but they are small and seem to be on top of each other with little privacy
I don't have a great need at present for a pharmacy. I've selected NO purely because existing chemist is very small.
I wouldn't use Boots in Lenzie because they are so slow. I try to avoid Boots in Lenzie completely and use the Townhead Pharmacy in Kirkintilloch
Boots at Lenzie is too small and too busy so an alternative is required
Even getting a prescription is challenging and getting it within an acceptable time frame. I needed medication prescribed by my doctor when my baby was 2 days old. I had to wait 4 days and this impacted my ability to breastfeed my baby. This shouldn't happen.
I had to change pharmacy to one in Kirkintilloch as Boots in Lenzie kept giving me the wrong prescription
Services are very slow at other places and always having to wait longer periods of time to get prescription or have to go back another day or two to collect.
Huge need for a pharmacy in lenzie
As a large chain company, Boots are very rigid in their ways of work. I feel an independent pharmacy run by members of the local community is more likely to understand and acknowledge the needs of the local community, and have a much more personable approach. Already on the Lenzie Pharmacy facebook page, Aidan has been welcome to suggestions such as 24 hour collection, delivery systems, collaboration with other services etc.
Only one chemist and very limited stock, often dont have items available. Shop is far too small and offers zero privacy to discuss with staff. Zero disabled access and adequate parking for less mobile
There is no provision for homeopathic and integrative care services
The Boots in Lenzie is too small to cope with the increasing demand for it. I think an extra pharmacy is an excellent idea and would benefit the community greatly.
Stopped the repeat prescription and was told I now needed to order my prescription from the doctor. Have had this service in place for over 5 years. Stopped texting to let me know my prescription was ready. During first lockdown had to visit the pharmacy every day for 4 days before I could get my order sorted, was told the surgery was to blame them when I called the surgery they advised the prescription had been sent to the pharmacy.
Unreliable
Extra long queues at Existing pharmacy.
The current pharmacy is nationally owned and poorly run with limited stock and facilities inside
Boots service in lenzie is poor.
The shop is very small with one consulting room and the door is not soundproof. Regularly there are confidential conversations taking place between the pharmacist and customers. This is both embarrassing and poor practice. Filling of prescriptions does not seem to be undertaken systematically and so there are often long wait times for prescriptions that should be ready. Waiting in a queue and hearing about people not getting their prescriptions as planned does not promote confidence in the service. There is no consistency with pharmacists. Customers attending for Methodone are given priority over waiting customers and there is a lack of space to accommodate concurrent consultations. Hand hygiene has been difficult during Covid due to hand sanitizer being placed on the counter close to the perspective. Anyone touching products while in the queue is unlikely to have used hand sanitiser, customers not wearing a face covering are never asked to do so.

Retail options are very limited, for example, dental floss, vitamin supplements, plasters.
Current is small and slow
It is so slow.....
Always queues on Boots pharmacy
Current pharmacy not up to standard
Poor repeat prescription service
Stepps pharmacy very busy and with GP restrictions more lean now on community pharmacy services
I feel there is more than enough provision as Boots across the road offers a first class service.
Current service is overstretched and provided in cramped poorly laid out accommodation.
There is a very small branch of Boots in Lenzie near the proposed Lenzie Pharmacy. However it is severely restricted in terms of space and parking, particularly for disabled persons
Currently the provisions in Lenzie are very small given the size of the community.
Another option than boots in Lenzie would be good.
There is a serious lack of a local pharmacy capable of dispensing prescriptions in good time, particularly repeat prescriptions. The current pharmacy we use in Lenzie is very poor at having repeat prescriptions ready without being reminded and then the prescriptions are not ready for collection. We are usually left chasing them up with only a few days medication left. We have had a poor experience of the NHS Pharmacy First Scotland and would not return to the existing pharmacy in Lenzie for this. My husband has a long term condition but has never been offers any support from the pharmacy. As stated, we have to chase up his medication every 2 months. The text service advising when prescriptions are ready has not worked for almost 2 years now despite repeated asking. In short, we have lost confidence in our existing pharmacy in Lenzie and would welcome the opportunity to have a pharmacy that cares about its users.
There are 5 pharmacies within the Kirkintilloch and Lenzie area with the existing Boots store in Lenzie having provided vital services to the community.
The local Boots store provide all of these services, and have been doing so for a very long time. Lenzie customers and Lenzie patients are made to feel valued. We Trust Boots.
I had accessed the existing pharmacy service for 30years. It is adequate. This pharmacy takes care of local residents on every visit. The service is good.
The site is the perfect location for a pharmacy in lenzie , I don't even reside in lenzie and see it being a great addition to the surrounding area
I work in the local Lenzie pharmacy and I provide these services currently.
Use boots and hours are limited.
I am happy with the Chemist (Boots) in Lenzie at 92 Kirkintilloch Road Lenzie this new application is about 100 yards away.
Present provider has proved over a long period not to be capable of servicing the needs of the community
Unreliable and long wait times
Boots understaffed. Couldn't get treated for an infected insect bite as pharmacist wasn't trained
Boots in Lenzie have wonderful staff but can't cope with the sheer volumes of prescriptions in the area, especially closing at lunchtime on a Saturday, the queues can be round the block. Not ideal
1. The Boots pharmacy did really well until around the time Covid emerged. They have been brilliant at helping customers/patients with mini consultations and prescription problem solving. It

<p>is not clear why the service become so slow but the shop size limited the number of customers and in the queuing outside in all weathers to collect a prescription has been dreadful. (I now get my prescriptions dispensed in Kirkintilloch which does not always suit me). I think the population served by this pharmacy has grown too much in recent times so the service has failed to cope. The staff are not to blame.</p> <p>2. Due to the above limitations of capacity customers have to limit the time spent in the shop and cannot, it seems, browse or shop reasonably for anything other than to collect prescriptions.</p> <p>3. Given the expansion of the population in this area and the number of cars coming from outwith Lenzie to park in the station car park and surrounding residential streets it is impossible to find a short stay parking slot to allow a visit to the Pharmacy (or dentist, or optician!).</p> <p>4. The Boots pharmacy's limited size precludes stocking of items I would choose to buy locally and find I need to drive further away for or get online.</p>
<p>The local one in Lenzie is a total nightmare. Badly run, staff not trained on customer service and as it's a small pharmacy with no parking it's useless for disabled people as no disabled access or parking. Not disabled friendly at all. They also don't deliver to my home and I live less than 1 mile away! Boots is not suitable for Lenzie</p>
<p>Yes I do feel that they are adequate however they do not provide a 24 hour free medication collection point that you can collect your prescription from when the pharmacy is shut.</p>
<p>It's a large area with only 1 pharmacy, which in my opinion is very poor considering the population size within Lenzie and surrounding area.</p>
<p>Facility to park for free while collecting prescriptions.</p>
<p>Small Boots pharmacy is overwhelmed. There is no privacy when speaking to staff. No room to keep 2 metres apart from others. Long queues formed outside even in the worst of weather conditions.</p>
<p>Never have my prescription ready place is far too small</p>
<p>A 24 hour pharmacy would be a major benefit to the community</p>
<p>Access into current local pharmacy especially during Covid is/was poor. No space for customers observing distancing and having to wait outside in all weathers.</p>
<p>We have a local BOOTS chemist, but the service there has deteriorated significantly due to sheer volume of traffic.</p>
<p>The existing pharmacy within my immediate locality is far too small, it consistently dispenses inaccurate medication in some instances.</p>
<p>There's a shortage of pharmacies in this area</p>
<p>Lenzie already has a pharmacy which meets my needs. There are also many other pharmacies within a 10 minute walk and the local Asda has an extended hours service</p>
<p>Always huge queues and delays Getting prescriptions. Due to lack of pharmacy's in the area</p>
<p>Local pharmacy in Lenzie (Boots) is too small to meet demand meaning long queues and prescriptions not ready for collection</p>
<p>Pharmacy in lenzie is too small and no disabled access.</p>
<p>My prescription sometimes goes missing so a new pharmacy may change this</p>
<p>current Boots pharmacy is very busy, need to queue most days and does not meet the current needs or the community. New housing in the area has increased demand for pharmacy services</p>
<p>Very slow waiting times at most of them, and have to travel into Kirkintilloch to get perscriptions.</p>
<p>Most are inaccessible if non driving. Closest one to me is Boots. It is very small, lacking in space and privacy.</p>
<p>The current pharmacy is very slow to fill prescriptions and I think is not fully up to the task of servicing the area with swift service</p>

There's a few pharmacies in the area
Our local pharmacy does all these services
A more localised approach and pharmacy support is required especially for children and elderly
I use the other pharmacy in Lenzie I have a repeat prescription when I go for it it's never ready or they haven't the medicine it was worse when COVID was at it's worse the staff now are more pleasant than 6 months ago
We only have 1 small local pharmacy which can be very busy and wait a while for prescriptions. Good to have a larger pharmacy
Due to the large number of older people Lenzie, the existing pharmacy is very small.
Only has one small pharmacy always queued out of the door
I don't know of an existing local service and would drive to Stepps or Kirkintilloch to fulfil my families needs.
The current chemist in Lenzie is not fit for purpose as it's size has not increased in over 30 years & queues daily in excess of 25 minutes just to get served let alone get a prescription.
Large chain pharmacies, no interest in the local community
Within the area of Lenzie there is only currently one small pharmacy. Based on the health needs of the local community and trying to stay local another local pharmacy would be incredibly helpful. My children both need repeat prescriptions and the current store is very small and difficult to access with a pram or wheelchair. The new purpose built pharmacy will have taken these access difficulties into account.
The only pharmacy in Lenzie is too small, and always has a queue outside
Only one small pharmacy
The existing pharmacy has a monopoly and often had missing or unavailable medication/prescriptions. I have had to go to Kirkintilloch. Having another local option would be a benefit to the area.
I haven't used a huge amount of these services, it is difficult to say yes or no
Long waiting times often, no privacy for consultations. Lots of mix-ups in ordering
Do not see the need for 2 within this area
The only place we can currently get prescriptions from in Lenzie is extremely overwhelmed. They either don't have enough stock or you have to wait for a day to pick up your prescription. There's also always a really long queue and I don't have confidence that I can get my prescription on the day I need it.
No need for another pharmacy as boots have an existing shop within 100 yards walking from the proposed new pharmacy
The existing facilities, in my opinion, provide the bare minimum of pharmacy care, ie. dispensing prescriptions. I am not aware of anything they do that's over and above and even with dispensing I know a number of residents are extremely frustrated with the service (regular delays with repeat prescriptions, queues to speak to pharmacist etc).
There are often long queues at Boots and repeat prescriptions are not always ordered on time which suggests they may be overworked
The service provided by the existing pharmacy at Lenzie cross (Boots) is abysmal. I don't know whether they are unable to cope with the demand from their customers or if they just don't care.
My current pharmacy is probably too small for the neighbourhood which can lead to delays.
No local choice in Lenzie just a very small Boots An independent pharmacy would be a great asset to the area.

Lenzie is currently served by a very small Boots which is very busy and too small to meet the demands of Lenzie.
Competition and afford prices are needed.
Local pharmacy too small, missing items from prescriptions, lack of community spirit.
Service poor at boots, often long waits
None that have affected me/my family.
Boots Lenzie far too small for the community
The local pharmacy struggles to cope with the current volume of prescriptions, as they take several days to fulfill the request.
Service poor at boots, often long waits
Takes several days to get prescriptions from other only chemist in Lenzie
Very much pre ordered prescriptions are only occasionally there on time
There are long queues and they often don't have my medication
The current pharmacy cannot keep up with the demand. Wait times are not acceptable, especially for the elderly generation because the existing pharmacy is so small, there aren't even seats for elderly people or space for a pram for parents of young children.
advice and support on mental health and depression is required.
we are currently served by Boots which is not open on a Saturday afternoon. the pharmacists serve on a rota so do not know the shop, what supplies they have & do not know the patients
Some of present services are slow. could do with competition.
The pharmacy is too small for the population
Poor service, long waiting times, cramp conditions and closes on a Saturday afternoon
Always have to wait a long time to access the services
The pharmacy is closed on Saturday afternoon and also has been frequently closed before and after my working day, so I am unable to access services. I have resorted to using a pharmacy in Kirkintilloch so that I can access services at a time that is suitable for me.
As I don't use many of these services I am not sure whether they are provided by my local pharmacy.
There are far too many residents in this area for one tiny Boots shop. Often customers are queued out the door especially during pandemic. We need more services in this area which are grossly lacking.
Have had many issues over the years with a current pharmacy which has resulted in me taking prescriptions for family members elsewhere.
Existing services are not adequate. Long waiting times in the current boots with non-regular pharmacists. Many prescriptions are lost leading to inefficient care and medication being overdue. Deliveries from other pharmacy's are not adequate and there is no face to face contact with patients.
For older/infirm people the only pharmacist open extended hrs is in Hillhead or Glasgow.
none except the dispensing is not straightforward
Opening hours and delivery options inadequate
I had an appointment at the Lenzie boots last year for my flu jab and it was just a nonsense. Too many people trying to access the pharmacy at the same time, no proper private space for

delivering the vaccine (or having a private consultation) and the queue in the cold for a booked appointment was a disgrace.
The current facilities are too small
One pharmacy in the area is small and very limited in services. We need a further pharmacy in walking distance that will provide personal service.
I would welcome a new pharmacist in Lenzie, I moved to Lenzie recently and used the boots but the waiting times were dreadful and it wasn't very organised so I left and went to Kirkintilloch. It would be a lot more convenient if I had the new pharmacy to rely on as I don't drive and would be much easier.
I have only needed to use the service for the prescription of acute and repeat prescriptions, which I find adequate. I cannot comment about other services.
The chemist in Lenzie is too small and very inefficient
Saturday afternoons.
The current Boots pharmacy in Lenzie is extremely small, overcrowded and some of the staff require training in customer relations.
There's only a very small boots which with recent restrictions it was queued out the door with limited parking especially for old people.
The current pharmacy in Lenzie closes Evey lunch time and offers a poor degree of customer service. A new/additional pharmacy within Lenzie would be a massive benefit to the community and provide a realistic alternative to those who currently travel outside Lenzie to access pharmacy services.
Yes as we badly need a new modern independent pharmacy
My local pharmacy in Kirkintilloch rarely have my prescription on time/ correct, I understand this could be because of how busy they are but it can be frustrating nevertheless
We currently use a pharmacy in Merkland because we have found that our local pharmacy which is the Boots in Lenzie is unable to cope with the demands of local residents and before we moved to Bannermans in Merkland we experienced poor service, delays in processing prescriptions, and errors in prescriptions. We love the delivery service from Bannermans but would swap to a local pharmacy in Lenzie that could provide the same level of service. Bannermans are fast, efficient and never had a problem with prescriptions with them.
The local boots in the are is closed and there is always a queue, its too small and never has stock so there is the need to go to the Boots or other pharmacy in Kirkintilloch.
Need more local support
The current pharmacy is Boots Lenzie where the service has really declined over the last 12 months, the waiting time for prescriptions is lengthy, I have experienced a number of mistakes in wrong items being given, and repeat prescriptions being requested and then not completed. Very frustrating pharmacy service which has meant we now need to drive and use another one in the next town. A new local pharmacy would be so helpful to the community, especially given the number of people I know personally who have experienced similar poor service and frustrations.
Boots are truly terrible. Nothing adequate about them. They never have my medication in stock, their waiting times are always ridiculously long, the staff are never the same, they take nearly a week to order my prescription from the surgery and collect it for me and then days to make it up, their shop is too small, they do not have or use a private area for discussions- talking about my medication in front of other customers! They even lost my medication several times and when I told them they didn't care!!!!
The other multiples in Kirkintilloch are just as bad!!! They take just as long and their attitudes- they just don't care. It is also too far to walk to Kirky and if I get a lift there is no parking on the Main Street- I don't keep well I can't walk this far. I understand other pharmacies from other areas

<p>deliver to Lenzie, but that is not the healthcare Lenzie needs- we need our own pharmacy in the community that is right here for us. A delivery service from other pharmacies miles away is not a service. I wouldn't take my grandchildren all the way to Bannermans, Pulse, Stepps or Muirhead for example. It is just ridiculous- Kirky has so many pharmacies- Lenzie has one!! Very inadequate service provision exists in Lenzie, it is not good enough and the people deserve better.</p>
<p>Boots pharmacy is way too small, not enough staff and don't offer a great service.</p>
<p>Current boots can't cope and provide a very poor service</p>
<p>While the services may be available the existing provider in Lenzie is normally under staffed leading to long wait times for prescriptions or ultimately "giving up" and getting services from outside the area where we know we can get services more quickly/reliably</p>
<p>There is one very small pharmacy in the area of Lenzie I live in and it is always so busy. Another pharmacy in the area would be a blessing</p>
<p>Boots pharmacy is not fit for purpose. Dreadful</p>
<p>Only one small pharmacy at Boots</p>
<p>The only pharmacy within walking distance from my house and for most of my family is boots in lenzie and the waiting times and ques are always very long</p>
<p>Waiting times at the current boots pharmacy are atrocious. Frequently customers are waiting outside in queues. I have young children and a husband who needs regular medication. I struggle to get it st times as it requires queuing with toddlers.</p>
<p>The one in boots lenzie is too small for the volume of people that need to use the facility. Long waits usually when i have had to use it</p>
<p>Existing pharmacies too busy to get time with the pharmacist. With pharmacists expected to provide more direct treatment options - this is a problem.</p>
<p>I only know of one pharmacy in Lenzie which is quite small. I stay in Lenzie and it would be easier to go to Kirkintilloch as the ones there are bigger, therefore, more likely to have whatever I need. I think this is a disadvantage that I can overcome by driving. A lot of people cannot drive so cannot easily access pharmacies for this reason. This disadvantages a lot of people and it also drives trade out of Lenzie which in our current financial climate is much needed. There are several remote areas in Lenzie which are quite isolated from larger pharmacies as a result to lack of provision in Lenzie which I think they this pharmacy would improve.</p>
<p>Lenzie, Kirkintilloch and auchinloch have massively grown and could benefit from this</p>
<p>Only a small boots. Needs something better for the community.</p>
<p>The current local pharmacy, is just too busy and struggles to cope with demand.</p>
<p>No Sunday or late night opening</p>
<p>I use Boots in Lenzie to pick up prescriptions but the opening hours are not great if looking to pick up after 6pm once off the train from work. Often have to queue for prescriptions.</p>
<p>Too much ques, people waiting far too long for prescription</p>
<p>There is only 1chemist in area</p>
<p>The only local chemist already in the area was probably adequate before the last 7/800 new build homes were built with approximately 4 person homes and the waiting time for prescriptions to be filled is exceptionally long and trying to speak to a pharmacist is nye on impossible. Also I am on lots of medication on a daily basis and gave them permission to order my repeat scripts and on umpteen times they did not order or collect scripts and I was left in pain on numerous occasion so then had to change pharmacists to Kirkintilloch.</p>

The pharmacies in the surrounding areas are always very busy, this would help alleviate the pressure and waiting times
Both the pharmacy in Lenzie and in Kirkintilloch often have huge queues and long waits for medicines not in stock.
Unsure of the existing services in the area
Boots at Lenzie far too busy and fairly inefficient.
Out of hours Care. Boots Lenzie closes over lunch, doesn't do late nights and limited weekend access too
Existing pharmacy is closed on a Saturday afternoon.
Long queues, staffing issues, can't get through on the phone, prescriptions take days to get processed
Have to travel to a main town for a pharmacy not helpful for older folks
I have had to stop using the local service it was so poor: Wait time was unreasonable and that was even if you were 1st in the queue: It's small and limited. I very rarely get a full prescription administered.
The pharmacies currently in the area provide all these services
Huge wait for access into existing pharmacy
resources required for a more 'neighbourly' feel which I believe this service will provide
Large queues are a frequent feature at the existing pharmacies. House building continues at a pace in this area, requiring more provision of services to the increased population.
Currently require a car to access these services by travelling to Stepps or Kirkintilloch
Constant queues at Boots and prescriptions not ready when they should be . I believe this poor service exists because there is no local competition
The local boots are overrun with customers due to lack of other pharmacies available therefore service provision is inadequate.
Boots aren't great
No quality care in podiatrist care
The existing services are not adequate for the area they now serve
premises very small. Not able to ensure patient confidentiality. Very busy which I think stops you asking for specific services that take more time.
Too small and too little of them - don't support community
The current premises are small and do not offer privacy.
Current boots pharmacy doesn't appear to be big enough and is regularly very busy.
I don't; the proposed location will be a stone's throw from a Boots pharmacy, and while I understand that competition is healthy, I query whether the pharmacy is better served closer to Auchinloch, where there is no current service of this nature for the locals, for example.
Current pharmacy is too small and cannot deal with number of prescriptions they have to provide. Very limited space inside and does not stock nearly enough.
New pharmacy needed
The existing pharmacy is too small. There is no privacy and there are often queues out the door. They do not have enough space to provide anything but a very basic service. They often do not have stock due to lack of space.
Small pharmacy within Lenzie- often long queues to access so I generally avoid unless necessary



A very small shop, difficult to park and badly run by boots
Tiny Boots. Always queues. Slow slow, slow.
The local pharmacy is not big enough to manage the amount of people who use it
Boots in Lenzie is the only Pharmacy in the area and they are useless, slow and frequently don't have the medication you want.
Area too busy for size of pharmacy we have at the moment
The Boots facility in Lenzie is totally inadequate, inefficient and rarely gets my prescriptions correct!
Have to go to Kirkintilloch to get prescription and the town centre is not very easy to get parked
Pharmacies are bursting at the seams. There is no capacity to deliver new services
I think the current local pharmacy Boots Lenzie is overwhelmed by demand.
I think there is limited pharmacy premises in the community for the size now of a growing population.
The local pharmacy service in Lenzie provided by Boots Plc. Is substandard. I have stopped using it and my local GP practice has even advised I do so, as the service is slow (basic products need ordering), incompetent (incorrect advice given) and not timely (closed at lunchtime and weekends). I am having instead to drive 2 miles to a decent pharmacy when I live 7mins walk from the site of the proposed new pharmacy. It is definitely needed and welcomed by the community
The local Boots pharmacy never have all my prescription meds. I am on permanent repeat meds but over the years they have never what's required in stock
Opening hours. Service levels.
Boots Lenzie is truly Appalling; they never have my items in stock (even when a 'balance' has been lying for days), they take almost a week to make up my prescription and even then always has balances, they don't listen when I raise my concerns, the consultation room is never offered so they discuss my medicine in the shop in front of other customers. They also take a week to collect my prescription from my surgery which is only in Kirkie! I know other pharmacies can deliver from other areas but that's not adequate. I need a pharmacy I can actually walk into to discuss my medicine as it's very heavy complicated medication- a driver at my door is not the same.
Local pharmacy too busy. Always problems with getting medicines.
Poorly resourced. Prescriptions never prepared.
The Boots Pharmacy does not provide the service required to the residents of Lenzie. Long queues, poor opening times do not support the community
Boots in Lenzie is massively overwhelmed- queues for days EVERY DAY- we chose to TRAVEL out with our neighbourhood for pharmacy needs as a result
Growing area of population all the time
There are gaps due to increase in housing in my area and the local Pharmacy is struggling to cope with the volume of customers. I honestly think our area needs this Pharmacy.
not sure where it is located!
The current branch of boots is totally inadequate; they lose prescriptions and the wait is ridiculous. An efficient pharmacy is long overdue!
I understand from other people having spoken to that Lenzie could do with a pharmacy as the nearest is Kirkintilloch and there are a lot of elderly in Lenzie that would benefit from this service. Maybe flu jabs?

The existing provision is run by Boots in Lenzie. My family and I regard them to be very badly organised. For example, they often make mistakes in ordering prescriptions for my Dad, and we find it difficult to have them corrected. They often seem slow, generating perhaps unnecessary queues.
Inconsistencies of answers to questions also could be understaffed
I don't feel the current and only pharmacy in Lenzie has capacity to manage all these areas of care.
Service in current pharmacy is terrible, slow and rude
Current pharmacy is too small and cannot cope with increased population.
Within this lenzie area there is no pharmacy that will deliver to local residents. This is important to housebound patients.
I feel there is a gap in our neighbourhood for a convenient Pharmacy located in our area! As I already said the addition of a carpark make it more accessible, as currently it can be difficult to get a space near Boots the chemist nearby.
Already receive these services at the existing pharmacy
Boots pharmacy is far to small to deal with the dispensing of prescriptions. One questions the lack of privacy if one has to ask question re prescription It is very difficult to get through to the pharmacy by telephone
We need services to this area available on a Sunday.
We only have a very small Boots pharmacy & the service is absolutely shocking. Prescriptions never ready on time, constantly having to chase them up. Staff are dreadful as there is no consistency & get moved from one Boots shop to the next. Also it's so small & during covid restrictions I have & I've seen very elderly people queuing outside for up to 1 hour 30 mins. We really need a better pharmacy.
Current pharmacy in Lenzie is over worked and to small to cope with demand..there are constant queues and prescription shortages that you have to re order because they're not in stock..
Boots pharmacy on Kirkintilloch Rd obviously cannot cope with demand and the waiting time within the shop whether for prescriptions or other items are ridiculous.
There are plenty of pharmacies easily within reach in Lenzie, Kirkintilloch and Chryston therefore no need for another pharmacy. Think we are in need of other facilities in the locality ahead of a pharmacy. We need more variety, not just more of the same.
There aren't enough pharmacies in this area, and the existing boots pharmacy is very small
The local pharmacy in Lenzie is never stocked and it is always really busy. You have to queue wait forever and they never have what you need
Takes a while to get prescription and quite often items out of stock.
The only pharmacy in Lenzie is not fit for purpose. The service provided locally is woeful.
Local Chemist unable to cope with demand, no facilities to take on new patients for delivery service
The pharmacy close to the suggested site has no parking and parking nearby is almost impossible whereas the suggested site has a dedicated car park making it more accessible for elderly and disabled people and parents with young children.
All there is, is a tiny boots that you couldn't swing a cat in which is constantly either packed (you can't distance within a 1-2m space of 2+ ppl) or the pharmacist isn't there during the busiest time of day (lunch). All the other options are in Kirkintilloch or a drive away which Isn't sufficient for local residents especially those who don't drive.

Local Boots Pharmacy in Lenzie is too busy we need an additional service.
Opening hours don't suit as they close early on Saturdays
I live on <b>XXXX</b> Road and the only pharmacy within walking distance is Boots. I always find them too busy, without a pharmacist, huge waiting time for prescriptions
I've got to give my doctors two day notice for my prescription then when I hand it in to my pharmacy I have a further two days wait due to the pharmacy being far too busy and overcrowded.
In Lenzie the Boots pharmacy is too small to cope with the footfall and offers a very limited service
Can't really comment as I don't use the service provided in Lenzie.
Current pharmacy (Boots) provide a low level service. Prescriptions that have been with them for a period are often made up when people present, therefore large queues form within a very small space. Their text reminder is a hit or a miss. I can't just 'pop in' to pick up a prescription without allowing an extensive period of time. I have not had to use the minor ailments recently but feel I would actually have to drive outwith the area to get a service.
Space for additional support service useful. Community space to teach Dru Yoga for Mental Health and Healthy Back Care.
Always too busy
I currently use Boots in Lenzie as it is the closest to me. Unfortunately due to its tiny size there are often very long waits which I find extremely frustrating and I believe the staff are overwhelmed due to demand. The proposed site for the new pharmacy has a car park which is very desirable.
I believe the services currently available are adequate and easily accessible. The only benefit to having a new pharmacy would be convenience, however I feel this alone does not justify its existence.
I can walk/ cycle to Lenzie (and regularly so) saving me taking dangerous roads into Kirkintilloch.
The current pharmacy in Lenzie is apparently grossly inadequate for the volume of prescriptions with which it has to deal. It can take well over a week to get my regular repeat prescription complete
There is only one pharmacy in the village which closes at 1pm on a Saturday and for an hour for lunch during the week. These opening times make it difficult for people who are working at access pharmacy services. It also means there is very little provision at the weekend when GP surgeries are closed and people may need to get advice and treatment for minor ailments. The current pharmacy is also not very accessible for people with disabilities or anyone with a young child in a pram/buggy. Parking is very poor at the current pharmacy which makes it difficult for anyone with mobility problems.
Boots is a shadow of the independent pharmacy which predated it. The opening hours seem random and more than once they have neither had nor offered to order in a fairly common prescription item and I have had to go to Asda in Robroyston. From my experience they do not have a regular pharmacist but seem to be provided with the equivalent of a locum on a daily basis.
Pharmaceutical provision in this area is perfectly adequate at present. There is no need for over saturation by adding another community pharmacy.
There is Boots the pharmacy right at the station where this proposed pharmacy would also be
Access if you don't drive. The Boots pharmacy in Lenzie is far too small!!!
Boots Pharmacy in Lenzie doesn't do delivery or blister packs. Currently using pharmacy in Kirky but this is not as convenient as a local one that can provide delivery and do blister packs particularly when carers are looking after you.
The current chemist is inaccessible to me in a wheelchair.

Just feel that the service they provide is fine, but overstretched!
Long queues at boots chemist abs out if stock
Although there is a pharmacy, it is very small and overwhelmed.
There is one very small pharmacy that regularly runs out of medication. The queues outside the store during lockdown were very long for elderly people to wait in.
Existing Boots pharmacy in Lenzie is too small & one often has to queue to get in (particularly under COVID regulations.) Boots always seem to lack some of the more popular products and there are long waits for prescriptions to be prepared.
Congested small shop , often queues outside Limited stock often have to return Service not always ideal
Existing provision is overstretched - another pharmacy would complement existing provision
No I think exciting pharmacy cover is very adequate and are all doing a good job.
Very poor service consistently
The current pharamacies in the area and nearby do more than enough to help out the people living here. This site could be used for better purposes.
Why should we travel a further distance to get these services when the services proposed will be on my doorstep so to speak
Boots Lenzie is too small, and too busy to adequately provide the services they offer.
It is far to small. For all the people it caters for
The existing services are not always fit for purpose.
It can't cope with such a big amount of prescriptions being sent to them
There is only one pharmacy local a and it's very busy and over used
Definitely not, I want to leave the boots chemist as it never has my prescriptions on time and closes for an hour every day in which I'm able to go to it .
The current pharmacy has proven time & time again to be unreliable & have inconvenient opening times
Very poor service
In lenzie the local Boots pharmacy (which is the only one in Lenzie) is unable to keep up with demand for processing prescriptions, leading to long queues that go out the door and can last 30minutes to 1hour
Don't feel there is a need for another pharmacy in area.
Boots in Lenzie is far too small to offer confidential consultations
Existing services are extremely busy and often do not have the required stock. Wait times are long and I often feel rushed when using the existing services due to the demand on them.
Collection of prescription 24 hours would be good, but this can be done from other pharmacies a short distance from the "neighbourhood".
Boots aren't up to scratch
Slow/unreliable service from current pharmacy
NHS prescription and stoma services.
The services provided by Boots pharmacy are nothing short of appalling.
Poor service & long waiting times at existing small Boots pharmacy!

Don't get the personal service a family owned business provides.
The area defined in the map is already covered by several other pharmacies e.g Boots, Townhead, Bannerman's, Well etc
Access is a key problem. Limited opening hours and the physical size of the shop.
Although there is a pharmacy service in place just metres from the new pharmacy location, Boots is not adequate in size to deal with the growing population within the Lenzie area with only 5-6 people being able to use the store comfortably at any one time
Existing Boots shop is too small and provides poor service eg prescriptions very rarely ready on time Shop becomes quickly overcrowded
Boots in Lenzie closes at 4pm on a Saturday
I think a Sunday/bank holiday and late opening would be an advantage, ASDA is they nearest offering late hours & weekends
With the ongoing pandemic restrictions on GP surgeries, prescriptions are taking longer to prepare. With only 1 pharmacy at present in the area it really can't cope.
In the existing pharmacy there is no way to pick up prescriptions outwith the shop hours which is restrictive. It would be good to have an electronic service like that of M&D Green in Bishopbriggs where prescriptions which are ready can be accessed out of hours.
The only pharmacy in the area is Boots and their service has got so bad lately that I am now using a pharmacy in Kirkintilloch.
Insufficient for local population.
The KHCC of which laterally was my place of work is not fit for purpose and current services are bursting at the seams.
there is one very small pharmacy which doesn't provide all those services
The current pharmacy operated by Boots is and has been for a considerable length of time incompetent, this is despite changes of management on more than one occasion. Prescriptions are rarely completed on time and are frequently incomplete. I currently choose to go to my surgery to uplift my prescription having previously been let down too often by Boots in failing to get it at the right time and not texting as set out in their agreement when it is ready.
There is a boots chemist here but it's very small and gets extremely busy.
With the ever expanding development of woodilee this would be a great addition to the area , great location
There is really one local pharmacy which is Boots but don't find them very helpful
Only one pharmacy for a very large area
Always too busy and during lockdown large queues were formed waiting outside.
Existing pharmacy too small
This pharmacy and services being offered is what is needed There are no other services available to my knowledge like these.
Existing pharmacy is very small, no privacy when requesting to speak to pharmacist although there is a small room. Queueing often out on the street.
Sometimes long waiting times for appointments. Available opening times can be restrictive
The current Boots pharmacy in Lenzie seems overwhelmed. Long queues and poor accuracy in repeat prescription ordering.

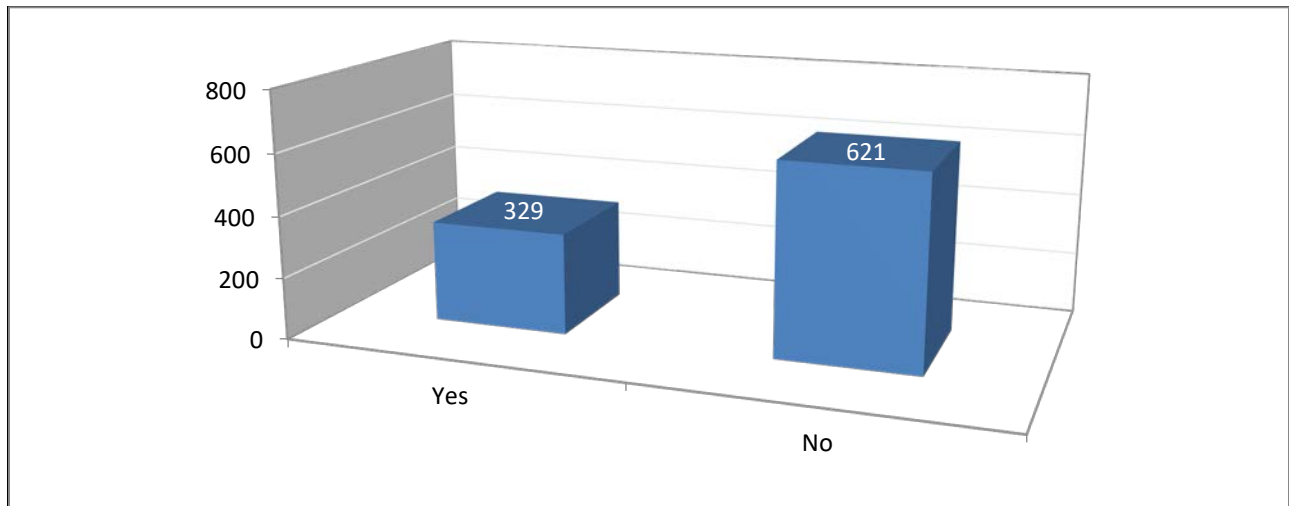
The pharmacy in Lenzie currently is very small and people often have to queue outside due to the COVID restrictions. Also the opening times are not suitable for those who work. I am hoping the new pharmacy will have a collection pod.
Existing Boots pharmacy is not coping with volume , often wait 20-30 mins to pick up a prescription, often not made up despite being told to come get it, often wrong and often short.
We need another pharmacy in the area.
Pharmacy in area is too small. Not enough stock held in terms of medicine. Very regularly queued out the door and down the street proving it doesn't meet demand.
Highly Inadequate Boots service is shocking, they never have my medicine in stock. Staff unprofessional and caught them talking about me. A delivery service from miles away does not count as healthcare!!! I do not want my medicine delivered, I want a good local pharmacy !!! I want to actually see my pharmacist face to face.
poor service, medications not ready even after a weeks notice Having to wait in long queus Service is so poor i have switched to pharmacy in kirkintilloch even although it is significantly further away
boots will not deliver my heart medicine to my home address. I cannot get out myself.
I observe regularly queues of people waiting outside the existing services
not enough service due to the number of new houses that have been built
too small. not enough working space. lack of storage space. high footfall difficulty in cleaning awkward shaped shop for staff and clients
Sometimes "managed repeat prescriptions" are ordered by the pharmacy, but sometimes they are not which can lead to a problem when you go to pick up an expected prescription.
Dispensing of prescriptions has become slow and inefficient at Boots at Lenzie station as the number of houses in the area has increased to the extent that most recent prescription took four visits before one item could be provided
Gaps in opening hours and available expertise that would take pressure off doctors. Local GP surgeries are Kirkintilloch and are some distance away.
The current pharmacy in Lenzie cannot cope with the volume of prescriptions. My repeat prescription is never ready on time and the shop is far too small for the number of people constantly waiting for them to be made up
The current chemist constantly has long wait times and the store is incredibly small
I believe a nurse in site would be beneficial - vaccines, blood pressure, smear test, asthma clinic, diabetes clinic, weight loss, breastfeeding support etc
I use the existing Boots pharmacy in Lenzie for regular repeat prescriptions. The service has been very poor and limited there for a few years - though there has been a very significant improvement in recent months.
Pharmacy already in the area always appears to be overwhelmed with work whenever I visit
Limited times to collect pensions Local Pharamcy overrun with customers due to lack of options - waiting times are high and service is not personal
There is a chemist 200 yards away.
Small pharmacy in Lenzie with little choice. Larger pharmacies are in the next town.
East Dunbartonshire has one of the highest ageing populations in Scotland therefore better facilities are needed.

Most people want to shop local and I don't think one pharmacy in this large area is enough. I think a lot of locals may use Kirkintilloch chemists but would be happy to use a local ones.

### Question 4

Do you believe you receive your medication in a timely manner using the existing pharmacy services provided in/to the defined neighbourhood?

Answer Options	Response Count	Response Percent
Yes	329	34.6%
No	621	65.4%
Totals	950	100%



Responses
Anytime I organise for a prescription from the current pharmacy I always have to return as it is not ready in a timely manner and on return still waiting 15-30 minutes for a prescription of 1-2 items. There are occasions that it can be 1-2 weeks from the pharmacy receiving my prescription to it being ready for collection if I have not been in in interim to push them to process my prescription.
In Kirkintilloch yes but in Lenzie no
Boots pharmacy service is very good.
I have often been left without vital medicine for a chronic condition because the current pharmacy repeatedly fails to fill out repeat prescription
Very poor service. Regularly order repeat prescription that aren't filled.
Not from Boots where you can't get in the door but I drive to Steps and they have a fantastic 24-7 service
I always have to wait for prescriptions to be made even if they have been sent by my doctor a week before. There is always a queue.
The chemist in Lenzie has poor customer service, very slow and never on time
There are some great pharmacies in Kirkintilloch but it's not always convenient to go into Kirkintilloch to access those services, it can be time-consuming getting to them.
prescriptions are often late or not collected at all.
Shop too small, long wait times to collect end up standing in street waiting - 3



Often late and due to the above issues make it difficult to pick up so I go to Kirkintilloch
Not always as the current facilities do t always have a stock of the correct medication and have to order it, taking more time to receive.
Sometimes delays in sourcing the particular medication required.
On occasions I have been let down through the poor communication between the chemist and the GP practice.
Boots repeat prescription service continually goes wrong. They are too busy.
Only when I can get into the shop. I tend to go now ten minutes before they close as there is less likelihood of having to wait too long outside.
huge delays and inconsistent service
Get medication from local pharmacy and can access pharmacy first from there.
The store is small, meaning there is not a lot of space in the store. It is cramped and due to Covid regulations customers have to queue outside. Not ideal in inclement weather, for parents with children as there is a busy road nearby or for customers with disabilities.
I have my medication delivered for free by Stepps Pharmacy
Boots service is awful, don't get prescriptions, they go missing, most time low stock, part prescription. The staff stand around talking while the shop is full
I usually have to wait a week - 10 days for my prescription to be processed in the conjoining town. Hopefully another pharmacy would improve this.
I have to try and time best time to go get, I have a baby and being left outside to wait to get in, waiting sometimes 30-45 minutes in rain or sun to get inside, let alone then waiting to get prescription is unworkable.
Always something missing, something lost and always 1 hour waits before Covid and now worse with Covid.
Queuing times are unacceptable in boots in lenzie
My partner has specific medication he needs and there have been times within Lenzie and Kirkintilloch when we have had issued getting some of his prescription.
I order a repeat prescription from the existing pharmacy. Several times I've been notified it's ready to collect but gone there to have to wait for them to prepare it, usually following up to 20 minutes of queuing.
We've used Boots for years and don't need another pharmacy
I use boots pharmacy in Lenzie. During covid my prescription has been sent to the pharmacy directly. However each time I have went to collect my prescription from the pharmacy there is always an issue between the GP surgery & the pharmacy, it's either not been picked up/delivered to the pharmacy, there isn't enough medication to give me a full supply, on occasion I have left with none at all. I have also been asked in a shop full of customers what medication is on my prescription. I have had to listen to others giving confidential information to staff over the counter with no regard to privacy, dignity or respect.
Waiting times in the existing pharmacy are always very long. They never have my order ready to collect.
The local pharmacy that exists already is very small and has never seemed adequate enough at delivering pharmacy services to the community because of its size.
Items frequently out of stock, fresh products returned as out of date
I don't use it, as there are always queues outside. I go to a pharmacy in Kirkintilloch – (16)

The wait times for NHS prescriptions in this area is ridiculous. The pharmacy in Lenzie at Boots is often queued around the street corner and can take up to an hour before even getting into the shop for prescription collection.
Pharmacy in Lenzie never has the prescription made up. There is always a queue. Often you have to return for the balance of your medication. They do not give out medication when the sole pharmacist has left the building
I've been told on several occasions that Boots haven't received the GP's script when the surgery assure me it's been sent. On my return to Boots the staff find the prescription. The amounts of medication held in the shop are often inadequate.
We use Boot in Kirkintilloch to get mum's blister packs. As she has a complex medication regime it is time consuming to correct errors due to them not delivering things. This means taking time off work every month to collect medication and often then needing a follow up visit to sort corrections or things not available at the time. It is a source of great frustration (lovely as the staff are).
Once waited for 7 days or my order to be ready after they received my prescription from GP. Often they do not have my required medicine in stock and I have to return at a later date. Queuing outside again.
Never have all my persecution in stock often has half of which requires a second visit every month
The only issue is having to queue outside the Boots lenzie pharmacy for extended periods of time
I am a volunteer for a local community charity (Community Response in East Dumbartonshire) and we collect prescriptions for local people so I have visited Boots pharmacy on average 3 times a week for the last 11 months. The staff are helpful and very good but it is rare that when I arrive that the patients prescription is ready. I have waited up to 40 minutes to get a prescription in the past and would estimate that on average I wait 10 minutes. This is not a complaint against Boots as I think they do an excellent job with the space they have but a large premises would enable a faster service for all users.
Boots is the closest. No matter how early they receive a prescription it is NEVER ready for uplift and regularly the do not stock the item required ... very poor service to many vulnerable customers.
The service received from boots is perfect and only a few doors along.
Often don't have stock as the pharmacy is too small. Have to return for the rest of the prescription. Queues at current pharmacy are too long. I have waited 40minutes for a prescription.
Local boots takes ages, very busy
Long waits, incorrect ordering and missing prescriptions
I travel to Stepps as I can only access my medication after normal working hours
Waiting time for Boots is horrendous!
i currently get my prescriptions delivered to Boots in Lenzie, but the service is very slow and i can wait a week to hear that my prescription is available for collection
Whilst it is not the fault of the only existing pharmacy currently in Lenzie, their dispensing area (which is also the till point should you be purchasing basic health/care products) is exceptionally small therefor there is only so much they can do. They are under pressure due to volume, therefor if I need a prescription urgently I need to drive elsewhere - which is not an option for many in the local area. With a care home metres away, and retirement flats within 100yds it's simply not acceptable to make people stand for an hour plus in the Scottish elements to await basic precipitation needs.
Prescriptions collected by them from gp practice and always dispensed in timely manner. Only downside is shop is very small.
the service is dreadful at the only pharmacy in Lenzie at present

Unacceptable waits at the moment in local pharmacy in Lenzie
My mother in law currently collects my repeat prescriptions as the pharmacy is not open on a Sunday or after work.
Fortunately I do not need much pharmaceutical services at thus point in my life.
I understand the delays due to covid initially with prescription being made up however this issue still remains which causes queues and also anxiety of tablets not being available when required as it is a long term prescription for a heart condition
Get meds fine. Use pharmacy for advice in Lenzie or Kirky
The current pharmacy does not have a pharmacist available at lunch time. This causes delay in prescription collection and is inconvenient as staff can or give you the required medication when a pharmacist is not present.
There are always queues, limited opening times, very limited on weekends and they more often than not need to order the medication even though I have it running as repeat!
Yes- I am happy with the provision provided by Boots and by the many pharmacies available that I can also go to if I wish.
Boots have been unreliable
I have to leave about two weeks from ordering my prescription on line from my doctor to picking it up at Boots Lenzie and even then it is not always made up and has to be done as I wait.
Already a pharmacy in Lenzie No need for Second one unless It is intending to close
We have to chase up repeat prescriptions when they are due, and often these are not ready for pick up
Accessibility to the existing pharmacy is difficult and local feedback would suggest it is not very well run
Since covid, queues and waiting times have dramatically increased.
In the defined area there is only one pharmacy which I think is not adequate.
The local Boots has been the subject of many complaints due to poor service.
The waiting times at boots are ridiculous, the queues are very lengthy. I have on one occasion waited for over an hour to even enter the shop to speak to someone regarding my prescription. Often when you turn up to collect a prescription, that according to the gp was collected days before from them, they arent made up, and you need to wait again. The store is only open until lunchtime on a Saturday. The shop is too small to have people waiting inside, especially under current circumstances. The pavement outside can be blocked by the queue as it narrows at this point. The demand on this local pharmacy is high, and they cannot adequately fulfil the customers needs. I no longer use this pharmacy and I know many local people that feel the same. Also, car parking at this pharmacy is difficult, there is no designated carpark and you need to rely on spaces at the train station being available, which is rare.
There seemed to be regular delays in being able to fulfil certain prescription items leading having to use another chemist outwith the area
After 30 minute wait in the rain you often find they are just then filling out the script for days then to add insult they often only have some of the items which they then have to order incurring another wait on the street to collect. The existing pharmacy is too small and not fit for purpose.
Need to go to ASDA Robroyston to collect prescription out with working day
but also huge wait times for prescription pickup at all local options

not always pharmacist available to dispense. Have to come back, but when working it's difficult when opening hours aren't very flexible.
The waiting times are abysmal in boots and no ownership of addressing the queue. I can wait 20 mins to be served even when 2nd in line. The staff have no sense of urgency or even customer service skills to even acknowledge your existence. Sometimes also the repeat prescription is not sent apparently even 5 days after calling.
They often dont have the items
I receive a small number of items for my family, visiting the existing pharmacy every month or so. The staff are helpful but the premises are small and this limits capacity.
The small pharmacy currently in the area has long queues, prescriptions are rarely ready despite waiting days before collecting. Often don't have the full prescription so need a second visit to pick up the remainder.
Waiting outside in the cold for more than an hour to hear your medication isn't available.
I often found the Boots pharmacy in Lenzie lacked sufficient stock for my daughter's prescription and I had to wait longer to receive the full prescription a number of times. I have also never been able to get vitamins for my daughter from there and have always had to go to a pharmacy in Kirkintilloch.
Always have to wait for extended periods of time: store too small: lack of privacy
When they receive a prescription from my doctor and I go into collect about a week later it is usually the case that it has not been done and I am expected to return again a day or so later.
Boots offer an excellent service, I see no reason to open a new pharmacy opposite boots.
Slow with repeat prescriptions often because out of stock. Shop is too small, and no privacy.
Several times I have been told it will be either the next day, or even a few days before my items will be available.
The lenzie pharmacy seems very overwhelmed and long cues EVERY time you try to use
Prescriptions are not ready in time- often have to queue for a prolonged time. Communication from staff is poor and many customers have changed to another pharmacy.
I used to have medication delivered to Boots pharmacy in Lenzie but due to inadequate parking I now use Boots in Kirkintilloch where there is parking nearby. A pharmacy in or close to Woodilee Village would enhance service provision to around 900 households who currently have to drive to Lenzie or Kirkintilloch for pharmacy services.
I don't generally use Lenzie as Boots is very small use Kirkintilloch
Boots purport to operate a 'text reminder' system for repeat prescriptions, but reality this has never worked correctly and there were frequent shortfalls in available medicines. The situation became so bad that I recently started using the services of another pharmacy in Kirkintilloch, which is less convenient, but significantly better.
I do not have a prescription for regular medication.
My partner and I frequent Boots Pharmacy which is too small to cope with demand, resulting in long queues outside which is particularly uncomfortable in bad weather. A larger, dedicated pharmacy in the nearby area would be hugely welcomed.
I cannot get to the pharmacy in Lenzie within opening hours I use an alternative with 24 hour prescription collection
Yes always have received good service and correct product. However waiting times to be served can be very lengthy and clearly Boots is cramped for stockholding and retail offer. Would be put off in trying asking for a private consultation with pharmacist as they always appear to be under pressure. Also the pharmacist always takes a lunch break 1-2 and during that time you are not able to purchase medications.

I stopped using the local facility and use Kirkintilloch as the Lenzie facility often did not have the items required and I had to do elsewhere to get prescriptions
Waiting times at existing pharmacy are too long. No reflection on the staff, who work hard, but there's too many people relying on a small pharmacy
I had to move to a pharmacy in Kirkintilloch because of errors in the Lenzie branch of Boots
There have been problems, not obviously linked to the pandemic. There's a lot of waiting about
Had many problems in receiving repeat prescription.
No - they can't cope with demand in my opinion.
It is often the case that I have to go to the pharmacy in Kirkintilloch, and they often do not have all of my prescription.
I have to travel to Kirkintilloch to collect my husband's medication being able to get it locally would be much easier especially as we both get older!!
Apart from having Boots within Lenzie there are other existing providers along the road in Kirkintilloch. Plenty of options at hand.
BOOTS in LENZIE QUEENS BUILDING must be the worst pharmacy in their company. The service is terrible by the time you wait for a prescription you could be cured
Long queues, prescriptions not ready on time.
I use Boots in Lenzie for my diabetes medication and other than long queue times on occasion I have no issues in getting what I need. That said I'd prefer to support a local pharmacy ran by a local person so would consider moving to the new pharmacy if approved.
Often issues with stock
They haven't got a clue
The Boots isn't big enough. I have to queue for almost an hour sometimes. So have now got to drive into Kirkintilloch which isn't good at all
I have some on repeat but don't always receive these always having to manually check on these
Usually have to return to collect prescription or wait for more than 30 minutes. Always busy.
Several times ran out as regular bi-monthly prescription not been made up as pharmacist had insufficient time to complete.
Get prescriptions and advice ok
Currently longer than expected waiting times due to numbers
Always late, always have to check before leaving shop, not always correct. Poor customer service, always someone complaining in shop. Never the same staff so inconsistencies in systems. Overall very poor service which I believe to be increased workload, big corporate company with no real feel for patients, and poor systems for repeat prescriptions
Never had any issues with the existing pharmacy's
We use Stepps as they deliver
Usually out of stock, opening hours are difficult to access
Delay in repeat prescriptions
Local pharmacies have stepped up during the pandemic to provide services to the community when GPs have been operating behind closed doors. Whilst they have reduced capacity within their premises (so has everyone else) they have done a fantastic job under incredibly difficult conditions. They have been and continue to be the frontline of the NHS.
I have to wait a substantial amount of time every time I am collecting my prescription. It is never prepared and there is always a delay to collection.

It's completely random whether repeat prescription is available.
Repeated problems eg being told prescription not ready and then receiving it, only to find it had been filled days before
Prescriptions now take longer to process despite technology. Pharmacy drives only collect one per day for processing. Unfortunately if you unable to collect the prescription within office/opening hours then there are additional delays. I have had incidences of prescription issues between surgery and pharmacy which also causes delays.
Often not in stock or even if a repeat prescription not ready and queues are long and extremely slow with people queuing down the street.
It takes ages to get into the existing pharmacy and space is so limited.
Often have to que outside to collect , particularly at busy commuting times and on a Saturday morning. Also, number of incidencies whereby the doctors will send prescription to pharmacy but, it will not be ready for collection at the time suggested by the doctors. It can, on occasions, be a number of days later.
Never had any significant wait or problems getting what I needed
The recurring prescription service from boots does not run smoothly.
But as we only have one small Pharmacy serving Lenzie, I along with probably many others go to Kirkintilloch, but would rather go to a purpose built new pharmacy in our own area.
Some staff say you need to call the surgery for a repeat prescription others order it for you
I have been let down on several occasions when I'm having to chase them for my repeat prescriptions. I work and can only get to them On a Saturday morning as they shut early in a Saturday.
Boots chemist is often queued out of the door, they will say your prescription is ready for collection but most times when you go it isn't made up. I have to check my prescription before leaving as there are often mistakes
Generally yes. Delays may be due to surgery not sending prescription on time.
Have had to go to supermarket due to queues locally .
I always have to remind them to order it and then always have to wait to pick it up as they only complete when you come I to collect
We changed to another chemist farther away because of problems – 3
I returned to ordering my prescriptions through my doctors as they were very unreliable with their repeat service
I have always received good service from the existing pharmacy. This has included repeat prescriptions, emergency prescriptions and flu vaccinations.
Only one near the train station, too far away
Sometimes - the local Boots pharmacy is slow and never has same staff.
Takes forever
Boots pharmacy are very slow and often misorder. I have to go out of area now to get my prescriptions – 3
They often forget to call to say they hv your prescription, or you go to pick it up and they don't have it
Boots pharmacy is extremely slow and chaotic. Far too small. Can't cope
Very frequently prescriptions are not picked up (although this has improved lately). But Boots we're meant to order my prescription, did it once and now I have to do it as they never.
Plenty of pharmacies both boots across the road, and numerous in Kirkintilloch

I very seldom have a prescription, but its easy to get other medication if required.
not always
Yes now but didn't in the last year
Long queues / Sometimes low stock / missing items – (16)
very poor service, Now go To pharamcy in next town
Boots in lenzie are the worst pharmacy i have ever used. Prescriptions are never ready for collection & staff are rude & unhelpful .
I've tried to use it on a couple of occasions and each time with an unsuccessful outcome, therefore I am required to go out with the immediate neighbourhood
The Boots in Lenzie doesn't always have the medicine required without overnight ordering.
I am unable to get mine in Lenzie due to Boots opening hours and travel to nearby town
I used to have my prescriptions sent through to local pharmacy in 2 days, now it is over a week.
I don't have regular delivered prescriptions, just ad hoc for ailments, the current facilities are adequate for fulfilling this need.
Boots doesn't always have medicine required as it is small & also can be quite slow at service.
The local Boots is often sub-par in provision of service
I do when it is my repeat script but not when it is an acute script
Stopped going as some are very in helpful
Have to wait outside and usual wrong!
There is not a pharmacy near me without having to drive to it. I am within walking distance of this
Boots unable to cope with demand, premed is too small, often don't have prescriptions in time or in stock, long wait times and often closed, long cues, not Covid safe due to inability to physical distance
During lockdown things were tough but now they are fine.
Always long question for collection of prescriptions and cannot collect at lunchtime usually the most convenient time
I don't use the existing pharmacy in Lenzie, too small and no idea about service provision as it's not promoted clearly
I have been told by my doctors surgery, that the only pharmacy in Lenzie, as it is a boots, picks up prescriptions and it takes longer to get to the branch as they usually send them somewhere else first. I do not use the boots and end up going into Kirkintilloch
Each visit can take up to 10 minutes to collect prescription
I have had too many delays and issues with the current pharmacy. I have moved to another pharmacy outwith my neighbourhood which I need to drive to as I don't feel the current pharmacy is adequate for the residential area
The current local pharmacy does a good job in dispensing.
I present my prescription near my GP surgery which is not in the neighbourhood as defined but down in Kirkintilloch where there are plenty of pharmacies.
Lack of availability and disorganised, left me to source my prescription myself, now had to go outwith area and phone round to see if pharmacy could supply. Terrible service
I have regularly had to wait 24 hours for a prescription or received a partial prescription. I tend to travel to another pharmacy out with the area so I know I will get what I require in a timely manner.

the service provided by boots lenzie is dreadful forcing me to have prescriptions delivered in kirkintilloch
Great service and friendly helpful staff at boots lenzie does complex repeat prescriptions for husband and I as well as my flu vax.
I have 3 young children and find it easier to drive to another town to use the pharmacy there as the waiting times, repeated visits to fulfil prescriptions and general service at the current pharmacy is not tolerable. I feel sorry for the ageing population of Lenzie who cannot easily utilise another pharmacy.
I don't think there's a need for another pharmacy 100 yards from Boots
Only open office hours
My prescription is always ready on time.
No; no longer use due to this.
Yes and no. Has been lengthy queues outside the local Boots frequently for several months now. Even when you do get in the door you can still be waiting for a period of time. Boots also only has 1 pharmacist on the premises and if they are out on lunch then prescriptions cannot be handed out by the other staff - extremely frustrating!! That being said I did receive my last prescription fairly timeously but still feel they are very stretched. The other pharmacy services within Kirkintilloch are not much more efficient either, although I do find the independent pharmacies to be slightly more accommodating than the large chain stores.
Lack of basic childhood meds on more than 1 occasion
Friendly manner yes but always long queues- often have to leave and come back later
There is delays in getting medication in time, there can be issues with boots pharmacy claiming to not receive scripts, there can be long queues to get into boots pharmacy as it is a small shop and can only have 2 people in at a time
Small existing pharmacy, sometimes does not have the medication I require - I have to obtain in Kirkintilloch
I no longer use the existing service due to them being unable to provide the service they say they can provide.
Most of the time I have to go back the next day as the prescriptions are not ready
The boots at the station right next to this proposed pharmacy serves the area perfectly, there are many other pharmacy options a short distance too but I have never really needed to travel to them
Have to wait in long ques, sometimes even after a repeat perscription ahs been order from the previous week.
Yes, because I order it, GP surgery delivers it to the pharmacy then I go and collect it. Occasionally there are delays or miscommunications.
There is many pharmacies in the local town of Kirkintilloch and I don't see the gap of a pharmacy being needed in Lenzie
The current pharmacy is under great pressure and struggling with the vastly growing community. I have had issues with this when trying to collect my prescription.
I use Townhead pharmacy which is the one my doctor uses I have no problem with them
I have tried the local Boots in Lenzie a few times.its awful no choice for mens toiletries etc etc
Boots in Lenzie offers a great service. I see no reason why another pharmacy would be required especially as it is directly across the road.
Often the doctor sends prescription to pharmacy due to covid to avoid going into surgery but they have ran out of the medication so having to go round and try other ones locally in the hope they have the correct one.



Frequently have to chase up prescriptions
To small a service for an expanding area. Stock carried is too small so items have to be ordered in and a return visit to the pharmacy necessary.
Order prescription on line via local chemist. Due to volume of customers using home delivery wait time is longer now than pre pandemic
Current pharmacy is slow and disorganised
lack of space impacts on staff efficiency and stock sorting. When a problem is brought to their attention, they do try to sort it. - 2
Always a min wait of 20mins even if no one in front of you
Waiting 30 minutes to be served. Prescriptions not prepared, even when there is a lead time of 1 week.
There is often a long wait.
I have repeat prescriptions & it can be challenging to get all the medication on a timely manner.
Always late, mixed up, things missing, days late each time
Sometimes can be delays in getting medication but this may be more to do with the doctors surgery
My husband asked for repeat prescriptions to be set up with Dr's in Kirki and Boots have failed each time to do so
The repeat prescription service with text alerts is excellent from Boots is excellent.
I have never used any pharmacies in the Lenzie area. I always go to Stepps (on the odd occasion I require anything).
Never had s as my issues getting medication when needed
I wait to long for my repeat prescription
I phone up my gp surgery every two months for my medication, and receive it two/ three days later.
Yes usually but sometimes needs a phone call and item can be missing from prescription. Cannot get medicine between 1300 and 1400 as pharmacist is not on premises.
Sometimes yes but it can be difficult at times due to demand on the service
Sometimes it's ok. Sometimes it's 4-5 days' late but that could be because of the GP not sending it through timeously.
We've had to get or prescriptions from Stepps pharmacy who offer a much better service. Boots were failing to deliver much even before the pandemic and need to modernise
Nearest pharmacy is small and can take a long time to dispense. Also they are always low on medication.
Boots rarely have prescriptions made in advance. Also have incompetent staff and, indeed, confrontational at times.
I cannot walk to our nearest pharmacy to collect my prescription. If this one goes ahead I will be able to walk which would be preferable
Excellent local service, go above and beyond
Regular issues with repeat not being ordered as requested via the providers own service - blame IT and GP practice
I use a pharmacy in Kirkintilloch and travel to collect it
I no longer use the existing one as I was not satisfied with the service.
Although they are very slow and it's often busy

Prescriptions are constantly incorrect if not forgotten and I believe that this is due to the strain the current pharmacy is under.
Prescription not always in, delay in ordering. Out of hours service would be helpful with kids
We have twins and have repeat prescriptions both the gp surgery and pharmacy are a farce.
They never have the prescription in stock and order which is fine, but they then say they'll call you once in and you never hear back and you have to chase. They've also cancelled appointments with us previously, promising that they'll call to reschedule and then they don't.
Picking up routine prescriptions sometimes involves very long waits.
Yes but the pharmacy I use is not close , but I have to use it due to opening times
Too many residence now for the boots pharmacy to cope.
I had to get the MMR vaccine. Boots put in the order for it to be delivered. I called 2 days before my appointment to make sure it was in to be told it hadn't come in when originally requested, but no one had followed up. They were able to get the vaccine in time, but only because I chased them. Then the same thing happened for the 2nd dose. I needed the mmr to proceed with IVF treatment, so added stress and delay was not appreciated. Secondly, I have been proscribed a low dose aspirin. The Dr sent over the prescription to Boots 4 days before I turned up to pick up the aspirin. They had to go and make up the prescription whilst I waited. I think they are so busy they simply cannot cope with the volume necessary for the village.
Waiting times are too long (almost an hour) to collect prescriptions.
Repeat prescriptions are filled and texts are sent out when they are ready. Please also refer to the answer above about issues with the current shop.
Too often repeat prescriptions not supplied timiously requiring a second visit to the pharmacy at a later date. Poor liasion with the doctor's surgery.
Although my prescription is sent directly from doctors, I often have to wait for it to be made up. As this seems to be the case for a lot of people there can at times be a lengthy wait at local chemist. Local Boots chemist is small and could do with a refit, staff always seem to playing catch up.
I have ,on several occasions , not been given my full prescription or it has been mislaid
But sometimes there can be a delay. Often use larger pharmacy elsewhere to ensure medication is available for immediatel pick-up.
Boots is the current Pharmacy in Lenzie and they do not seem to be able to cope with volume
Far too busy
Prescriptions are never ready so waiting time around 30-40 mins regardless of how long Boots have your prescription. Often our medicines have to be ordered in even although have got same prescriptions dispensed there every 8 weeks for years.
Some pharmacy stores cannot meet demand. Patients often wait longer than expected for their complete prescriptions
No, even after a week the prescription is often not ready for collection.
I had problems with the existing Boots pharmacy. Main points of concern were: 1.prescriptions send to the pharmacy by my gp were never ready to collect. Waiting time was very long in a tiny shop(during COVID Restrictions this made me very nervous) 2. Not a good range of products to choose from 3. No parking directly outside which must be difficult for young mothers with babies and the elderly/disabled.
I've had no issues, whenever I've needed a prescription- I've received it .

Townhead Pharmacy is very efficient in all areas
I have had to wait in long queues.
Even getting a prescription is challenging and getting it within an acceptable time frame. I needed medication prescribed by my doctor when my baby was 2 days old. I had to wait 4 days and this impacted my ability to breastfeed my baby. This shouldn't happen. When I've been before there have been long queues and more often than not people leave without their order fulfilled
Not always ready when you need it.
I have to go to Kirkintilloch for my prescriptions but would use a pharmacy in Lenzie if there was one
I was on a weekly dispense script for a period of time, and when my dose was increased my pickup day was changed. This information was failed to be altered on the remainder of the script and I was frequently left without my antidepressants and having to access unscheduled care
When I've need to pick up a prescription I've often had to queue.
I feel the pharmacy can no longer cope with demand for its services.
Latterly repeat prescriptions never ready for collection. Also several time a items no longer used are included
Frequently have to call to see if prescription is ready.
Their text service doesn't work and as I have a repeat prescription I tend to have to call to remind them to re order
Lenzie pharmacy is incredibly slow and always out of stock
While using the managed repeat service, it is not unusual not to get a text reminder( if this was not promoted as part of the 'service', it would not be an issue but Boots purport that it is a benefit of their service). If having to follow up as a prescription is not ready, there is no effort to prepare the prescription in a timely manner. If an ad hoc prescription is needed, my family would never choose to use the existing pharmacy but rather would go to Kirkintilloch to ensure receipt of the prescription.
I travel to Kirkintilloch to have prescriptions filled. The only service in Lenzie at present is woeful.
I receive levothyroxin on a repeated prescription and have no issues
Prescription never ready when you call
I have a car and can access service but others not so fortunate
New manager in Boots has the store working like clockwork. Excellent professional service at all times.
Combination of overstretched GP practice and pharmacy service
I would love to see a local pharmacy that can deliver that customer centred service
We have used services in Kirkintilloch which have been slow in our experience. The service we know in Lenzie is so small there are often long queues.
Boots is always busy no matter when you go and parking is horrendous.
The current pharmacy we use is very poor at having repeat prescriptions ready without being reminded and then the prescriptions are often not ready for collection. We are usually left chasing them up with only a few days medication left and it is not always easy to get the phone answers to ask if our medication is ready. We have asked for our prescriptions to be requested earlier from the GP surgery but get refused as we thought this would stop the panic every 2 months as our prescriptions almost run out. It is very frustrating that there is no attempt made to help us.

I am a regular customer to Boots in Lenzie where I have received good care. The customer service has also improved in the past years he to staff changes.
My medication is ordered for me, dispensed for me and at times of need delivered to me. Or I am reminded by text message.
Repeat medication is arranged for me, and delivered to me.
My entire family use Boots, a strong repeat service with delivery to the house when needed. And service with a smile!
Que outside boots always off putting
Always have to wait for prescription to be made up at Boots.
If anything the new part of Lenzie in Woodilee is where there needs to be a new chemist. I am happy with The current one.
Too many repeated failures in completing the prescription fully I've had to move my repeat prescriptions to Kirkintilloch because of the local pharmacies in efficiency
Opening times are far too restrictive over weekend
Sometimes it takes days to get the prescription from boots, they can't cope with volumes, despite their best efforts
The Boots pharmacy did really well until around the time Covid emerged. They have been brilliant at helping customers/patients with mini consultations and prescription problem solving. It is not clear why the service become so slow but the shop size limited the number of customers and in the queuing outside in all weathers to collect a prescription has been dreadful. (I now get my prescriptions dispensed in Kirkintilloch which does not always suit me). I think the population served by this pharmacy has grown too much in recent times so the service has failed to cope. The staff are not to blame. Given the expansion of the population in this area and the number of cars coming from outwith Lenzie to park in the station car park and surrounding residential streets it is impossible to find a short stay parking slot to allow a visit to the Pharmacy
You can wait up to 1 hour for a prescription to be filled and most times medication not available resulting in a trip to Kirkintilloch to another pharmacy. Prescription collecting from doctors is a shambles and when my doctor send a prescription via email they tell you that they do not have then once I called doctor suddenly they found! Overall a well below acceptable service!
My usual pharmacies that I go to in the defined neighbourhood have long wait times which can be understandable but it is a long wait any time I go in no matter what day of the week it is sometimes I can wait for over an hour.
The time between a prescription being written and delivered to local pharmacy is quite lengthy. Recently this has been about 72 hours when there is on a mile between doctors and pharmacy!
It's a poor service, on many occasions I've had to wait over 30mins for my prescription to be filled.
At a cost for parking in Kirkintilloch.
There was a problem about 6months ago but this seems to have been resolved for my needs.
Having to wait up to 5 days for a prescription as most are not made up on site
Waiting times have increased
there is a Boots pharmacy only 20 seconds walk from the proposed "Lenzie pharmacy". this pharmacy provided adequate service to the surrounding area. there are 6 other pharmacies within the neighbourhood providing all the services detailed in this application. Plus the 7 other pharmacies provided additional services that arte not offered by this "lenzie pharmacy" application . eg. independant pharmacist prescribing service/vaccine service/delivery service/dosette provision/nursing home provision/pharmacy first PLUS service

(this is more advanced than the standard pharmacy first service offered by lenzie pharmacy, as it services advanced minor ailments and removes workload from GP network)
Although my regular prescription is delivered direct to the pharmacy in Lenzie & I wait 3-4 days before collecting it, theres regularly a delay when I go to collect it. Lunchtime Closing is also inconvenient as this is the best time for me to collect it during the week.
No. Waiting in the rain is of no benefit to people who need medication.
I no longer use the local pharmacy due to increased errors and now have to travel further to obtain any medication or medical advice.
No as I have to travel to Kirkintilloch to get my prescriptions
Never had a problem with prescriptions so far.
Long waits to pick up prescriptions in current pharmacy (Boots) as not made up even when they have a number of days between GP saying prescription is ready to collect
No issues
My dad has to wait a while for medication.
A 24/7 collection point would be ideal as I work shifts
limited hours for pick up, sometimes have to wait for days and prescription often not ready
I use Townhead pharmacy but this requires a car journey, find parking. I could walk to this new one.
Last week I ordered a single medicine prescription from my GP on Wednesday before 8am. Yesterday (Tuesday) when I went to collect the medicine it was not ready as the prescription had not been processed yet. This happens more often than not for all prescriptions my family needs on a regular basis. There is almost always a 20-30 minute wait on collection for pre-ordered medication.
Don't really know the need for opening another pharmacy in area
My pharmacy has been super helpful and always go above and beyond
Pharmacies have gone above and beyond especially during pandemic. Don't feel this is an area that is lacking. Could do with more GPs.
Medication can take a week to receive
existing Boots chemist at Lenzie cross now seems to be overwhelmed by new housing in the area (suspect mainly Woodilee housing development) Prescriptions are often late or wrong.
I receive text message when my prescription is ready
This proposed pharmacy is within 100 yards of the existing Boots pharmacy which makes the new pharmacy unnecessary
Only if you time it right otherwise you can wait a while
Again, I'd have to collect any medication from Steps or Kirkintilloch and for convenience would rather have it a short walk from my home.
The repeat prescription service with the current pharmacy has always been efficient and timely in my experience.
Not enough staff on & capacity issues for storing medicines on site
Always have to wait more than half an hour for anything
On the whole yes, however I do give 7 days for prescriptions. I often have to wait longer for certain things but this is communicated to me well by the team – 2
I don't use the current Lenzie pharmacy

Quite often the required medication is unavailable. Older residents often have to make return visits for repeat prescriptions.
the existing pharmacy often did not have the required medication to fulfil my prescription resulting in repeated trips. this was inconvenient and frustrating
Never had a delay receiving a prescription, however, there can sometimes be quite a queue waiting to get the prescription
Never ready in advance, even although script goes direct from GP in a timely manner. Often very busy.
Terrible service - 3
It can take up to four to five days to dispense and deliver a prescription. There seems to be an abundance of staff but not a lot being achieved.
the existing boots service at lenzie cross is not efficient. prescriptions are not ready on time, prescriptions have not been ordered, waiting times for prescriptions to be made up when not ready are too long. boots provides a poor service.
Occasionally the mobile phone reminder does not work aware of this when your medicines run low.nd you only become a
Long waiting times and queues which the current small Boots is not equipped for.
Since Covid I have collect medication from Kirkintilloch as it has bigger selection of other items in stock
I use the local chemist which has everything that I need – 2
I avoid using the Lenzie Boots as my experience has been long queues and having to wait for prescriptions to be made up even when sent directly from the gp.
Get texts when prescriptions ready.
Very slow in getting prescriptions made up – 2
I get regular prescriptions from Boots in Lenzie
However this hasn't been the case for a while . Service was atrocious however seems to have picked up a bit
They run a repeat prescription service, but there are invariably delays getting collection.
Often don't have my medication when I need it
Demand too high, current pharmacy staffing and size cannot manage demand.
Despite using regular repeat prescriptions the medicine is either not available or arrive days later. Require a better service. The proposed community pharmacy at the former RBS premises may be a solution.
currently the surgery sends the prescriptions to the pharmacy but sometimes they are not there to collect, the medications aren't available & they have to be ordered in. I always have to order my prescriptions 3 weeks in advance in case of any problems
Tried several times to tell them I didn't need certain drugs on my next prescription but failed
Not always ready on time abs sometimes have to chase it up or don't always get everything at once – 3
I stopped using the pharmacy in this neighbourhood due to access issues with its opening hours.
Occasional problem with repeat prescriptions not ready on the day but not sure if the problem lies with GP surgery or chemist.
I currently travel into Kirkintilloch Town centre to retrieve medicines, I found the local boots branch in Lenzie was often missing an odd item and I had to wait an extra day.

I travel to Kirkintilloch for any medicine required I wouldn't consider using Boots in Lenzie there's nowhere to park and always a huge queue. The pharmacy's in Kirkintilloch are overwhelmed.
Having to queue at length, unavailable items, issues with prescription meds, inconsistencies etc
The surgery tells me Lenzie boots have my prescription and when I go to collect them they say they don't when the majority of the time the pharmacy actually has them. Long waiting times making it very difficult to get medication in a timely manner.
yes but it often requires some nudges from me
But could do with having more facilities
The current pharmacy do not operate a delivery service for elderly who are not housebound but find difficulty traveling to pick up prescriptions
I have to travel into Kirkintilloch. It would be much better to have a local facility that could get to know its regular customers.
As I said previously I used boots several times but there was always a huge que which meant standing in the street a lot due to social distancing, also it wasn't very efficient, sometimes I didn't always get all of my meds even though it would've been sent there days before with ample time to order in, these things happened several times so I just stopped getting my prescriptions sent there and went to Kirkintilloch which was a hassle as I don't drive.
I order repeat prescriptions online and collect them 3 days later. I hand in any acute prescriptions to the pharmacy and usually they are ready for collection within 30 min.
Yes, there is already a pharmacy in Lenzie (Boots), and there are a number of pharmacies in nearby Kirkintilloch.
I have a repeat prescription with a pharmacy already in the area. I am very satisfied with the service provided here.
I was using a pharmacy in Kirkintilloch but the service is far from ideal and takes longer than average to dispense prescriptions. In fact I now choose to pick up prescriptions from the surgery and drive to Asda Robroyston to have them dispensed where the service is much quicker and staff so much more friendly. However with increasing age who knows how long I will be able to do this.
Using the very small boots but can be limiting with floor space inside shop & lack of privacy if asking personal medical questions !
Pharmacy closes at lunchtime, often the only time I can get out from work, and I don't have confidence in the staff. I generally use a pharmacy in Kirkintilloch when I need to.
Boot in Lenzie can not cope with the level of housing and people. Service has been below acceptable for many years, we need an independent pharmacy that will genuinely care and open for a full day on a Saturday
we have experienced several problems and delays when dealing with Lenzie Boots in the past.
Current boots pharmacy is not equipped to provide an form of service! Lost prescriptions, late prescriptions, medication and prescriptions kept on the door due to lack of storage!
The local boots in the are is closed and there is always a queue, its too small and never has stock so there is the need to go to the Boots or other pharmacy in Kirkintilloch.
Often have to wait a few days
There have been lengthy queues, prescriptions are now rarely available to pick up ready and even despite phoning in advance to ask if they are made up, have still had to wait anything between 20-40 minutes. It's just not ideal with young kids and a disabled family member.
I used Boots for years because I wanted to support a local business. But they have become unbearable. The last time I ordered my medicine via them, they took 8 days to order it and collect it from the surgery then a further 4 days to make it up. Thats 12 days for heart medication!! Even

then they didn't have it all in stock and I was given an 'balance.' It is just a joke now. The pharmacies in Kirky Main Street aren't any better, they all take ages! I'm not walking all the way to the further away ones in Kirky or Stepps or Muirhead- that is not a local service! I also do not want to have to get buses to them- what kind of service is that? Adding on all this travel time means my medicine is not in a timely manner. Deliveries take ages too and I can't speak to a pharmacist for advice if I always get a delivery?!
Boots on Kirkintilloch rd is a joke.
As above, we often get our prescriptions sent elsewhere where we know we wont have to queue for significant periods of time. Particularly during covid (where existing pharmacy had maximum occupancy limit in place) waiting half an hour in cold/rain when ill is not desirable
I actually travel to Kirkintilloch to collect my medication because it's sometimes easier although inconvenient.
Waiting time is ridiculous. Customer service non existent. Appalling
There is too many people for 1 small pharmacy in lenzie
I am reliant on travelling into Kirkintilloch after work which is quite a distance from my workplace & home. If there was a pharmacy more local to Lenzie I could attend the pharmacy much quicker/easier.
Sometimes you need to wait a day or more for your prescription.
Have had to go back on a few occasions as medication not ready – 2
Whilst my prescriptions are sent to boots in Lenzie by my doctor quickly enough, often have to queue to wait for it to be made up at the time or just because of the number of people in line (very small pharmacy)
Long wait time for prescription
Sometimes prescription not ready/sometimes no reminder to collect (although better recently) Always an adventure!
They can often be out of your medication or only give you part of the prescription and you have to go back. Recently I had to travel to Kirkintilloch as the local pharmacy did not have my inhaler in stock and I was told it would be several days before they would have it in.
Often have run out before I manage to get my repeat prescription from current chemist, have resorted to riding it weeks earlier and stockpiling. Pharmacist not available at lunchtime
Even when I phone ahead or I'm told to collect it's still a long wait.
I always have to wait for my prescription to be filled even if they have my order days in advance
Usually need to queue
Yes, but I have a car. Others struggle to do so.
Don't use often but prescriptions rarely ready when they have had days
Boots is terrible, slow service, always losing things etc and big queues. We need a better pharmacy.
No, as mentioned above, boots are unable to cope with the volume of customers and this has impacted my experience negatively. I have travelled outwith my local area to reduce waiting times.
Sometimes I do sometimes I don't which I believe is down to how busy the doctors surgery/pharmacies are busy.
No need for another pharmacy at all.
Never in stock always have to order in



I do receive my prescriptions on time but the pharmacy is often too busy. I only use the existing pharmacy to collect my prescription and go to the larger pharmacy for other items
unfortunately took 5 months to ensure my prescription was there for collection. The pharmacist repeatedly referred me back to GP to resolve the issue.
Often have to return for prescription
My GP sends any prescription direct to the Lenzie pharmacy (Boots).
As often as not they say they have your medication in stock but when you go to collect it is not there. Think they make prescriptions up when people call for them thus taking ages to actually release a prescription.
I use Campsie Pharmacy which is the best by far. All the other pharmacies are too busy and wait times are horrendous
Often a script sent days before from doctor are not completed until you are in the door leading to a wait and then often told not all items are available that day requiring another visit.
Have to travel further afield for prescriptions
Not enough staff as shop is so small
But I use Townhead Pharmacy at the moment as Lenzie Boots is so hopeless. I would change to more local. Townhead Pharmacy are extremely busy but they manage better than Boots.
They never have prescriptions ready even though you call to say you will be collecting the items that day.
I now use Townhead Pharmacy in Kirkintilloch as I was fed up with Boots in Lenzie not having the medication. They also charge for delivery. My father is 91 and Townhead Pharmacy deliver his medication free.
Took a while to get organised was chaos for 6 months but settled down now
The Boots facility is hopelessness in this respect from my experience.
Depending on work not always able to get to the pharmacy when it's open
Pharmacies are so busy with the current demand that it is highly unlikely to be able to attend a pharmacy and have a previously ordered prescription dispensed on the shelf awaiting collection within 5 days of said ordering. Pharmacies are understaffed and unable to deliver all aspects of their NHS contract safely and efficiently.
As noted I believe the existing current local pharmacy Boots Lenzie is overwhelmed by demand.
Substantial queues and waiting times when attending. Existing premises are small and during pandemic have not been the most suitable for safe social distancing etc
I typically have to wait 24-48hrs for mainstream drugs
I have always received prescription medication on time.
Boots take a week to collect and make it up. There is then always still balances. Other pharmacies in Kirkie take just as long. Other pharmacies are too far away!
Waiting long periods to receive medications.
I have my dosette box delivered from Boots Pharmacy in that neighbourhood. Boots Pharmacy which will just be a stone's throw along the road from The Community Pharmacist is relatively small compared to their other stores. Also, they only staffed by approx two or three people. The other day when I tried to Boots because I needed to ask them to add my repeat prescription eye drops on to my dosette box, I couldn't get through to them. When I eventually did, I was unceremoniously cut off. There is another Boots in Kirkintilloch but they don't deliver dosette
Opening hours are not customer friendly. Long queues and inefficient processing of prescriptions do not make for a good experience

Queues upon Queues upon Queues
It is a very small Pharmacy which struggles with demand. They try their best but it is no where near sufficient for the volume of customers using the facility
Boots is a small chemist covering a large area with Covid getting repeat prescriptions not easy!
Often the wrong medication or it's never there
We received good service in Bishopbriggs, our previous address. Only been in Lenzie for a short time.
I use Townhead Pharmacy as it is closest to me at present . Collect it myself
It's not really bad, but Boots has failed at least once to provide a prescription for me on a promised date.
Often not made up or mistakenly don't have your prescription causing concern to patient
I'm not always able to collect it timeously as the current pharmacy can be very busy and I cannot always wait.
Never receive a notification when medication is available. Meaning I have to wait in a queue Tobe told its not there
I had to move another pharmacy for a better service
I have to travel further out of our neighbourhood to fulfil any medical needs/prescriptions! But the service is always good!!
During lockdown there were ques, as expected as limited people allowed in at one time. Since restrictions eased there's no issue
The system of gap surgeries sending prescriptions takes an inordinate time
Yes Boots repeat prescription service is generally very good.
Prescriptions always late, text not received. Having to constantly wait white the make up a prescription that they received several days before.
I think I have answered that in the previous paragraph
I ofte wait at least 20 minutes after handing in a prescription at Boots , even if there is no queue. Not at all acceptable.
Waiting times for prescriptions from boots can be long, with queues outside. For this reason I use a pharmacy further from me in Kirkintilloch
They never have the stock
Any prescriptions I've had have been processed quickly
Current pharmacy doesn't seem to hold much of the POM stock.
The service provided is chaotic and disorganised with constant queues outside.
current facilities are very stretched
I have stopped using the pharmacy in Boots Lenzie as they never have what I need and you need to queue far too long. Parking is also a nightmare there. I now travel further to Kirkintilloch.
I never use the other one because of parking difficulties, I use a pharmacy outside the highlighted boundary.
I have to get my prescriptions in Kirkintilloch currently due to aforementioned reasons, I do drive though but having a local service would be much preferred
I had to go twice for my last prescription as they didn't check the bag properly
I have a repeat prescription service with Boots in Lenzie that i had to cancel due to late or non ordering on their part. Even when notified my prescription was ready, when I arrived thwre would be long queues and prescription never made up

In the recent past I would have a 30 minute wait to pick up my prescription now I have to wait two days.
Boots in lenzie is too small and prescriptions take too long to be filled
I don't use the local service as it is a very small shop and you always have to wait 30-40 minutes and when I have they don't have one of my inhalers or they don't have the full amount in stockk iuse Kirkintilloch but would support a local pharmacy.
It's chaotic, no systems in place and incredibly frustrating.
However, this involves a trip to Kirkintilloch
there are often long waits in the pharmacy I currently use and prescriptions are often delayed.
Have to wait as they are busy – 2
My Mother suffers from crohns disease, and thus receives regular medication through prescription services. I tend to pick these up for her from the local Boots pharmacy, and I have never had any issues.
I do, however I'd prefer to avoid a busy main street.
Pharmacy in Lenzie (where I live) is very small and inadequate for the size of town Lenzie now is.
Scripts are never ready unreasonable time
The current pharmacy is very small and seems unable to cope with the increased demand for services as the village population has increased dramatically over recent years. This leads to delays in receiving prescription medication and long waiting times in the pharmacy. The current pharmacy also only picks up prescriptions once a day from local GP surgeries which also leads to delays in people receiving treatment.
Repeat prescription service works well now although there have been problems during the last 20 months. People had to queue outside on all sorts of weather. Premises too small.
Current pharmacy not in defined area. Use Boots in Kirky as they do bluster packs. However something is usually wrong each time 4 week supply picked up and then return visits need to be made. Wouldn't be such a problem if pharmacy was more local – 2
But often need to queue for quite long periods
I rarely use the pharmacy as do not often need prescriptions. However, I do not go to that pharmacy for non-prescription items given how small and busy it is. I have young children and find it very difficult to negotiate with a pram and toddler in tow.
Rarely have full amount of my regular prescription. Have to go to Kirkintilloch or Bishopbriggs to guarantee full amount.
Prescriptions often not ready within indicated timescale
The pharmacy j use is always willing to deliver and help me out if my GP hasn't sent my prescription in time, this is because they know me.
Been receiving deliveries of meds for many years. There are already several pharmacies who offer delivery service. more than enough to service all of the above areas.
There is no need for another pharmacy in lenzie area.
Prescriptions not prepared in time after receipt from doctors surgery Persistent use of feeble excuses
I have never had to wait over the expected time for prescriptions. I understand that there is a lot of work to be carried out before I receive my item and would be more than happy to wait at my current Pharmacy if any issues occurred.

I have to travel to pharmacy to pick up meds at times I may not have car and have to ask family to pick up having a local pharmacy would be excellent
3 working days for prescription preparation is too long
Boots Lenzie frequently let me down with the provision of repeat prescription service.
Prescription medicines are not always available meaning another trip to a different pharmacy is required.
We are meant to be text when it's there but we usually have to go and chance it is there
Queues are very long and often don't have required medication in. Do not offer delivery also
Defiantly not
I have numerous experience of going to current pharmacy to collect a prescription only to be informed it is not there or ready. There is also issues with the pharmacy's repeated failure to order repeat prescriptions
The Boots is the only pharmacy in the area. Since they also became a collection point for parcels, it has become enormously inefficient. Covid public health best practice, including social distancing has not helped, however I believe the evidence is there that the business structure of the current pharmacy, pre pandemic, is not conducive to the needs of one the very highest medium age populations in Scotland. To get prescriptions here one must put at least an hour aside. There is a near permanent queue in the street, often in very inclement wheather, with nowhere for the elderly and infirm to sit. In my opinion, as an Advanced Emergency Nurse practitioner, I believe the current pharmacy arrangements in Lenzie pose an unacceptable risk of injury and illness to the public. With the other commitments that Boots, Lenzie have adopted I feel it is imperative that there is another pharmacy in the area to serve an area with the oldest mean age population in Scotland. We have already made the decision to use a pharmacy in a nearby town (Stepps) to take the pressure off the single Lenzie pharmacy – 2
Poor service
In lenzie the local Boots pharmacy (which is the only one in Lenzie) is unable to keep up with demand for processing prescriptions, leading to long queues that go out the door and can last 30minutes to 1hour
Boots Lenzie continued to fail to deliver prescriptions having failed to order them on time. I stopped using Boots and now have to use a pharmacy in Kirkintilloch
As detailed above, existing services are busy and sometimes I have to wait a few days to get prescriptions.
I require 3 prescriptions per month and never had an issue.
Boots are poorly staffed making their job difficult
Often don't hVe it in and have to wait, use Kirkintilloch for dependability
We use boots Kirkintilloch. We have to wait several days for prescription. Always have a long wait for prescription when we visit store. They often cannot find our prescription so we have to revisit.
Waiting for 45 to an hour, often issues with supplies, high staff turnover, poor stock.
Poor service & long waiting times at existing small Boots pharmacy! Feel I need to go further afield than Lenzie to get a good service
The pharmacy already in place has been amazing especially during pandemic. Don't understand why there needs to be another?
More an issue with GP practice and not the pharmacy.

Prescriptions that have been forwarded on by my dr surgery can take a while.
I however use a pharmacy in Kirkintilloch as they have the facility to pick up prescriptions from my surgery. I am unsure if that service exists from the current Boots , Lenzie pharmacy as it has never been encouraged/offered to me. This facility is invaluable in reducing the number of people having to visit surgeries to collect prescriptions. I believe the new pharmacy would be better placed to offer & provide this service with the spacious facility
Based on the one occasion I used the existing pharmacy they did not have my prescription in stock so I had to return again another day to pick this up.
Boots service has been awful lately.
Sometimes okay, but often erratic.
My current pharmacy on occasions fail the complete my prescription and therefore I only find out on collection and are forced to go else where
Yes and no really. Sometimes it's really quick and easy other times I have had to wait outside the chemist for a long time to get my prescription, often with my baby which isn't ideal.
I use Boots for collection of my prescriptions and I'm really disappointed with the service on numerous occasions thru have not collected on time and customer service is not very good .
Always wait for a long time. Constantly loose prescriptions. Always a big queue – 4
Unfortunately I do not rate Boots in general.
Most times prescription is on time although there are hiccups.
Not always open when required to collect prescription
issue which has been ongoing for 5 years
I think that the Boots Pharmacy in Lenzie is too small physically in size and it cannot cope with the demand of the area. We have experienced long waits for prescriptions to be made up even when we have received notification that it is ready for pick up. Often have to wait outside in bad weather due to covid restrictions, a larger premises would be able to cope with a higher restricted number. There is a lack of privacy really - everyone can hear your address etc or what you are asking for when you are in there.
I've not had any problems before but I know plenty of people who do.
i often wait 7 - 10 days after i order my medicine ridiculous! not ggod enough
very long wait for delivery of my medicine
when i use the local pharmacy i regularly have to wait outside for a 10 m period. instead presently i tend to use a pharmacy outside of this area
take 3 days from doctor sending prescriptions to pharmacy
i see the pharmacist work hard in conditions waiting times outside the shop at present is bad weather a hardship for many
The local boots pharmacy is a community pharmacy, who know their locals and service them with familiarity and ease. There can be issues in getting prescriptions but this is where there may be a shortage in stock, which they rectify the following day or there has been error on the GP. The staff are apologetic, helpful and friendly in this situation and suggest/provide solutions.
I believe that Boots makes up my prescription in a timely and efficient manner. From when i order my prescription I normally recieve a text within a day or two to say the prescription is ready to collect. It is an excellent service they provide to the people of Lenzie.

<p>Whether a managed repeat prescription or a one-off prescription, Boots in Lenzie seem to wait until you are in the shop before making up the prescription.</p> <p>Although there are a number of people in the back of the shop, I have found myself several times in Boots in Lenzie with nobody attending to the queue in the main part of the shop.</p>
<p>A commonly used anti hypertensive is almost never available and waits of two to 3 weeks for availability is unacceptable</p> <p>Also many other residents experience problems and during Covid shop is overcrowded</p>
<p>Lengthy ques and small shop locations put me off using local pharmacy Boots.</p>
<p>Thankfully not needed the pharmacy in recent times since moving to the area.</p>
<p>I ask every time why my repeat prescription is not ready on the agreed date. I have never had a satisfactory answer and always have to wait in a long queue. It was better when I ordered my own prescription online and did not rely on Boots pharmacy.</p>
<p>Often have to wait days before the prescription is ready</p>
<p>I have had some issues over the last year with repeat prescriptions not being ready on time. The pharmacy has said it is probably the fault of the surgery, but this happened several times. My repeat prescriptions are replacement therapy which keeps me alive so it is obviously very important to me that prescriptions are available on time. However, there has been a big improvement over the last few months,</p>
<p>More or less.</p>
<p>Several occasions I have been told prescription was not there but it turned it out was all along. Wasting time with several visits</p>
<p>The existing pharmacy is the only local pharmacy which means it's busy, waiting times are high and I often get my prescription from pharmacies out with the neighbourhood</p>
<p>existing chemist meets my needs and a second one is not required so close together.</p>
<p>I dont use the current pharmacy, I go to the bigger one in the next town</p>
<p>Often don't have the medication in stock</p>
<p>I use Boots reguarly</p>
<p>Hated queues during covid and felt claustrophobic while waiting ages inside the shop.</p>

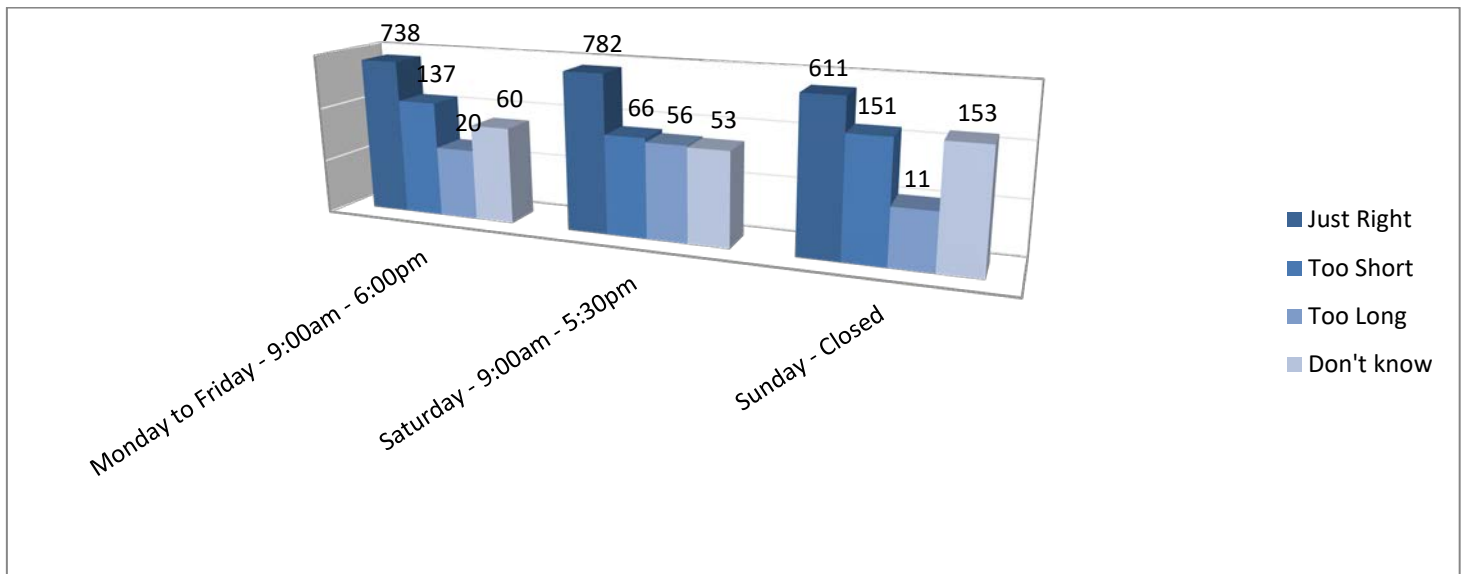
## Question 5

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

### Pharmacy Opening Hours

The NHS Model Hours of Service Scheme requires all Community Pharmacies to open as a minimum, Monday to Saturday – 9.00am to 5.30pm. They can opt 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 provided at the discretion of the Pharmacy Contractor.

	Just Right		Too Short		Too Long		Don't know	
Monday to Friday 9:00am - 6:00pm	738	(77.3%)	137	(14.3%)	20	(2.1%)	60	(6.3%)
Saturday 9:00am - 5:30pm	782	(81.7%)	66	(6.9%)	56	(5.9%)	53	(5.5%)
Sunday - Closed	611	(66.0%)	151	(16.3%)	11	(1.2%)	153	(16.5%)



Responses
People work during the day- if these are the opening hours then they should have 24/7 dispensing like Stepps do
Would much prefer they didn't shut at lunchtime because loads of people would use the service during lunch breaks
It would be really useful to have a pharmacy available on a Sunday but a whole day Saturday opening is very helpful as the existing pharmacy closes at lunchtime on a Saturday. This has often meant I have been left without medication for long periods.
There are limited pharmacy options in the area on Sunday with patients travelling to Asda Robroyston or Glasgow
It would be better if there was an extended opening for emergencies.

Hours generally satisfactory ... but a Sunday service might be useful for emergencies.
Asda at Robroyston have a pharmacy which is open for longer times and on Sundays so is always available for emergencies at awkward times.
Many people work and require pharmacy services or picking up prescriptions on Sundays. In The local area there are no pharmacies open on Sunday
This will not increase access to services as Boots the chemist already open these hours
It would be good to have access to chemist on Sundays – 14
I think these hours are ideal, they support those available through week to get their prescription but also sufficient time on Saturday to allow those who work to get theirs, without rushing to get there before 1pm.
Times are great but maybe 1 night an extra hour to allow people who work time to collect locally.
These hours seem reasonable. No need to open on a Sunday I don't think.
Lenzie is a commuter town and the train is popular so people may need some time after work to get back to Lenzie, a 6pm finish would be more convenient during the week.
These hours are better than the existing pharmacy and cover all the times when I've gone to the existing one to find it closed. Excellent.
Having the pharmacy open until 6pm Monday- Friday will be a huge advantage to the people of Lenzie who need to speak to a pharmacist urgently or collect a prescription after work. The proposed opening hours would be ideal and will suit a huge number of people in this area.
This allows a window for people who are working to collect at the end of the day (if we ever get back to us being able to finish on time!)
The population of Lenzie in 2016 was 8,070. (Government statistics) There has been considerable new housing built since then and continues to be with new housing in Auchinloch and South Claddens area.
A Sunday service of 10 till 2 would be great. Many people still work 9 to 5. The NHS should be a little more flexible
Need to open earlier and later during the week, even if they had a couple of late nights. Opening at 8am would be much more helpful. I would stay open to 7pm with a 9pm close on a Wednesday say.
Open later than Boots Lenzie which is good for people who work
Boots currently closes at 1pm on Saturday so for those who work Mon-Fri it does not give much time to pick up prescriptions etc. I personally do not think Sunday opening is required.
The only advantage of this additional pharmacy would be extended opening hours. This is not being offered. The existing pharmacy is less than 30 seconds walk from the proposed site - it is not needed here.
If there are to be two pharmacies so close together, Sunday opening would be one of the only benefits, but this seems not to have been considered. The service would default to Asda robroyston
Potentially open for just the morning - 9am -12pm for emergencies.
1 in 4 or 1 in 2 sundays would be good
Convenience and all day Saturday will be useful
Longer hours Mon-Fri would be lovely, but not essential as proposal would exceed current offering and would be very welcome.
The current pharmacy closes at 13:00 on Saturday's which is NOT helpful especially for those of us working office hours with you g children that have various clubs on Saturday mornings. Again,



not there fault however we are in desperate need of an additional pharmacy to support the current provision.
I would suggest at least one night open till after 7pm to allow commuters time to return home and avail of the facilities – 4
The late opening allows people to pop in after work hours and to be honest they could close earlier on a Saturday if it was cost effective long term
I work NHS shifts that don't finish until after 6pm and start before 9am so I feel longer hours are needed even if it was 1 or 2 days a week where they opened until say 8pm
Retail/Pharmacies should not be closed on Sundays.
As I'm retired I can pick up my prescription during the day.
If you are being a community pharmacy. Sundays should be an open day
The opening hours are sensible
This sounds like a decent offer.
These are standard opening hours. It would obviously be desirable for longer/Sunday opening however understand the limitations around this. It would be desirable for a 24 hour automated machine to access medicines – 2
Possibly one late night or a few hours on a Sunday would be ideal.
If the purpose is to increase access and meet community needs the applicant may wish to consider it might be worthwhile to offer an emergency Sunday service as anyone needing services on a Sunday currently has to travel a quite distance especially without own transport.
Extremely useful to have a pharmacy Sat pm as Boots Lenzie doesn't open then – 4
This will be a great improvement for Lenzie just exactly what we need
I do not expect a 24 hour service on my doorstep and am happy to access services on a Sunday by travelling to Cumbernauld as I have a car.
Evening opening hours after 6 would be good for those who work Monday-Friday even if it was just one late night per week. Sundays would be useful too as anything can happen - even for a few hours say on a Sunday afternoon.
Adequate for what is proposed.
Having another pharmacy in the area is fantastic, it offers much more choice for people to have their medical needs fulfilled.
Can utilise the service right after school run and at end of the day. With a good closing time in evening
It might be helpful if there were one evening per week when the pharmacy were open later for those residents who commute Monday to Friday. Would there be a requirement for one pharmacy in the area to open on a Sunday on a rota basis?
Mon-Sat coverage seems fine.
I have often wondered re Sunday opening but accept that staff are entitled to time off
Perhaps a slightly earlier opening in the week, or even a "late night" to accommodate those who work outwith typical 9-5
An hour or two on a Sunday could also be beneficial.
I don't believe 5:30 close is needed on a Saturday.
Pharmacy has been closed around lunchtime and this is difficult to keep track of
Better hours proposed than are currently in operation in Lenzie.
Pharmacy should be 7 days – 2

Looks good to me
To be in line with service users flexible working hours it would be helpful to offer slightly longer opening times on specific evenings during the week and at weekends.
It always seems to be that my kids need something on a Sunday, also it's the one day of the week we are not running around mad so it's the time we could collect prescriptions etc., so I suppose it's only through my own selfishness I'd like the pharmacy to be open on a Sunday - even if just for a few hours.
The hours appear to be similar to other existing providers.
I work it would be handier to have pharmacies open longer. Though I know steps pharmacy has a self service machine which is an excellent idea
would be good to have a local pharmacy open all day Saturday, as Boots Lenzie shuts at lunch and would be better been open longer on a Saturday
Would be ideal to have a chemist open before 9am and on Sunday the nearest open pharmacy is within Asda Robroyston - transport required to access – 2
The hour range would provide adequate provision
Can staggering staff lunch break provide a full day service. People in the area work and could pop in on their lunch break
Whilst these hours fit within the Board's Model Scheme hours there is nothing being offered here which is not already offered elsewhere within the locality.
Lack of services during out of hours in surrounding area without a car. Boots in Bishopbriggs does not prescribe. Would be good to have one late night. Nearest is Asda but recently stock been poor.
6pm is important during the week, although less of an issue with home working.
It would be useful if there was a late opening day/days during the week for people who cannot get to the pharmacy during working hours. Or have the access to a collection service.
A slightly earlier and later opening Monday-Friday would be beneficial for those who work traditional working hours. It may also relieve the que at peak commute times. A full day opening on a Saturday will certainly benefit the area.
Sunday service would be ideal but I suspect not practical .
I often need my Saturday to run errands and Boots close at 1pm which is no use for my family.
For us retired people, of which there are many in Lenzie these times are ok. Maybe an extra half hour Monday - Friday to accommodate people getting off the train from work wanting to collect a prescription?
We have a pharmacy in Lenzie and others in nearby Kirkintilloch. We don't need another.
Perfect times as I'd be able to get there after work or all day on a Saturday
Closing at lunchtime not convenient. Pharmacist not in store at any time not convenient.
Would be helpful to open but not required, hours are still better than pre existing pharmacy .
As a person who works full time Monday to Friday really need pharmacy to be open all day on Saturday and open to at least 6pm weekdays. Would be good to have it open 1 night a week till say 7pm
Presently the Boots pharmacy closes at 1pm on a Saturday.
Would be good to be able to get a prescription even at lunchtime – 4
I understand there is application includes an automated out of hours dispenser which will alleviate the challenges for those who work core hours.

It would be great if if opened at 8.30am before work hours and until 6pm.
Many lenzie residents work and don't get back to area until after 6 so early mornings and late evenings with a half day back to account for this would be good.
It seems adequate for the area.
Would be useful to have opening hours to match busy commuter times at station
Even a couple Of hours on a Sunday for the minor ailments service would be beneficial. With a 1 year old child, there is no 7 day pharmacy close by, I drive to bishopbriggs for this service.
Ideally a Sunday would be good to be open but I do feel staff need weekends off
Needs to Be open for People Who are working or have a 24hr dispensary
Would like a late night for opening like pharmacy in supermarket for people who are working. An 8pm close one night per week would be helpfull
Same opening times as the current pharmacy in queen's buildings
Ideally would be good if they were open until 6:30 to allow people working to pick up after work. A Sunday I understand why it's closed but would be nice to have a half day!
A pharmacy that can be open beyond 5pm is very useful as well as one that is open on a Saturday beyond 1pm.
To compete with the Boots pharmacy a couple hundred yards from this site, perhaps late opening (until 9 pm) would work as a complimentary service to what is already provided.
As a household with 3 small children and 2 working adults. Later opening and a Saturday option is much better for us.
There is no need for an extra pharmacy no matter when they open.
Would be good to have a Sunday service and some late nights to cater for full time workers
I feel there is a genuine need for an additional pharmacy in Lenzie especially as in Scotland we are encouraged to make use of a pharmacist to help our overloaded surgeries and A & E departments.
There is already a pharmacy in Lenzie that doesn't open on a Sunday. For this service to be properly useful Sunday cover is a must. Same with late nights during the week
Extended opening on a Saturday would allow those who work traditional office hours more opportunities to access pharmacy services.
Really hope this pharmacy opens. I'm a dentist in the XXXX dental practice and I always feel terrible if I know I'm giving older/infirm patients a prescription as I know they will have to wait a long time in Boots.
I would consider supporting the community with slightly different hours which is not the traditional 9-5. Many people commute into the city from Lenzie Station so maybe open slightly later and close at 6.30pm or 7pm may offer a service for people who are retuning from their commute. Also a differing time allows a more broader service within the town.
Opening hours could better reflect the times that people have to work enabling them to access a service outside of working hours offering convenience which is not currently offered by other providers
Mid week to 6pm is helpful for people working
Access to collect prescriptions out of hours would be good.
One late night during the week would be helpful and possibly a half day on Sunday. More preferable would be a auto dispensing capability

I don't think we need another pharmacy
Most people are commuting before 9am. Would be useful for it to be open from 8am
The longer opening hours during the week are convenient for us as a household - for example my husband works from home but still has fixed working hours until 5.30pm weekdays so the weekday hours being open until 6pm are very convenient. It will also allow those returning from work by train to collect prescriptions or seek advice after core business hours. Opening for a full day on Saturdays is ideal to allow those with weekend commitments the time to visit the pharmacy and will help to manage the flow of customers and also retain local business.
Like open later in evening after work & on Sundays – 2
Would be beneficial for a 8 or 8.30 opening during the week
Ideally at least 1 of the pharmacies in Lenzie being open for even half a day on a Sunday would be optimum but appreciate Sundays are generally quieter and far less demand for services so not as critical.
Proposed hours are fine / appropriate / standard / adequate – 14
Would be better to have a pharmacy that is open later as working in Glasgow city centre can make it harder to get to the pharmacy before it shuts.
Monday-Friday people work and mostly not in the lenzie area so a later opening time would be beneficial. Perhaps a later opening time would be better. For example 1030-630pm. Saturday opening all day would be great. Perhaps a short opening on a Sunday as well- 9-12noon?
Closed on Sunday is fine as they need time off like everyone else
All the other pharmacies are closed in Sunday... Being open on a Sunday is the only differentiation that could be offered
Sunday most pharmacist are closed.
Closing at 6 will enable people travelling from Glasgow offices to be able to access pharmacy on the way home. However, if people go back to working in offices in larger numbers, I'd suggest 6.30pm would be better.
I work six days a week so either need to go on a Sunday or after work. These hours don't fit with my schedule.
Suggested hours are fine, if proposal is successful. Similar hours to Boots across the road however.
Would prefer it to be open , just incase of needing medication for my young child or good to know its open for advice because doctors is shut
Would like the pharmacy to be open later one day a week
I don't have an issue with opening times as I am retired pensioner – 2
The opening hours allow for people to get access to the service when they may be working.
Needs later than 6pm opening at least, even if it opens later certain days to compensate. Also, these days 7 day a week service is essential and available widely throughout other council areas. People get sick and require medical assistant and medication seven days ago week!!!??
I believe we need to have 1 pharmacy in the area open on a Sunday. Currently we need to travel by car to Bishopbriggs to access a Pharmacy on a Sunday. This absurd in this day and age. I worked in Boots dispensing on a Sunday 12-4pm 20 years ago in North Ayrshire. Why are we going backwards?
Many young mums and retired people find that the 1 hour closing for lunch unacceptable in today's world,
There is already a pharmacy located within a few hundred metres of the proposed with these opening hours. There is nowhere that caters for outside these hours

Happy with these time frames
Asda in robroyston opens on a Sunday. If medication is required here is acceptable.
Unsure about Sunday opening - I respect employees' rights to a break but at times "emergencies" do occur.
Other pharmacies do not open on a Sunday - this is a gap in the market and would be more convenient
If its to be a community pharmacy why isn't it open on a Sunday. Many people work and can't access the shops Monday to Friday. Saturday can be taken up with child sports events etc Sunday is a free day for most
Hours not as relevant if there is a 24hr collection point and / or delivery.
It might be helpful to have some days opened a bit earlier and later for people finishing working in Glasgow, getting the train and will not arrive in Lenzie until 6pm or after.
You can just get sick mon-sat
Boots closes midday on a Saturday and it also closes over lunch. I find it difficult to get there at opening hours due to my work. The above proposal for new pharmacy is better.
Open all day on a Saturday is very helpful to locals
It would be amazing to be able to access a local pharmacy weekdays and weekend days, including a Sunday. The area is very large now and I'm sure there is a requirement for accessibility all week.
It needs to be accessible for people that are working. My suggestion would be late opening one day a week, or opening earlier in the morning so people can drop off/pick up on the way to work. If you are closed on a Sunday then you need to be flexible at other times.
Would be useful if people can visit before work/school hours.
To maintain consistant and efficient service by as few pharmacists as possible regular opening hours are necessary. Happy with shop closing on a sunday ..perhaps shop should stay open over lunchtime as most people expect that.
It would be good to have service on Sunday but might not be possible. Usually have to use Asda Robroyston pharmacy on Sunday.
would be good to have early opening
Option to collect prescriptions 24 hours from code controlled box may suit many people requiring urgent prescriptions out with planned opening hours. Planned hours would suit our family.
Varying lunch time closures can be inconvenient.
The area needs out of hours service.
If the pharmacy is opened 6 days it should be closed on a Sunday most other pharmacies are closed.
How to be able to go to the pharmacy outside working hours of 9-5 without having to go to the Robroyston asda. Even if it was just one evening a week
Half day Sunday would be beneficial to working parents with caring responsibilities. Can't always access normal opening hours.
Emergency prescription can be got from other places on a Sunday. They are providing a wide variety.
I feel opening on a Saturday is extremely important for those who work the regular 9-5 Mon-Fri and may not have time to obtain their medication within the standard working week
A pharmacy being open until later on a Saturday would benefit me greatly. I cannot get to one after work and cannot always get to the Boots on Saturday before it closes.

As long as you can collect prescriptions on a Saturday I'm fine with the hours - I work until 5.30pm each evening so can't get to pharmacy for 6pm Mon-Fri
No one should work Sundays
No need for Sunday as few of the other businesses are open . 11- 2 may be an option. Closing 4pm in Saturday would be fine
The existing pharmacy closes at lunch time on Saturdays which makes it inadequate.
It is not providing ANYTHING different from the boots. Not opening on a Sunday is living in there past. I would have been impressed if it opened on a Sunday.
Fail to see the need for another pharmacy which would be only meters away from the existing one.
No local pharmacy is open on a Sunday. A few hours, perhaps 10-12 would be good.
Closure at 6pm weekdays allows access after work which is required. Full day Saturday opening is very good and allows time to collect medication if we have been unable during the week.
Having the Pharmacy open beyond 1pm and on a Sunday fills a gap that Boots don't cater for however my concern Mon-Fri is the additional traffic that the store may generate to the area at Lenzie train station. Also I feel that if a new service is being added to Lenzie it should differentiate from the existing Boots service e.g. be open earlier to allow early train commuters to pick up a prescription.
My local pharmacy is always there when I need it, if not I can attend Kirkintilloch. I cannot see the benefits of another pharmacy so close to Boots Lenzie. I would worry that Boots would suffer. I do not wish for a change.
Boots is not open on a Sunday. If there is to be another pharmacy then the competitor should open on a Sunday for those who may need it to. This is to be the ONLY advantage of having a second pharmacy so close by, that the opening hours are different and provide something if our local Boots are closed.
Alternative sundays open would perhaps be good to provide assistance when needed this could be a joint effort with other pharmacies so that proper pharmaceutical care can be provided 7 days a week - we live in a globalised world and 7 day hours even on rotation basis should be considered
If a new contract is to be granted, surely it would be on the basis that it would do something 'better/ more' than is currently provided by Boots. Late night opening or earlier morning 8am before catching the train into the office.
Same as Boots Chemist apart from lunch break it has served me well for 38 years.
I work in Stirling, use the train, I will struggle to pick up prescriptions before 6pm Maybe one or two late evenings a week would be helpful. Full day Saturday is great.
The existing service shuts I think on Saturday afternoons which is not helpful to many residents who can only access the local services at the weekend. Opening to 6pm on weekdays helps serve working commuters returning to Lenzie between 5:30 and 6:00pm.
Perfect for people who work and the fact they plan for a 24 hour dispensing machine will be an amazing service for local people. Located next to train station so ideal for workers coming home to nip in and collect medication.
I feel that pharmacies should always be open until 6pm Monday-Friday as it is easier for people that work a 9-5 job or have a long commute and can't make it until after 5pm. A Saturday finish at 5.30pm is also just right because a lot of people often run errands at the weekend as they don't always have time during the week and if someone has lots of errands to do and make it to the

pharmacy and wait for a prescription then they need the pharmacy to be open past lunchtime so 5.30pm is a great time. I agree that the pharmacies should shut on a Sunday as well.
You can be ill at anytime so would nice to have the option to be able to walk to a pharmacy on a Sunday
A lot of people work long days and weekends, it would be beneficial to be able to collect a prescription in the evening.
Six days is more than sufficient.
I think there should be an emergency pharmacy in Lenzie. Lenzie has grown in size in the last 10 years and not everyone can travel to the nearest available pharmacy.
all these opening hours are provided by several existing pharmacies within the area
Sunday closure ok providing taking part in rota opening system
Ideal location to allow myself easy access, with parking facilities, to obtain prescriptions and any medical advise required.
This doesn't provide anything different to what is already provided across the road so would not benefit me. I would be looking for evenings or Sundays for this to have an impact
Would be nice if opened for a short period on Sundays. Saves travelling too far in time of need.
Pharmacy should be available to everyone, no matter the day.
Existing chemist Boots in Lenzie shuts from 13.00 - 14.00 weekdays and shuts half day on Saturday. This is not very customer focused or convenient.
These hours offer no advantage to Lenzie as they are similar to the existing pharmacy
I work monday to Friday so struggle to get back for pharmacy and attend a club on Saturday mornings so longer opening hours good Current pharmacy shuts at 1pm on Saturday and an hour each lunch time which isn't always suitable. More flexibility would be good
I like the idea of a Saturday availability. Midweek, I'd understand if the business wanted to have shorter hours on two days. I do like the idea of a 5:30 or perhaps one 6pm closure on occasion to help those working later hrs.
Not open on a Sunday is not providing anything different than currently provided.
Although people deserve a day off, getting a prescription dispensed on a Sunday would be helpful for anyone who has had to go to NHS24 or minor injuries.
Everyone's situation is different, need to have access at all times
A Sunday opening pharmacy would be a great bonus to the area and being open until 6.30 will be good for people who work til 5 or 5.30
Possibly consider changing one day to open later, eg, Thursday 10- 7 for the late workers, i think this could also work if you had one late day every 2nd week
Be better opening from 8am to allow folk to go before work
I feel this is outdated
As long as one pharmacy in the are is open on a Sunday - maybe they do it on a rota. It is good if a pharmacy is open until 6pm on weekdays to allow working people to access it - perhaps even later is required on some evenings.
Helpful to have this service locally
Should be opened on a Sunday to provide a service different from what already exists within the community. Should also be late opening e.g 8pm to offer a better service from what we currently have. What's the point of opening another pharmacy when there is no real added benefit?

Hours are fine, though later opening - even if only one evening a week - could be helpful for commuters into Glasgow.
There are several other options we can use in an emergency situation
This is a personal conclusion
This works really well for me
Consider providing an emergency service on Sundays
it would be good to have a pharmacist open on a Saturday afternoon in case of any medical problems
Some people can only manage after work so a 5.30/6.00 would help.
Access on Saturday would permit people who work to have the opportunity to access services. One late night a week until 7.00pm would be an advantage for people who work in Glasgow and have to use public transport to get back to Lenzie.
Think this gives most people easy access.
There is a lack of Sunday pharmacy services in the local area
I am aware that ASDA at robroyston is open on a Sunday should I need to visit a pharmacy on a Sunday.
Kong term covants don't allow trains to stop at Lenzie. Very similar
Saturday afternoon and the extra hour in the week
I would use this pharmacy when commuting to Edinburgh if there was 24 hour collection and there was a remote way of submitting my prescription.
If you are working in Glasgow and come off the train that gets to Lenzie after 6.00 pm you cannot collect your prescription. Propose that one evening per week could be later than 6.00 pm. 2 half days per week closing wouldn't provide a better service than the already too small pharmacy
As great as it would be to have a pharmacy 7days a week the owners need a rest aswell. It would be great if it was open until 6 so people could pop in after work getting off trains which it would be really handy for.
AS far as I know other pharmacies in area are also closed on Sunday. Maybe one should be open, even if only half day.
There is already a pharmacy in Lenzie, which has good opening hours (as well as a number of pharmacies in nearby Kirkintilloch with good opening hours)
Sunday, as god intended is a day of rest.
If you have car Sundays are not a problem but if the older generation need anything they may have a problem getting medication from supermarkets?
Great to have a pharmacy open full days on Saturdays
Would like more Sunday service as we have to then go to Asda Robroyston which is over 5 miles away
Provides good options to local people - but opening at 8am on weekdays would allow people access before work
This sounds very practical and ideal for local services
Hours align with local GP appointment availability
It meets the requirements and I would be happy with them
The hours of 9-6 on weekdays cover all GP Practice opening hours. Saturday 9-5.30 would allow those who work to collect repeat prescriptions & any shopping for necessary items.



These extended times to 6pm are great to accommodate the working population. I don't expect pharmacies to be open 7 days a week, in an ideal world possibly, but think the extended midweek opening hours make up for that.
I personally think there should be a late night there are a lot of times where people require medicines at night there used to be a pharmacy many years ago in springburn and was greatly used by people from all areas
Would be better opening at 8 /830 allowing you to collect prescription on way to work /school etc
Need some out of hours pharmacy services in this area
I would like the pharmacy to have longer opening hours Mon to Fri - I work in the city and have to get a train before 9 & don't get back until after 6. This makes it impossible for me to pick up my prescription unless it's on a Saturday.
Maybe a morning slot available on Sundays
Some people work themselves so these hours don't fit in with their lifestyle. If needed for more accessible hour asda robroyston is only a short drive away
There are no pharmacies within the area open on Sundays, some Sunday openings could be helpful for those who work M-F, I know I would find this helpful
Proposed hours are great - allows us to pick up outside of working/commuting hours
A monthly Sunday duty shared between Kirkintilloch and Lenzie should be considered
Service Currently closes too early on Saturday
This is what is needed for a local device that delivers to the neighbourhood and provides a service that is much needed as there is currently no competition for the current provider who are too small
Why not open on a Sunday as well??
Ideally they would open at 8.30am so we could pick up prescriptions on way to school!
I believe the later the pharmacy can stay open the better without causing disruption to staff. Some people might struggle to make the pharmacy depending when there work is. That's why I also think it's important to be open Sundays so people who work 5/6 days a week have a chance to get things they might require.
Not enhancing service that is already available.
Would be nice to have limited Sunday cover but understand it's not possible to be there every day and keep up the quality of practice.
I'm retired so can easily go to the pharmacy in the proposed open8ng hoursthe
Sunday opening beneficial
Lenzie is a commuter town. Most people who live in Lenzie do not work in Lenzie, so to have the pharmacy only open until 6pm on a weekday bottlenecks the public into only being functionally able to collect their prescriptions and get medical advice on a Saturday. Having the pharmacy open 10am-7pm would likely better serve the local populace; it's already not open before people get to work, so why not open later and close later?
Closing time weekday of 6pm will allow people coming off trains to collect prescriptions/shop etc on way home.
Workers need at least one late night and a Saturday afternoon to collect scripts.
Shift worker need access later at night to accommodate
Sunday should be shut
These times are very suitable.

I feel that the pharmacy should be open 6 days a week, with at least 2 later closing days. Some people can't leave work until 5.00pm therefore they cannot get to the pharmacy until Saturday
I think having a Pharmacy open until 6 pm is good
As long as there is no lunchtime closure (as this is when I am free to collect prescriptions) I am supportive
The closest pharmacy on a Sunday is located in Asda at Robroyston. Another pharmacy that would be closed on a Sunday offers nothing new to the area.
Always difficult to find a chemist on a Sunday in this area
It seems like a sensible operating model to serve the community.
Feel weekdays it should open at 8am to catch folk going for the train. Also one or two evenings it should be open till 8 or 9 pm.
It would be good if the Community Pharmacy was open on a Sunday even for half a day. Boots as well as other Pharmacies are closed on a Sunday. This would be a an excellent service.
It would be better to have opening on a Sunday and later than 6pm if possible. Currently if you need out of your services you need to go to boots at the Fort or Asda Robroyston which are not always easy or access
I would like a 9 till 12 on a Sunday
At present Boots close on a Saturday afternoon
Sunday is always good for those that work but as I am retired it wouldn't make a huge difference.
Sunday opening g locally can be good but then again if seen at OOH Asda Robroyston open
Even although I Have said the hours are good, but possibly one late night per week Would be helpful.
We have pharmacy services available Mon-Sat. We would only perhaps need another pharmacy in the area if it was open Sunday.
Mirrors the same as Boots.
There are little to no pharmacy services available on a Sunday, it is a service that would be beneficial
We already have a pharmacy open these hours, it seems pointless to have another and not open a Sunday
9-6 is ideal, when you finish at 5 it's too hard to make a 5.30 close time.. I'd also argue with prime time traffic coming from the trains that 6 or even half 6 would generate far more business/walk in traffic. Being that the prices aren't ludicrous as we know the rent near billingtons is excessive at best..
It's more easier for me to travel too and the existing pharmacy at lenzie shops is just far to small and having to wait outside in queues
Think if a pharmacy is going to provide a service it needs to be open 7 days a week and then on Mon-Fri closing time should be at least 30mins after GP surgery closes to give people time to fill a prescription
Not sure if this is the same time as Dr surgeries are open (outside Covid restrictions)
I don't think as long a day on a Saturday is necessarily required, nor to be open on a Sunday. If the service runs smoothly during the week, this will be a bonus.
I think having the pharmacy opened 6 days a week is perfect.
As a train user I would prefer the opening hours to be 8-6 Mon-Fri and a few hours Saturday & Sunday.
These are the exact same hours as the boots pharmacy, so there would be no benefit to this pharmacy

A late night opening would benefit those who work a traditional 9-5pm day.
Boots closed Sat pm
The times coincide with the times of the other pharmacy's in the area, nothing new like opening late night or sundays
There are facilities already set up for out of hours care. We do not need another place as these current pharmacies manage perfectly.
Working week of 5 days over 7 sundays are often the only day for dealing with day to day chores.
Sunday opening hours sound great! 6pm is great for afterr work collection
Sometimes a Sunday is the only day off I can collect
The current pharmacy's opening hours are inconvenient. Open a half day on a Saturday & no pharmacist on call during 13:00 -14:00 is very inconvenient as myself and several others use a lunch hour to collect prescriptions
Not doing anything extra to the current Boots Pharmacy.
I believe all community pharmacist's, should have one or two days a week with an evening opening. I have no idea if this proposed practice is a single pharmacist practice, If so, then there is clearly a difficulty with having extended hours. I accept that Pharmacy is a job that people go into with the expectation that they will not be working unsocial hours.
During weekdays the pharmacy should be open for longer hours to allow residents ample time to receive their medications after work. Majority of Saturday residents won't be at work so they will be more flexible, hence the shorted hours.
A reduced Sunday service in some way would be helpful, but understand people require a day off
Only time the other pharmacy isn't open
Boots has us covered for most of these hours.
Possibly all day Saturday maybe too long, though they will have the traffic of the trains passing through
This is good coverage
Sunday opening might be useful but often pharmacies are closed on a Sunday.
Perhaps even a short opening on a Sunday could be beneficial. This would save driving further if something was needed.
Those opening hours seem perfect & offer great flexibility to all
We already have these hours at the Boots pharmacy in Lenzie
There are none open on a Sunday in this area of Lenzie
Sunday opening would be an advantage
be nice for a pharmacy in the area to be open on a Sunday instead of going to roboyston or bishopbriggs
Would be good if there was pharmacy open on a Sunday.for a few hours. Would also be good if there was one night where the pharmacy was open a bit later until 7pm to allow locals working outwith the immediate area to access it after their commute.
It's 2022, Sunday as a day of rest is archaic.
Initially I feel it could be trialled for a Sunday as more then iced recently I have had to go to a major supermarket

I think a half day on the Saturday would be fine.
A few hours on a Sunday might be a great idea as none of the local pharmacies offer this service and would help people who work Monday-Saturday.
I think a 6pm closing time would be better.
Sunday opening even for a short time would be beneficial
It would be good to have another Pharmacist on site so that there is cover at lunchtime and medicine can be dispensed during the whole of the opening hours. It can be inconvenient to have to wait around for an hour, I don't have a car so cant just come back etc if i have childcare commitments and work commitments etc.
I think it would be good to provide Monday - Friday 9-6 but also a Saturday morning. One morning early opening or late opening one evening would be great for working adults/parents.
pharmacies need to take on more primary care services
Surely a half day on a saturday would be sufficient.
Since it gives service to 6pm in the evening and at the weekend, it seems about right.
Could perhaps close at 3.00 pm on Saturday
There needs to be greater availability outwith these core hours.
Sunday opening would be great to offer flexibility which is provided by the existing chemist
The current pharmacy in Lenzie opens 9-6 Mon-Fri and Sat am. If the proposed pharmacy were to open 8-7 Mon-Fri it would benefit from commuters' business, given its proximity to the train station.
I think diversity in choice is good - it means I can stay local when I need the services and these times are convenient for me
It would be nice to have it open on a Sunday, even for half a day as all others are closed
Would like some form of Sunday opening.
This pharmacy is not offering anything better than currently in place. If I need something out of hours I need to go to ASDA so there is no extra benefit being offered.

## **Question 6**

What are your views on the following pharmaceutical services being proposed by the Intended Applicant? Please provide views in the space below:

### **Pharmaceutical Services**

NHS Prescriptions – dispensing of acute prescriptions.

NHS Pharmacy First Service – this service replaced the Minor Ailment Service and Pharmacy First Services. A service provided by the Community Pharmacy when a patient presents with a minor illness.

Pharmaceutical Public Health Services – smoking cessation, supply of emergency hormonal contraception and provision of gluten free foods.

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.

Number of respondents: 561

<b>Responses</b>
All good services to provide no issue with any.
Sounds helpful. The provision of 24/7 pick up machine would also be very helpful for working people
As these are within my medical needs they are sufficient to my requirements.
Yes think it sounds very promising
Unclear from 'neighborhood ' map kf prescription services would extend to woodend medical practice but we would use this service if available
Good/ very good / excellent / great / ideal / perfect / just right / fine / ok / beneficial / most welcome / appropriate / sounds right / reasonable / content / needed / suitable / required / happy / adequate beneficial / valid / necessary / agree / improvement /sensible / useful - 245
I am not aware of a particular substance misuse issue in the area served, but do know that the surrounding area in kirkintilloch has wider issues with substance misuse. The creation of a needle exchange may encourage those with substance misuse issues to congregate in an area that already suffers from minor disorder issues.
Seems a standard pharmacy service so quite happy.
All these services are adequately provided by Boots in the neighbourhood already.
I think this would be a significant benefit to the local area and residents
It would be good if the Flu jab was available.
I don't see the advantage of another pharmacy right next to boots offering the same services. Also it's already a very busy road with limited parking.. Although the rbs has parking space I imagine a lot of people wouldn't get a space
Everything you need.
I agree and am more than happy for all of the proposed pharmaceutical services being provided.

This would be a benefit for the Lenzie community
these are services I expect from a pharmacy.
Sounds useful but would also like to have delivery service so we do not end up with another pharmacy not bridging the gaps left by existing pharmacies.
Although the current pharmacy may offer some or all these services they are almost impossible access due to inadequate size of the premises. People with long term health issues should not have to wait in a queue outside in all weathers. This happens currently despite the easing of pandemic restrictions.
Great idea. Pharmacists are seriously under used in this country
This is better advised by NHS who will have better knowledge of patient needs in this area.
Completely unnecessary and irrelevant. Misuse of the proposed site, and not providing any gap in service provision. The existing pharmacy is already providing the exact service proposed. This is just not needed in this part of the town.
Is there any vaccine service? For flu, travel or covid top up?
It ticks all the boxes
Minor ailments service & prescription service is what I'm likely to make most use of
i believe that this is a good coverage of services
Prefect. This is a much required service as I feel that the current pharmacy in Lenzie is now at critical levels of pressure and my fear would be that an error was made due to the volume of work that they are having to process on a daily basis.
In full agreement. This will be a vital service within the community and further support those seeking to use these services.
I feel likes covers a wide range services
Already provided by Boots.
Good mix of services.Be great if we could also have a GP surgery incorporated within the community pharmacy. They is no GP surgery in Lenzie.
All these services are currently offered by Boots which is about 100metres away. Our village does not need another pharmacy offering the same things but extortionate toiletries.
Basically I don't want a pharmacy that I didn't feel safe walking into with my children.
None / no views / don't know / not necessary / no opinion - 8
As far as I am aware most of these services do not exist in this area
I support provision of all such services but must be within suitable and private environment.
Unclear if this differs from the current pharmacy 50 yards from the proposed site
I think this can only be a good thing, to take some strain off of boots and to bring back locals to the community. There is a big elderly population in lenzie and standing outside in the winter, especially if they are unwell is not ideal. I would feel more comfortable using the proposed pharmacy as a minor ailments service if I didn't need to wait for a lengthy time to speak to a pharmacist, especially with young kids.
All necessary within this area with ageing population
All urgently needed in a growing Lenzie community.
First service really good if you have children.
Substance misuse for an area surrounded by nurseries and schools would not be appropriate

Would be concerned about a needle exchange service
This is a family area, we are well provided for by boots. We dont need needle exchange and substance misuse services.
I think it's fantastic, we really do need more independent pharmacies, with a more community based approach, and personal care.
Provision of core services is important- although not sure if substance misuse service is required
I think this is what many pharmaceutical companies in the area do.
I am happy with the proposed services and consider this will be a vast improvement on the currently available services.
It would be helpful if there were a larger consulting area for residents who wish to discuss their health condition more privately and if the pharmacy could facilitate/publicise information about support groups in the local area.
This covers all the core services. Over the years I do feel that the large chains such as Boots and Lloyds have lost the personal touch which is so important to Community Pharmacy. Having worked with Aidan I know he will consider further services that will serve the Community best
I consider these to meet requirements
Seems to cover a wide area that should help take pressure of GP's.
They are right in what is required and I think k from how well they have explained their plans they'll do a far better job than what we have now!
Some of these services would require out of normal hours service (out-with 9am - 6pm, Monday - Saturday).
Seems similar to existing services that are currently available locally.
Seems like a broad provision of services to serve the whole community.
Good also good if prescriptions could be available 24hours a day like steps pharmacy does
Essential services providing patients with suitable alternative provider
Possibly a community space too.
These services, and others, with the exception of Needle Exchange, are all core contractual services and as such are offered at all other local pharmacies.
Appears to offer a service for a range of situations/ conditions across the community
I think this provide a wide variety of services that a majority of the community could and would utilise. A travel advice clinic would also be useful.
Covers a lot of pharmaceutical services which I don't believe are available within our community which means travelling out with.
Another pharmacy is not needed.
Currently do not require most of the services but who know what the future holds. Good to have these services available in the neighbourhood.
Urgent matters cannot be accommodated if pharmacy shuts for lunch, nor on Sundays.
The provisions stated are needed in Lenzie and the Boots pharmacy struggles to provide basic services such as prescriptions delivered when ordered.
Sale of general non-prescribed pharmacy items would be necessary as this is offered by the current pharmacy in Lenzie and would be lost if closed down as a consequence of the new pharmacy opening.

Delighted. The population continues to grow and these services are very welcome
Woud be a worry about needle Exchange opate substitution car park at back Of building very poor security wise poorly lit
Would prefer there were not substance misuse services
Great! The more services that can be offered away from making appointments with GPs the better.
With the space available to them they could incorporate weekly clinics like, flu immunisations, breastfeeding group, weight management support, blood pressure and cholesterol checks.
Great. I have just had a baby so will be ideal
Boots provides this already. Nothing is different
Pharmacy first service that is easy to access, welcoming and private would be most welcome by my family especially when face to face G P appointments are so difficult to get.
Looks good and I feel with this being a local resident the focus and customer care will be far greater
A reliable service of all of the above is much needed within the community.
Reading the above list of services which would be provided I would say that there is a great need for this application to be approved.
Very comprehensive & of value to the community
Yes this is good and different to what is currently available.
I think this will be of great benefit to the people of Lenzie. The pharmacy first service will be of great benefit for residents with the difficulties in securing GP appts.
Great additional service to the area will help as doctors surgeries are no go areas at present.
Full range of services. A travel clinic would be good.
I don't think we need another pharmacy. We have limited commercial space and it could be put to better use.
I feel this is a thorough and comprehensive provision of services for our local area.
Don't need 2 pharmacies in Lenzie. Better to locate to new build communities ie Woodilee or Robroyston.
Concerns over the substance misuse services being proposed/expanded more than the current offering and how that could affect the wider community.
Not sure about substance misuse. The area isn't really one that has an issue with this and I'd be concerned people were travelling in to Lenzie to use this service. Given this pharmacy would be busy, this would take away the services needed by locals
We all need pharmacies for differing reason I have no objection to the proposals
Quite a wide range of services. Is it proposed there be more than one pharmacist?
Not at all keen on needle exchange (
Would be concerned about having a substance misuse service.(
They cover my needs and will have more space to provide discreet services. Possibly better access e.g. parking -2
Offers a varied range of services which may ease pressure on emergency services & 111
Would ukd be great to have more space to discuss minor ailments that pharmacists can help with
Much the same as we have? Unless they open on a Sunday no added benefit here.



There doesn't seem to be anything offered beyond current provision
Fantastic services. I require a pharmacy for my new baby and the first service is great
A new larger facility would provide greater footfall within the local area, provided there was adequate parking to "pop in and pick up" the requirements
Ideal service other than substance misuse service do not think it is required in this area.
Excellent range of facilities that will vastly benefit the community locally
Would expect to see provision of flu jags here.
No need for further substance misuse provision in area as its adequately provided already
Would there be room for a visiting chiropodist?
Useful to have an additional pharmacy in the area
Already have this with boots about 100 yards away
These would be useful services provided to the local community. A larger facility with consultation rooms to provide this. Assume Flu jabs can be administered and now Covid boosters.
The Services would be more than adequate for my needs.
Non aware if these services are needed but seem comprehensive
I feel there is not provision for any variation in repeat prescriptions. If I have an excess of one tablet I do not want to build up more stock. Medications are expensive. So will omit that tablet for one delivery, picking up again the next time.
I welcome the enhanced provision of these services in the area.
Meets my present known requirements.
Great. Any service that takes the pressure off GP surgeries. Having the opticians nearby is another bonus. Perhaps there could be interaction between optician and pharmacist in some way.especially for elderly residents. Delivery service is vital to thises who cannot collect. The elderly rely very much on this service and will swap pharmacies if there is a better delivery service.
Does this include consultations? Can pharmacy provide vaccination service eg flu jab?
Wasn't aware these services were currently available locally. Believed would have been by GP or Clinic in Kirkintilloch. Good if can be provided if demand is there.
All good services which will help the population if run very well.
Much needed service in the community. The population of Lenzie has increased over the last 5 to 10 years and the need for another pharmacy is required. I used the current Lenzie pharmacy but 7 months ago I switched to one in Kirkintilloch. This is not convenient for me but the service is better, store is larger with more choice of products and services. I would definitely use a new pharmacy in Lenzie.
I think the provision of the above would be a great asset to people in the area.
Pharmacies should support GPs by providing a minor ailments service
Not adequate. Have unsuccessfully tried to access services.
They are providing a wide variety of services.
I am particularly passionate about substance misuse services, as I feel this supports a group of people who are often in serve need of a helping hand, but are denied it the most. Perhaps this could be added to with signposting to helplines, support groups, addiction services, etc.

All are and would be needed by the community especially the services used by the older population who may be unable to travel down into Kirkintilloch.
Urgent need for more personal service. The current Boots have no customer service skills. Local person more suited to run for the needs of the community
Due to the limitations of the existing pharmacy I would never attend there for minor ailment type issues so it would be useful to have an alternative service.
All services I can get at Boots if I need them.
Will be likely to greatly improve care
All already provided in existing pharmacy.
Reordering of prescriptions for patients would help
Good. Happy to see Unscheduled Care included and First Service. Hopefully Medication Care and Review can be allowed as this could help my husband.
It looks like the proposed service provides exactly the same services that the Lenzie Boots pharmacy so I would have expected a new pharmacy to offer additional services currently not provided within the area e.g. winter flu jabs, travel vaccinations
These services are already available from my pharmacy. I access at least 3 of these services already – 13
Again need to look for a 'different angle', so if what is being proposed is what is currently there, why the need?
All the proposals would be much welcomed and to have a local pharmacy is interested would be a welcome addition to the community
All the services listed seem necessary to a community of this size and population type. I have heard though that other pharmacies can offer a prescription delivery service to those in need of that which I think would be a helpful addition.
Fantastic amount of services.
I feel that the pharmaceutical services being proposed by the applicant are great and they offer all of the services that you would expect from a pharmacy and this will benefit the community.
It sounds like a fantastic service, to be able to collect a prescription in the evening automatically would be truly innovative.
This will bring a much needed service to our community.
Think this is going to be a great addition to the town and well needed
several pharmacies within the area have heavily invested in providing high standards of service to the residents of the neighbourhood mentioned. eg. second pharmacist is available during all trading hours in several pharmacies. checking technicians have been trained and deployed to "free up" pharmacists time in the existing pharmacies, so that the pharmacists time can be utilised further to consult and counsel patients. Several pharmacies have invested greatly in providing a delivery service to patients in the neighbourhood. this was and still is heavily utilised by elderly and vulnerable patients who are shielding during the pandemic. several additional staff have been employed within the neighbourhood to ensure high standards of pharmacy provision are maintained
Proposal is satisfactory
The proposed pharmaceutical services will undoubtedly improve these services in Lenzie
I think they could offer more care delivery services
Can't see any further benefit compared to whats already available, think the chosen site could be better used.

Ideal as would take pressure of existing pharmacy in Lenzie (Boots)
No requirement for another pharmacy - building could be put a better use. Another pharmacy is located 20 meters away from this proposed pharmacy.
Would be an important addition to GP services and provide easier and more accessible help and advice on the spot.
This is great, I personally wouldn't need most of these services, but its great to see a broad range offered to our community
About right for a local pharmacy
Nothing new here
I hope I never see a queue of people waiting to use the Drug Misuse Services.
There is not a need for another chemist. This country can not afford to allow for pharmacies clustered around areas of income. Lenzie has a chemist. Having another chemist does not support the local people- the only person benefitting is the pharmacist and his pockets.
Definitely and maybe some others including things like diabetics/blood pressure.
The more services they provide will be a help to the local community
Comprehensive cover of all areas.
It is my opinion that the services being offered are adequate and the extra capacity is much needed.
Services offered seem good, at present, it's unlikely I'd need more than that standard pharmacy and minor ailments service, but good to know these other services are available.
All the above would be a good idea - I'm not exactly sure what the present Boot's pharmacy offers.
It is what I would expect from any pharmacy.
It appears to be a good range but does it include repeat prescriptions, mobile phone advices that your prescription is ready for collection?
I am unhappy with the proposed substance misuse service being provided.
Timely and welcome.
This should meet the bulk of the communities needs
I don't think the local area requires a needle service and I would not be in support of this.
Consider advice on mental health and depression
It would be good to have my regular medications reviewed by the pharmacist
Looks like a comprehensive list of services. It would be good if the pharmacy was designed so that clients could have confidential advice without having to discuss matters in the store in front of other customers.
These all look to be core services for a community pharmacy
Blood pressure provision would be an advantage
Proposed services would be ideal in terms of requirements due to diverse range of ages in population within boundaries of neighbourhood
I am aware that Boots pharmacy on kirkintilloch Road already provide many of these such services.
These pharmaceutical services is exactly what is required.

Lack of GO first port of call the pharmacist
Boots does provide the help I need when it is available. The longer hours will help
If any of the above includes delivering the flu jab, then that would be great.
I think all of the above would be welcomed and be beneficial to all the community, I personally look forward to the new pharmacy opening
All very important. Will NHS prescriptions include repeat prescriptions? These are not mentioned in the above list.
Given that there is already a pharmacy in Lenzie, I do not see the need for the Intended Applicant to provide these services - 18
I think it will be beneficial to have these services in a purpose built environment.
I think this covers a wide range of services so would work well
I am happy with the services mentioned. if they could also take in expired Epipens that would be of benefit to us as we can't find a local pharmacy that does this.
Only use the NHS Prescriptions and would say its just adequate.
These sound like a good variety of services in addition to prescription dispensing
Having listened to their plan in their proposal, I am very much looking forward to Lenzie Pharmacy opening! They really seem to care and want to really help the community and provide a high level of local service. I really hope they get the chance to open. Their services sound great and are local and I believe will be very well delivered.
I think it's a great combination of services that will meet the needs of the community
All excellent & needed services. I have no objection to any of these services & am happy to see the inclusion of opiate replacement therapy & needle exchange
We will benefit from this for prescriptions and minor ailments
I think it is important that pharmacies aim to seek a wide range of services such as those proposed. As a healthcare professional myself, I feel improved services like stoma, substance misuse and unscheduled care are fantastic & will most certainly help reduce pressure on community & acute services.
My mum would use stoma service.
Brilliant, great to see such a selection. I often feel cramped or rushed out the door when asking for extra services at other local pharmacies
Broad service which is good
In line with what is on offer however I would not be surprised if there are more services provided as he is a local man knowing what is needed by his neighbours
The broader the provision of services the better. We need to be more inclusive.
A good, wide range of services that will only improve the local area.
I think it's an excellent use of the property. Can't think of anything better. It has its own park for customers and disabled requirements are a must. They are sadly lacking in the area
look to extend pharmacy first service to take pressure of GP practices.
I appreciate all of the above as necessary and useful services. Any additional services (which, admittedly, I'm not sure if they exist) which can cater for helping the disabled community or serve to help people struggling with mental health concerns would also be a worthwhile venture.
Luckily have not had to use pharmacy on too many occasions but list looks to cover wide range of services.

Excellent. Many local GPS are struggling to provide a service. This would take pressure off them.
I think the community would benefit greatly from the above. It's much needed.
I don't think there should be a substance misuse service in this area, due to the fact that there is a train station so close to the proposed site which school children use.
I think the services are just right. Minor ailments is very important at a Pharmacy.
Most of them would be used locally
Think good idea, more so for stoma care
If pharmacy is adequately staffed it would be wonderful to have a pharmacy in the area deliver these services to their full. All pharmacies claim to deliver these services but are so busy/under staffed it is impossible to do so safely and effectively.
This seems like a comprehensive list of services.
Seems like a sensible schedule of services to serve the community.
I can't wait! Finally sounds like someone who actually cares.
I don't see a dosette box delivery service option. I would probably swap Pharmacies if there was.
All of these services would be useful in the community and so much easier to access from the area where I live.
Maybe service like flu jabs?
Need all of the above as everyone needs good health care advice
Covers most needs
Not sure it's required over boots and surgeries already in situ locally
Seems pretty comprehensive to me
Being a big independent pharmacy they should be able to deliver the above services.
Pick up and delivery of prescriptions to vulnerable people in the community too.
I believe these services can already be accessed in Kirkintilloch, meaning it would just be a luxury for us to have in Lenzie.
I believe these are all services which are needed in the local area. I cannot think of anything else which would be needed.
Fine. What I would expect from a pharmacy
All are necessary in an ever increasing area. The number of houses being built in Lenzie is putting an ever increasing demand on the ONLY pharmacy in Lenzie. Those without private transportation have to walk miles to a pharmacy.
Just interested in prescriptions and more interested that they can do prescriptions in blister packs, do deliveries and pick up prescriptions from GPs. Applicant has said that would be their intention hence would be supportive of them - 2
It will be great to have so much in one building with wheelchair access.
I think it's important to include substance misuse provided that service can be delivered in a discrete way. There is such stigma attached to e.g. methadone treatments that people will not seek appropriate support if they will be singled out.
A larger pharmacy with designated parking good
The area has enough pharmacy services...and there are services in Kirkintilloch also, and services who deliver. The site could be put to much better use. The last thing I'd use is another pharmacy.

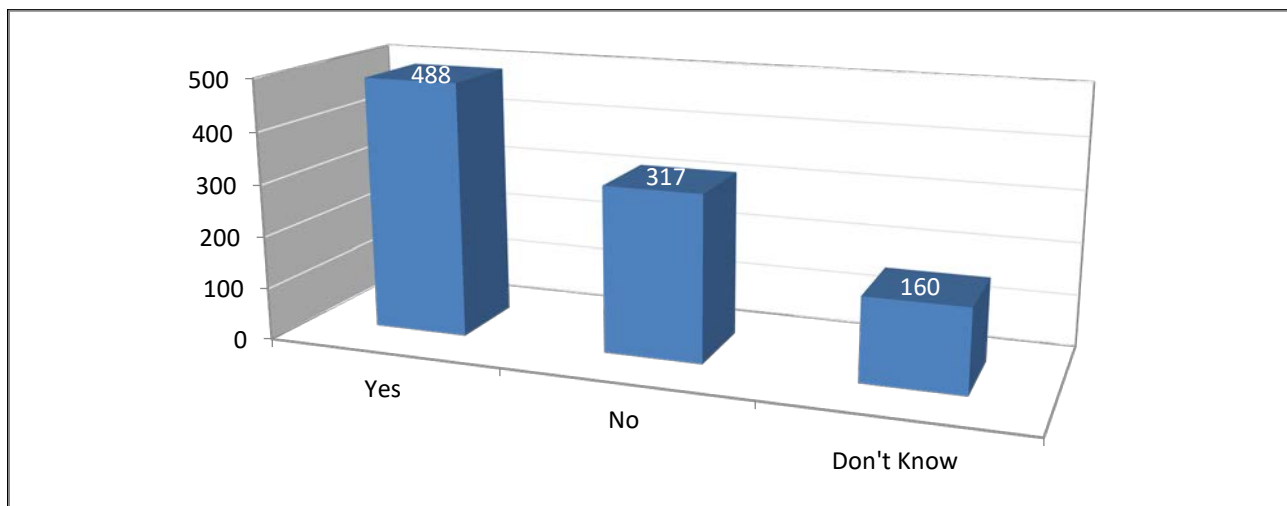
Great all round care with everyone included
Unnecessary. There are already a number of pharmacies in the local area and this space would better serve the community if used for something else.
I am delighted to hear that there is a proposal to support people suffering from substance abuse. I would ask that the building proposed for this new pharmacy, is used sensitively to allow those tortured by substance dependency to maintain their confidentiality and dignity. The building is big enough for that and we have plenty of time to seek the opinions of this patient group – 2
Exactly what is needed for the local area which is missing by current pharmacy providers in Lenzie.
This would be beneficial and reduce wait times at other existing services. This would be welcomed in particular following covid restrictions as it would provide another medical option in the area.
Not sure we need another substance misuse service being promoted across the road from the existing one - 3
Covers everyone I think.
As expected
Stoma if we get from chemist bags are not cut to size. Therefore use a delivery service. This is needed in the community.
My son has a life long medical condition.
Nothing out of the ordinary
Again, already being met by several other pharmacies.
All pharmacies provide these services, no mention of anything special.
I think these are a great list of provisions. My husband has a stoma and we do not have a local supply & have a 4-6 week delivery from Glasgow area. If local service was available we would happily use this.
More than adequate
Normal pharmacy services
Basic
Standard services
Much needed in the local area as more houses get built and the current pharmacy isn't coping with the demands.
Again I would welcome any improvements to help the vastly growing community
The more the better.
Much improved on existing service
Again it is good to have access to different services and not have to travel long distances to get this care.
Would be providing a good range of services for local community
I am excited for a decent " local" service in Lenzie. Services sound great. I am unsure about substance misuse service though??
need a one stop shop
These are already being provided by the boot pharmacy located a very short distance away. It seems a peculiar place to have another pharmacy so close. Appreciate Lenzie is growing in

population as more developments appear but finding another location perhaps Woodilee location would be more appropriate if there is a need for another pharmacy.
Is this not the same as what Boots offer? Why would we need another pharmacy to offer these?
I would routinely use dispensing of medication Might at some stage need pharmacy first service or supply of emergency medicine
Concern over substance misuse services available but will depend how this is to be handles by the proposer.
I don't think you can ask of much more for a pharmacy!
Sounds great...much better than we have at the moment n Lenzie
All of the above are available locally within the Lenzie/ Kirkintilloch area - 15- 20 mins walk or under 5 mins by car
Not required . Having been a contractor for over 15 years , just outside the proposed neighbourhood , I feel my team have and continue to provide an exemplary service for the residents of Lenzie. We provide daily deliveries to the proposed neighbourhood . We have not been known to deny even a last minute request from a GP surgery to provide a delivery as on countless occasions I have been known to personally deliver medication after hours on my way back home. We have requests from nurses almost on a daily basis to provide deliveries , be that for surgical dressings or palliative care medication as we also provide a 24hr palliative care service . I have been on the register for over 20 years. My work ethic is unquestionable and my desire to provide the very best healthcare for my patients continues to be my daily goal .
If these services can be provided in a more efficient way than they are currently in the neighbourhood then it will benefit me and my family
The more services the less presume on GPs

## Question 7

Do you think the Intended Applicant's proposed Pharmacy will impact (either negatively or positively) other NHS funded services like GPs, Community Nursing, other Pharmacies, Dentists, Optometrists and Social services?

Answer Options	Response Count	Response Percent
Yes	488	50.6%
No	317	32.8%
Don't Know	160	16.6%
Totals	965	100%



Responses
Positive - 87
I think it will be a huge positive to have another pharmacy for patients to access and prescriptions might not take 7 days to be dispensed if the load is divided between two pharmacies - 2
Depends on what services they are providing. We already have two Optometrists in Lenzie
Positive impact and will support other NHS services - 13
Positively, the local dentist and opticians will have alternative premises to refer appropriate patients to, this will reduce waiting times.
Shall directly impact existing pharmacy which is very close to proposed site.
Should positively impact GP services as they are currently overstretched and can be difficult to get an appointment. If pharmacy offered limited urgent care services this may provide an outlet.
I think it would be a positive addition to deal with front line health enquiries given the pressure currently on GPs
Positively. Covid 19 has put such a strain on the NHS & wider services. We should be encouraging services to come together in delivering the best service possible. I would hope this application is welcomed with open arms.
People would use this pharmacy if it was efficient ( sorry boots)



Would provide an excellent new point for these services to signpost to
I think a pharmacy people can actually use in the area would have a positive impact on NHS services as a whole as it would prevent decline in health for the local community.
This will be a positive addition as the community currently has to use the small Boots or travel to Kirkintilloch
It remains to be seen how successful this venture will be but if it provides a better more rounded service than current facilities then there will be some impact.
Existing Boots pharmacy can't cope with current number of customers, resulting in many people travelling further afield to Kirkintilloch or Robroyston.
Will give the community a much improved service. These services should all be working together to be more effective in providing the very best health care.
It may have an impact on boots but would be a boost to the local community.
I think the local population will be extremely pleased to have this service - this should impact positively in the other agencies.
Lenzie is not big enough for 2 pharmacies so this would probably shut the current one.
Will impact on the local Boots pharmacy but complement the rest
This will Impact Boots making their pharmacy unviable.
Hopefully if more people attend the pharmacy this will help the pressure on GPS etc. As this is in a more convenient location than other pharmacies I would be more likely to use it,
It will be a positive impact for the local businesses, gp surgeries and residents - 5
Positively as Lenzie needs a new pharmacy to help ensure locals are treated correctly
Don't think there is a conflict of interests here.
I think it will be beneficial as it will provide another place to get healthcare advice.
The pharmacy would compliment these services, there are already opticians and a dentist local to the area.
Positively relieve pressure on the existing pharmacy that cannot cope.
Boots is already fairly quiet I would think this would put them out of business if granted.
I think it will just help to deliver a better pharmacy service on a grander scale. Lenzie is a growing community and could really use another local pharmacy.
May impact on boots pharmacy but I think there is room for a second pharmacy in Lenzie. Currently many people have to go to Kirkintilloch.
I don't believe the proposed pharmacy will have any impact, positive or negative, on any other NHS funded service.
The existing pharmacy is outdated and does you a favour by serving you
Perhaps competition will improve service at Lenzie Boots. GPs etc won't be affected.
It might impact the small Boots in Lenzie. Not sure I know enough to comment on services more broadly
GP surgeries, Community Nurses, Social Services and other Pharmacies are not available within the Lenzie area. Residents of Lenzie must travel outwith the defined area on the map shown.
It can only be a good thing. Speaking to a pharmacist for advice will surely take the weight of other stretched services.
The larger Boots at Strathkelvin retail park has no pharmacy which is a great miss
It will probably take away business from Boots Lenzie

It will obviously have an effect on the Lenzie Boots pharmacy but as Boots are a large corporate I am sure they can compete as required
Might impact on the other chemist but this can only be good for the community.
Existing pharmacy is only meters away and an additional pharmacy will only be placing the existing business in jepordy
There is already a fully operational Boots Pharmacy service within 30 second walk of the proposed site that has been operating successfully for years.
The larger premises may impact on local pharmacies whose premises have historically adapted to their location, and are not 'purpose' built.
Current pharmacy service needs improved but I am uncertain there is sufficient demand/need to sustain both
Absolutely in a positive way!! It would allow each pharmacy to focus on what they are good at whilst taking the pressure off of the current provision. It will enhance all other medical providers, and all within walking distance of each other. The community support team are under immense pressure and this can only help to support and ultimately enhance out community. NOTE: The current Pharmacy uses it's one tiny consultation room (which is an old tiny cupboard - too small on a good day, unusable due to current restrictions) . To add insult, this is also used as it's 'click and collect' storage cupboard. Many times have I witnessed the absolute embarrassment of a client requiring a consultation having to wait whilst they remove the 'click and collect' orders before they can consult, and due to the size of the Pharmacy it is more than clear for everyone to me aware of what is going on. So you can only imagine the added trauma this has on any client that requires a consultation.
Competition for the current monopoly in Lenzie of pharmacists ie only one. Would prefer to see it opened on a Sunday too
With the number of houses being build there is more available services are required
Might close the Boots?
Positively because it means people can fulfil their prescriptions or seek minor advice rather than using GP appointments.
I think it will be negative on Boots the chemist who offer a great reward scheme and online click and collect for residents. Local pharmacies are extortionate for toiletries and don't offer 3 for 2 offers etc. I would be disappointed if Boots closed and I couldn't access their services locally.
This is complementary to existing services
It will obviously affect the Boots Pharmacy but as I said before it is inadequate for the area. I don't see other services being adversely affected.
Would take business from boots in Lenzie.
The area is increasing in housing development so feel that it will not impact at all.
It will encourage competition in the area and thus raise the service level.
There is another pharmacy in the same area
I would be more likely to use this pharmacy for minor ailments and not contact my gp if I knew I was going to be seen in a quicker manner than boots. Also, if it is a family run business the pharmacist is more likely to know the patients/customers and understand their background on a personal level.
Definite impact on local Boots pharmacy with facilities and services as described above . Not sure about impact on optician and dental services both of which are very good
Will reduce footfall at Boots Lenzie.

Will take business away from other poorly performing pharmacies
Having more of a service available will hopefully help reduce impact on other services
Will help with dosette box deliveries
A good quality pharmacy, local people trust with capacity to serve more people should help to deliver right care at the right time, hopefully easing the burden on other NHS services. An independent pharmacy may be more effective in getting the message out about the services available.
The current pharmacy struggles to cope with demand
It would obviously impact Boots in Lenzie as a direct competitor.
Needle exchange service is very worrying in the heart of a built up area with family homes.
The boots pharmacy will be impacted, and their lovely staff. Ive been going yhere for years for me an wifes prescriptions. They always go above n beyond.
I think it will have a positive impact in the area, another pharmacy is long overdue in the lenzie area.
To me it one area that's support the community and with more hand makes lighter work. More support for people who need it
It seems to be replicating services already provided by Boots pharmacy just a few metres away. Unless that pharmacy is intending to close and this one will replace it? The only bonus seems to be that it will have private parking presumably for customers.
Surely positive as not much in Lenzie area already.
If it is run efficiently and professionally then it is bound to impact on the current Boots pharmacy, which is inefficient and unprofessional.
I think the proposed pharmacy will have a positive impact on other local services, expanding the range of options available, particuarly given the size of the population in Lenzie.
Local services are often oversubscribed due to small premises.
I think it will provide much needed choice for residents of the area and give them a real Community Pharmacy at the heartier the community. I have worked with Aidan ( I am a GP) and can honestly say I have yet to meet another pharmacist with such a passion for providing a community with areal and proper service they deserve.
Will enhance as a central hub with sufficient staffing to have time to support & co-ordinate other nhs services.
Expect some existing Boots customers will stay
I don't think there will be a negative impact. It would be an improvement to existing services.
Will effect Boots pharmacy nearby.
It's only going to help...helping more people in Lenzie helps everyone in Lenzie and takes pressure off vital NHS staff.
I'm further service provision in the area will have a positive impact, however it should also be fit for purpose for modern day living.
It will affect the current pharmacy. However, we need a bigger and better pharmacy to serve the community.
I think it would be a welcome addition to the services already in the area.
There is a Boots pharmacy within a 100 yards of the proposed site, it offers similar services and opening hours. Don't think there is a lack of service to merit another provider, a better mix of shops is needed.

It cannot possibly be anything but an improvement on what we have at the 3
I am sure GPs will be pleased to have an alternative to Boots
Hopefully they will link in
The other local pharmacy will lose business.
poor service from existing pharmacy
more pharmacy means more choice
Take pressure off GPs etc
Might close existing services. Don't think Boots is busy
This can take some of the workload from existing pharmacy giving the users a better and more caring persobal service. Producing a better service overall in the area
Wil make it easier for residents to access care
There is already a pharmacy located in Lenzie a mere 61 metres from the proposed premises. There is no need for an additional pharmacy when there is one so close and at least a further 6 pharmacies in Kirkintilloch. The area is adequately served by these pharmacies and the addition of another, particularly so close to an existing pharmacy, would have a negative impact on the viability of this and others. It would be likely that service levels/staffing would have to be reduced and this would have a negative impact on patient care.
Population increases in Lenzie/woodilee means that we need additional support.
I think due to the increased population within the area that there will be enough business for all local pharmacies. I think this could also support the other healthcare facilities particularly GP surgeries.
Unsure, the nearest Pharmacy is always busy and struggles and peek times to meet demand.
Can only improve it
I think it will compliment the other services well.
It's a free market out there! Those who give good service to the community should be welcomed! Competition is the name of the game!
There is already a pharmacy within 100 yards of proposed new pharmacy
I think a community based pharmacy can only be a good thing.
I think the new service will have a positive impact - I particularly like that is a local business
May affect other pharmacy, not other services.
Positively - as a gp I am aware that independent pharmacies are often better at sourcing prescriptions and offer good patient care that may be lacking at other pharmacies.
It will helps gps etc
There is only 1 other pharmacy in the area
Great to have a stoma service!
Boots probably but since they are well known in the area for poor service that is not my problem.,
A busy space, plenty work fir everyone.
It would help local GP services meet correct prescription needs in local community.
I would've thought would negatively impact other pharmacies in area but competition is healthy and ensures good service.

Positively and will help GPs and dentists - 2
Positively and will help Dentists and Opticians - 2
Negatively impact other local pharmacies - 8
This is an area that has expanded quite rapidly in recent years
More houses being built will have increase the number of probable users in the area
Positively area need a decent pharmacy with 24 hr vending
Help the elderly population of lenzie
Will have a negative impact on the current pharmacy which has been in the local are for many many years.
Surely only enhance them!
There is definitely the demand for it in Lenzie itself which would be a good thing.
Positively as more convenient to pick up so less calls to doctors about delayed prescription etc
I think the demand is here in the local neighbourhood to have this service available alongside other local services.
It can only be positively. The current local pharmacy clearly can't handle the volume of request effectively.
Help with the delivery of service
It can only help provide a better service
May impact on existing pharmacy in Lenzie which is usually busy with people collecting prescriptions
There are other pharmacies in the area that may be impacted
Positive impact on overstretched GP services
I'm not sure
I think if opening hours can be extended it may reduce pressure on other services
A reliable pharmacy first and medication review service will take pressure away from go surgeries.
Impact the Boots pharmacy negatively. However his pharmacy is very small and often insufficient.
It will help spread the load of these services.
Positively as it will extend provision & resilience for local area
But only in a positive way. Local GP surgeries are at breaking point, if there is another service that can ease the load then this can only be a good thing.
Only as there is another pharmacy close by.
Assisting GP's in providing community with their medication
I think the new pharmacy will have a positive impact on the area as the current local pharmacy is too small
Positively it will reduce pressure on the one pharmacy in Lenzie enabling patients to get a better service meaning they're less likely to have to wait for prescriptions or services
I think the existing pharmacy will not survive
I don't see why other listed services would be affected much either way
As previously stated the doctors surgeries are very busy with limited capacity, this would help alleviate pressure on GP's

It will positively affect the other services as it will reduce the strain on kirkintilloch pharmacy's and meaning lenzie residents do not have to travel as far to have a competent pharmacy team
It could put boots pharmacy out of business
Positive impact on all surrounding businesses & services. This area has a large number of new builds & increasing population. This will help serve their needs.
I work in the local dental practice as a dentist and I believe this would be a great asset to the community and our patients.
Dont think the town need 2 pharmacist withere already being a few in kirkintilloch where all the dr surgeries are
I feel the proposed pharmacy will positively impact other nhs services by being a local support service, relieving pressure on GP's for example through providing advice and over the counter medications where GP appointments are not required, and providing prescriptions in a timely manner to local residents.
There are plenty of pharmacies in Kirkintilloch.
Adequate provision already in Lenzie and Kirkintilloch.
Impacts will be positive.
Positive, give customers more choice in their local area
Don't see it having any negative impact on any of the local dentists/optometrists. If anything will be a positive for GPs as will offer greater resources. In terms of the local Boots, can only be healthy competition but at the same time could alleviate some of the strain they are currently facing - kirkintilloch has at least 4/5 pharmacies - 3 within a very short distance and seems to work there.
Think it will have a positive impact as other places are over capacity
It should help relieve some pressure on current services
Will help having to call the GP to confirm a prescription was sent as currently can't speak to the Lenzie pharmacy as they are always too busy. Will have a positive impact
Another pharmacy already v close
Give more access to clinical services - restricted at present.
Positive move. Only one other pharmacy in Lenzie
There are no major GP surgeries in the area - one surgery has part time "satellite" provision but most Lenzie residents access GP services outwith that area. Community nursing also is not run from within this area.
Independent pharmacy already existing in the local town may close
It will improve the service we dont have now
Simply don't understand why you would have another pharmacy opposite an existing one. The vacant area would be better used for another purpose eg coffee shop, restaurant.
Might close the Boots
It will if anything take pressures of other services in the community which in hope will lead to better service
I think it may relieve the pressure on the current pharmacy
Positive impact as we need more resource. I would never consult with the current tiny pharmacy as there is no space and not enough staff.
Lenzie is a large area with more houses being built. An additional local pharmacy would be a benefit to the community

As above, existing Boots facilities are over-stretched. The new facilities will reduce the turnover at the existing but should result in better service - at both! - 2
Hopefully it will encourage boots to do better
There is a boots pharmacy in Lenzie, but it is very small and doesn't stock much.
Boots will then have competition....and they need it.
No impact.
I think this will be a positive step for the area & will meet demand.
Only one small pharmacy, of a large chain, many people go elsewhere any way
It should compliment the other services already in the area. There is a definite need for another pharmacy in Lenzie to cope with local demand
If it does a good job Boots will close It will be good if big size as the Dr's are all in Kirki and having strong pharmacy team would be real benefit
Our current Pharmacy in Lenzie is pretty stretched due to the reduced GP access to collect prescriptions.
There is a pharmacy located within 20m so presume there will be an impact on this provision. If it is well marketed, may offer additional support to local gp practices by taking appropriate work away from practices
Negatively - 2
I believe that it would be a positive move within the Lenzie community to have a permanent on site pharmacist with whom we could build a relationship, and not a different locum pharmacist every time I went into the store. They would, in turn build a relationship with the medical surgeries, dentists in the area. This would be appositve move.
May make existing pharmacy improve its provision.
I can't see any reason this would be detrimental to any of the existing services.
Hopefully it should assist
But boots need the competition to shape up
This service will assist an area that requires a better pharmacy.
Too close to existing pharmacy
I can imagine Boots will close as it is a small shop and will not be seen as viable. Imagine pharmacist will be relocated but would be concerned for other staff.
Yes this can be a positive impact with cross consultation from other services
There is, in my opinion, a need for an additional Pharmacy to give a better service to the expanding community.
It can only improve the already difficult situation in Lenzie.
Boots is a stone's throw away
I think it will help Dr's get the right medication to the patients quicker, and other services would hopefully relieve some of the pressure on the NHS services
It should help improve services in the area.
With doctor consultations and face to face appointments limited a local pharmacist would be very helpful for advice on various small medical concerns. It would also be good if they could do blood pressure checks or ear syringing.

I think they could work together to improve services for residents and really make a difference. At the moment these services are under so much pressure.any communication between the services could be really beneficial. The current pharmacy does not need to feel pressured. Boots and an Independent could work together to serve the community and everyone could benefit.
Positive - more provision will ease pressure on other services. Increased demand in Lenzie with continued expansion of house building.
Residents would not have to visit GP etc if these services available locally. Other pharmacy would be affected as people would rather use a more efficient pharmacy that is able to carry larger stock and more staff.
The existing pharmacy does not meet the needs of the users.
It obviously will impact. However, I think a consolidation of some of these services a very good thing .
It was offer some incentive for Boots Lenzie to better themselves because at the moment they are a nightmare to deal with both in person and on the phone. They need some competition.
Positive impact on GP surgeries as people won't be phoning to chase lost/late prescriptions
It will help the other services I believe. Most pharmacies are over worked these days so any help is good for the community.
As a pharmacy student, I know Aidan Connolly personally, as he was my mentor throughout all my work experience prior to university, and he helped me to obtain the skills to put forward the best application possible. I have shadowed him in his previous place of work and can say without a doubt that both communication and rapport between himself, his team and all those who worked for the two practices his services covered - doctors and nurses alike - was impeccable
The boots pharmacy is too small and could do with pressure being taken off of them to prevent queuing and people collecting in the confines of the shop.
Take pressure off existing pharmacy who can't cope with the business right now.
Less people will use current LENZIE Chemist
There is a news for two pharmacies who can work together
I think it would extend the scope for local services and improve the adequacy of provision for customers. Thus I think it would be positive to have a community focused and purpose built service
Boots is across the road
Improvement in service to public and their health
All in a positive way. Not enough pharmacy provision just now so this extra one will help everyone.
Overkill within such a small area.
Positively. More efficiently pharmacy will take pressure off other services
It may take clients away from Boots Pharmacy in Lenzie
Boots pharmacy will obviously be affected. However this building is not fit for purpose. Too small. Too busy. And slow service. However it will be a great asset to local GP services, community nursing.
It gives people more choice and better service which cannot be a bad thing. Boots has the monopoly and their service is not great.
It will support other medical and dental services. If it impacts on the pharmacy nearby this is because of the very poor service being provided by this pharmacy which actually makes the repeat prescription process stressful and time consuming. The customer experience is not good.



I don't see the need to have two pharmacies within less than 100 yards of each other especially if they are providing the same services. I would expect this to negatively impact the relationship between the local GPs and the existing Boots pharmacy as from my experience they seem to collaborate well.
Negative impact on Boots. Negative impact on Optometrist next door especially Mr King. Mr King's father owned the local pharmacy before he sold it to Boots, he is a trusted figure to the local community and a close friend to Boots staff.
The local Boots pharmacy will be impacted. My wide group of friends have been well looked after by Boots for many years. This little store know me by name and I feel very valued as a customer. I do not wish for the competition to lead to a store closure.
Positively as less people will need to say access their GPS anything that diverts unneeded appointments at GPS or hospitals is a good thing
Boots will lose market share due to customers trying 'new'. GP surgeries will start off this journey confused, since sending a prescription to Lenzie means only one thing...to Boots Lenzie, the only Lenzie pharmacy. We have a strong relationship with our GPs and IPs.
There is already an adequate provision within a few meters of the proposed site. Had it been a fair distance away from pharmacy provision then it should be considered.
The local Boots pharmacy on Kirkintilloch Road in Lenzie would undoubtedly suffer with loss of jobs and leave an empty retail unit. This is not a good outcome for a local high street.
So close to the present oharmacy
Hopefully a much needed fresh approach to combat the present complacent attitude of the incumbents
I don't think we really need another pharmacy
Existing boots pharmacy, but the clear issue is the current pharmacy isn't meeting the needs of the community
Anything that relieves the pressure on the various departments will be a bonus.
This is based only on accessibility! When the premises operated as a bank there was enough short stay parking spaces to enable access to the adjacent pharmacy, optician, dentist, (and post office) so this would help enormously if the proposed pharmacy had the same impact.
Boots in Lenzie is a small community pharmacy and with no significant change in population particularly when defined neighbourhood excludes new housing at woodilee there is no need for this.
It will benefit them! Boots can't cope, simple as! Even before Covid they were a nightmare! Lenzie and surrounding areas have grown massively over the last 10 years and with nearly 3000 new homes currently being built or due to be built we need a new state of the art pharmacy
I strongly believe that the proposed pharmacy will positively impact other Nhs services as the pharmacy will be in an excellent and busy location meaning customers that have too long to wait in other pharmacies have another option meaning waiting times for prescriptions will go down and they are proposing a delivery service so this will positively impact community nursing homes as well because the pharmacy will be close by in a great location and deliveries will be fast.
Think it will have an impact on Boots in Lenzie but at the moment they are unable to fulfil the high volume of customers
People are quite loyal to local services. It would be beneficial to have 2 pharmacies. I know that my in laws use a pharmacy in Kirkintilloch because the Lenzie one is usually really busy.
Boots, Lenzie is no longer fit for purpose
Think there is a demand for this service and think it is badly needed as the pharmacies are under a great strain so this can only be good for all

an additional pharmacy within an existing neighbourhood of 7 pharmacies will reduce the footfall to all pharmacy contractors. this will reduce their viability and may result in diluting the already sufficient and high standards of services provided by the network. this could result in the existing pharmacies having to halt any further investment in resources/facilities/staffing which could mean a high standard currently provided could not be financially supported. therefore the overall level of services would decline. this could also result in staff redundancies in the area and less flexibility to the services provided
For myself I will move to this alternate outlet as I am not satisfied with current provision
I cannot see how any negative impacts would follow from this proposal. Given the location, accessibility and proximity to other relevant services it would only have a positive impact.
It would provide a far better all around local service.
Positively. I feel the pharmacy will give local residents options which they are restricted with just now
Definitely room for this pharmacy as the others are not coping
Doctors surgeries for this area are based in Kirkintilloch with surrounding pharmacies within walking distance.
In a good way to overall customer satisfaction as allow for more choice in where to pick up a prescription
It can only be a good thing as it allows access to people locally
need for more pharmacy capacity. As a GP I do not see there being a negative effect on primary care.
There is a local boots not far away that will be impacted, but I think the community will benefit as the current boots seems to struggle with the amount of prescriptions needing to be processed
There is a boots right next to it
Should help to take the pressure off existing Boots pharmacy which always seems to be struggling to meet customers/patients needs.
As already said we already have a pharmacy
Lenzie community is growing and facilities aren't
There is a pharmacy less than 100 metres.
A new pharmacy will create competition with the existing pharmacy. The existing pharmacy is established and part of a national chain. It is not clear if a family run pharmacy can be as competitive. Is there sufficient market to support two pharmacies?
Positively their doesn't seem to be enough pharmacies around at the moment
It will probably ease the community on waiting times but impact the local pharmacies
it will not affect the local opticians and there are limited dentists, GPs in the area therefore I believe the services offered will have a positive and complementary service to the area.
The GPS are very difficult to get appointments with at the moment, an extra pharmacy may relieve some of the pressure for minor ailments. I'm not sure how Boots will feel, but they are also exceptionally busy, and with more houses being built, I'm sure an extra pharmacy will be extremely beneficial!
An efficient pharmacy can only help save Time for GP staff
Will impact boots in Lenzie. People will be at risk of losing jobs.
There is already a pharmacy next door. Use the building for something else.
We don't need another pharmacy

I understand that the applicant intends to focus on the community element of pharmacy care. I believe this will take lots of pressure off other services in the area, many of whom are completely overstretched.
I'm not sure exactly what the local Boots offers. As a retired District Nurse, I liked to work closely with the wider team including pharmacists.
the existing boots pharmacy will be impacted. this is a good thing. people need a choice and boots needs a wake up call.
I think that it will have an impact on the current small pharmacy. However , as it is a chain it could be closed at anytime I presume.
Positively impact Boots who are overrun
We already have a chemist at Lenzie qithin yards of the proposed new one and I do not see the need for another which will be directly competing with it. - 2
Boots in Lenzie would probably be affected but I don't believe it is serving all these needs at the moment.
Competition is good for the community.
Positive impact assisting local community. More houses being built in local area hence increased demand for pharmacy.
I suspect it will impact Boots at Lenzie. It may cause it to buck up its ideas by providing competition. It may also take all its buisness causing it to close. I don't know if there is enough work/businesses to sustain 2 pharmacies in Lenzie, as well as the 4 in Kirkintilloch main street.
There is room for this service
Sounds like it will impact positively and I know for a fact speaking to friends they have gone out with the local pharmacy to get the service they want
An additional pharmacy would take the pressure off the existing Boots pharmacy.
I don't understand how other services are funded and what do they stand to lose as a result of an additional pharmacy. Also I believe the current Boots pharmacy is stretched and prone to making mistakes.
The Boots pharmacy in Lenzie will be affected
They can't cope currently so could do with extra provision
It may impact on the current pharmacy if people opt for the more accessible service and there are better facilities for patient consultation.
Any competition is bound to have an impact but the present pharmacy is too small and there have been many reported problems.
Possibly the immediate local pharmacy, which is now much too small for the needs of the community it serves and requires major change/investment to bring it back to a more viable position for the community needs.
There already is a Boots pharmacy in Lenzie and therefore I don't see the need to open up another pharmacy within 100m of this existing one.
I feel this will positively impact other NHS services. If this pharmacy is opened as intended, there would be a smooth operation between GPs and the pharmacy. The people of Lenzie and surrounding areas will have the opportunity to get their medication in a timely manner.
Compliments service offered by others
it will impact on :Boots which has been there for years. However Boots have not been as good for continence products recently. Not this particular branch but Boots in general.
Maybe it will affect Boots but to be honest, the service I received there was so bad that I think some competition would be a good thing.

It won't impact any of the above but will help the local residents receive a better service especially if there is parking facilities and they offer home delivery service. These are the two key factors for the area. Parking and delivery service along with late night opening.
Most services are available at nearby Kirkintilloch but this involves a 20 -25 minute walk or a 5 minute bus/car ride. Having them available locally would be helpful to elderly and other customers who cannot travel.
Will affect boots
Another pharmacy across the road, will impact on current pharmacy provision and another pharmacy not needed.
There is currently a pharmacy in Lenzie on Kirkintilloch Road - although it is currently run by Boots, there has in fact been a pharmacy on that site for decades. In the same row of shops is a family-owned Optician/Optomtrist. The Intended Applicant wishes to open on a site which is right beside these existing services, and it is inevitable that this would have a significant negative impact on the existing pharmacy, and could negatively impact the Optometrist too. Accordingly the Intended Applicant's application is both unnecessary, and unfair to the existing providers in Lenzie.
I feel there is no need for an extra pharmacy within the area. The community needs more of other services.
There is already a pharmacy in Lenzie, and has been for decades. It is under 2 minutes walk from where the proposed new pharmacy would be. It's completely unnecessary to have two pharmacies so close together. I would not want the existing Boots pharmacy to close because of this applicant's actions.
Another pharmacy currently opened in walking distance
I think it will encourage people to register with other local business (e g. Dentist, optometry) and will deliver a positive benefit to the community.
Positively as more people won't have to travel outside there own area to collect prescriptions or use pharmacies that are not local. It will help doctors, dentists etc especially with its location and hours
I think it could take the strain off of other small local pharmacies which can be very hectic and busy at times
I feel Lenzie Boots struggles to cope with the demand of the area so an additional pharmacy is needed.
Positive impact! Have trust that the service Lenzie pharmacy provide will be much better than current pharmacy!
It will compliment the existing service s that we have and give people better chance to use the service that will be provided.
I really think it will positively impact GPs in the area as there will be another local pharmacy providing a good service, which can take pressure from them and reduce their workload. Really hope they get to open.
Benefit existing services
Expect ease of pressure on existing pharmacy within local area. It would be one more place for GP office to drop prescriptions at so increase resource requirement
I think it will give relief to other pharmacies and GPs
This can only have positive effects in my opinion. If a patient can access assistance from the pharmacy first then it saves GP and all other community services initially. If patients have a well-equipped, new service you could also argue that would publicise the assistance pharmacies can provide which may prevent some from misusing emergency services like A&E, GEMS etc.

Enough demand in the area
I think it will be beneficial to the area
I think this will enhance the are on medical grounds
Yes, I think it'll ease pressure on GP. It is still particularly difficult to get an appointment at my practice so comforting to know there will be another option for minor ailments
Sharing the load can only be a good thing. At the moment, Boots in Lenzie are overstretched. The size of this local community has grown over the last few years.
It will be a positive move for Lenzie and I think would ease pressure off other pharmacies
Given the dissatisfaction many people have with the existing Boots pharmacy due to not having medication in stock I think they would lose a lot of custom and possibly close.
The new chemist will get used if it's good/better than current one will switch, having its own car park huge bonus too
Better access meaning better options and less pressure on other systems
Currently no competition for chemist in area and this will allow a more informed choice
Too close to other pharmacy
There is enough population in the area to ensure existing services do not suffer a loss of business.
On none of the above except Boots and that would be no bad thing
Positively!! A well organised and timely pharmacy will greatly help GP services.
I think it will have a positive impact. It will take the pressure off other services, especially pharmacies.
Definitely positively, they obviously need all the help they can get in the current climate and no better way in the our constantly growing community
As the population of Lenzie has grown considerably in the past few years another pharmacy can only help residents
will improve service provision to people in the area. Hopefully have capacity to support all elements of service provision. Space where private consultations can take place.
I do think there is a need for an additional pharmacy in the area. Larger premises could sell other products.
There is an NHS optician and, to my knowledge, two NHS dentists in the vicinity, but I fail to see how a pharmacy would encroach on either of their services.
Current pharmacy is too small and cannot cope. It can only be a positive addition as long as supported by above professionals.
I feel it will be positive impact, the existing pharmacy seems to struggle with the amount of people in the area
We need a better pharmacy service in Lenzie.
I think it would be welcome for other NHS funded services to have further support from an additional pharmacy to help deliver pharmaceutical care to patients in the area. Particularly being out with multinational chains who are profiteering and operating unsafely.
I think it will impact in Boots Lenzie pharmacy given the proximity of the proposed site. I think it will reduce usage of Boots Lenzie but I think this is a positive as Boots Lenzie cannot keep up with demand as far as I can see.
Another pharmacy would cause existing facilities to lose business and risk closure of one or more established pharmacies. Those pharmacies already provide more than adequate coverage.
It is likely that the current pharmacies in Lenzie, Kirkintilloch will be affected.

You need competition to maintain service levels as well as longer opening hours. A new independent service set up correctly will only help other services.
I think it will benefit the Dentist in Lenzie because it is right beside it- surely a benefit.
I think it will have a positive impact on the other services as it will take some of the pressure off them.
It's bound to impact some
Boots Lenzie is likely to suffer but they do not provide an adequate service to residents
It will be a positive impact as many of the current services are finding it difficult to cope. The area really needs this new service and I'm sure would take the pressure off some of the NHS services
Doctors are based in Kirkintilloch say no more!!
They can receive their supplies more readily which could make the other nhs more efficient for the area
More and more services being offered by pharmacy and in present covid situation I feel some chemists are under pressure. As previously stated Lenzie Pharmacy too small to cover ever expanding housing developments
If it's run well, it will be better than Boots, whose shop trade may suffer.
We have one pharmacy (nameless) in this community other than that it means a trip to Kirkintilloch we don't all have cars
I'm not sure, but pharmacists are always very busy trying to deal with customers so another pharmacy with trained professional staff willing to try and help. Out the public can't be a bad thing, especially at a time when it can be extremely difficult to see a GP.
Won't make any difference as no gp surgery in the area
It won't impact existing services. However the space could be better used in the community. Far too close to our existing pharmacy.
As above ,there are to many registered customers with the current pharmacy and they can't cope ,it's to small..
Because we need mor service and competition.
Other pharmacies won't be used as much.
Negative impact. We have Boots. We have surgeries. What we need more of, is social enterprises supporting needs of younger people. Where are the facilities for local businesses that need hire spaces for music, dance, baby and toddler activities and so on? Surely this would be a better use of a large plot to encourage education and support parents and children. Not for a competitor for boots to capitalise on for self interests.
Queues will reduce at boots so they can provide a better service
Yes but in a positive way. I feel what is being proposed is a service which will interact with other services in a proactive and beneficial manner which will benefit everyone who uses it.
Enough business and demand to go round for all, Will overall alleviate pressure on the other existing services
The only pharmacy there is boots and I've outlined my opinions on this a few questions ago
I think it will help local gps and boots in lenzie. I suspect boots loses a lot of incidental sales as locals opt to have their prescriptions dispensed elsewhere. A let up in demand may improve service
It will allow these other services to have another pharmacy to recommend. It can ease the pressure from these services

I think the current Boots will lose custom but potentially operate effectively. Would foresee positive links with other services. My own GP practice struggles to get through on the phone to Boots .
Hopefully positively as there needs to be more care available
It will have a positive impact. I believe the current provisions aren't adequate and gps will often be harassed for delayed prescriptions through high demand at present.
With the cutbacks to A&E this would be a perfect place to go for advice and hopefully stop so many people going to A&E for minor injuries too.
I think there's is a gap to be filled
I think that the proposed pharmacy would have a positive impact on local GP surgeries and dentists as there would be better provision of pharmacy services providing minor ailment advice and treatment. This would ease pressure on GPs and dentists.
Unsure, because I no longer use Boots in Lenzie for the above reasons.
Yes but it will have a beneficial impact for the local community.
May spread the load amongst pharmacies in Lenzie and Kirkintilloch as mistakes frequently made by Boots Kirkintilloch possibly because so busy. And also offer services that customers want that are not provided by Boots Lenzie ie prescriptions in blister packs and deliveries.
May spread the load amongst pharmacies in Lenzie and Kirkintilloch as mistakes frequently made by Boots Kirkintilloch possibly because so busy. And also offer services that customers want that are not provided by Boots Lenzie ie prescriptions in blister packs and deliveries.
Take strain off the other pharmacy.
Existing services not good enough for present population of Lenzie.
Will obviously impact existing Boots
Existing Boots pharmacy as above.
Negatively why not spend the extra money they will take away and up date the local GP and dental service
Boots the Chemist is a stone throw away and already serves the people in the area very well. I personally don't think there is a need for another pharmacy basically in the same street.
Positive impact . More personal and focused services
Taking away regular patients from their current pharmacy where medication has been monitored and dealt with so well over the years. Moving around records etc these patients are also not guaranteed the same level of work, commitment and patient dedication.
Ease the pressure on GPs
It will compliment the current services
There is good dentists and opticians in the area a good pharmacy can only help
It will lessen the load on other services - so a positive impact I think
Can only be a positive thing. Its a much needed service
As this building won't be owned, it could close at any minute. Boots already offers a good service.
It must have a positive effect on the current over burdened local services as highlighted above.
It will negatively affect the existing Boots pharmacy down the road, which will most likely have to shut as it won't be able to compete with the proposed pharmacy. On the other hand it would positively affect the community.
It can only add to the service provision

Existing services are extremely busy and queues are very lengthy. The population of the area has increased in recent years, so new additional services are required to accommodate this.
Don't think Lenzie is big enough for 2 pharmacies
Several other local and established pharmacies already provide the proposed services and more. Do we really need another?
Obviously it will impact on boots, though as boots don't pay tax on the profit they make in the UK making their staff work to the bone, poorly treated I'd say. Independent pharmacy generally work harder for their community
The new pharmacy will definitely have a positive impact on all the services described above. Most importantly it will allow patients to have easier access to medication in a timely & appropriate manner.
As prescriptions are being sent straight from the gp to local pharmacy this would help with it being more convenient and accessible.
Yes - it will have a positive impact. The population is growing all the time in Lenzie due to new housing developments. Additional services are essential and will only benefit doctors surgeries which are operating under very heavy patient loads in this area.
Better service provision
take the pressures off a bit
The existing pharmacy I feel has more than it can cope with.
Would hope it would mean that medication would be more accessible more quickly between using the 2 pharmacies. More availability for urgent care sessions which might decrease pressure on NHS primary and acute services.
Boots will lose business or it may force force Boots to raise their service levels
Lack of local services.
There is always room for improvements as there is a distinctive lack of parking at some facilities
i think it positively impacts if people use community pharmacies instead of GP's where appropriate
Can only improve what is currently available.
Hopefully take some of the strain off our GP surgeries that are struggling at present.
Badly needed seevice in Lenzie. Existing pharmacy too small and inadequate.
It will contribute further options particularly when it is very difficult to see your local GP face to face
Will take the stress off off off Boots pharmacy
It will provide competition to Boots at Lenzie but as it currently has a monopoly this feels fine.
More demand due to new housing at Woodilee and Auchinloch
I think it will benefit the area and share the load with the current pharmacy. I think this outweighs the number that will undoubtedly wish to change pharmacist, but it may benefit Boots in the long run as they will have a more manageable load.
Will benefit GP's i'd say!
only on the other pharmacy
lenzie has expanded, the work of the chemists has increased
Yes as answered in 7, it's too close to the existing pharmacy, Boots.
Definitely be a positive effect. Will reduce obvious pressures on the existing pharmacy

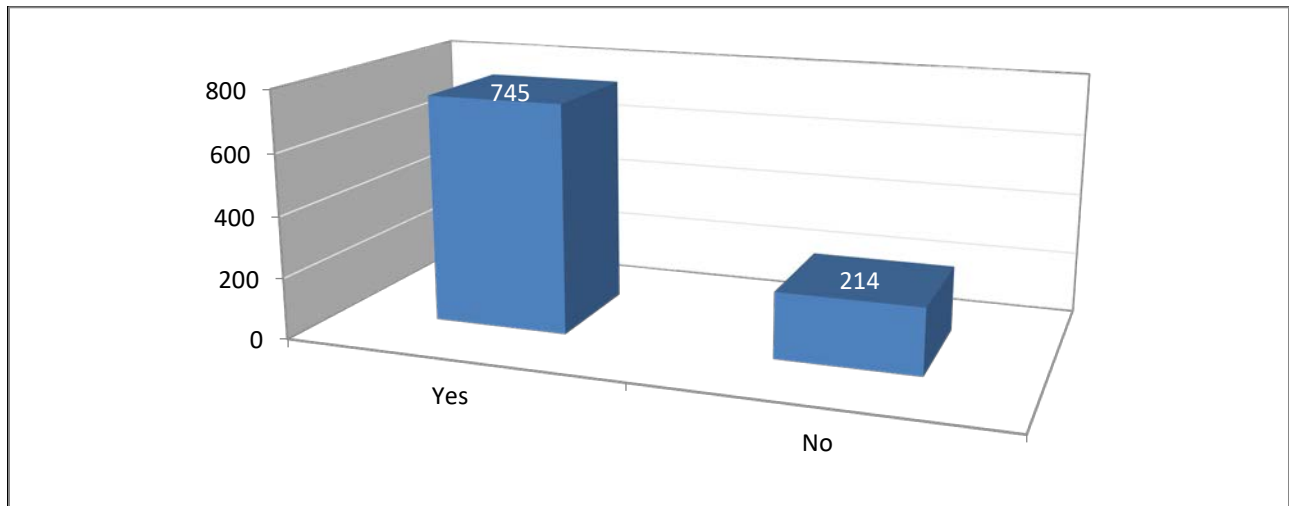


Mainly in a positive way
I think another pharmacy will negatively impact the services that are in the area already. There is numerous pharmacies already in Kirkintilloch area so what is the need for another. It is obvious that the staff at Boots have worked very hard throughout the ongoing pandemic to continue to deliver exceptional services to the people of the area. Another pharmacy will no doubt disrupt the current services they offer.
I expect a lot of people will move from Boots to the new pharmacy, especially for prescriptions. I do not know about the impact on other services, although I know that on a couple of occasions over the last 12 months my GP's receptionist has commented that only Boots in Lenzie do things a certain way.
Would be enormously helpful in relieving dangerously inadequate service currently provided by small overcrowded Boots pharmacy squeezed between estate agents
As above pharmacy expertise would help alleviate pressure and availability of GPs. Relationships will need to be strengthened with GPs in Kirkintilloch and ideally we could see more local services such as GPs attracted to the Lenzie area, which would enhance this further.
It may impact on the current pharmacy in Lenzie but, as they can't cope with demand, it may be better all round.
It will be a welcome addition
Boots in Lenzie would suffer.
Much needed competition for existing pharmacy in Lenzie.
Most certainly . Boots the Chemist firstly, who are a stone throw away from the proposed site, will be negatively impacted . We have worked closely with Boots over the years to ensure patients are provided with the best of care . Their team has done an exceptional job over the years and especially during the Pandemic . The threat to my own business is also very real as would be expected if a new contractor is given the opportunity to open so close to an already efficient , network of pharmacies .
There is a chemist 200 yards away.

### Question 8

If a Community Pharmacy opened at these premises, would it change the way you currently access pharmaceutical services?

Answer Options	Response Count	Response Percent
Yes	745	77.7%
No	214	22.3%
Totals	959	100%



Responses
More Convenient - 9
I would use this pharmacy - 97
I would use it as it is more convenient than going to my current chosen pharmacy at Kirkintilloch Boots. My GP surgery required me to choose a pharmacy for prescriptions to be sent to.
It would provide me with more options, especially with the longer hours on a Saturday. I work fulltime so it can be a challenge to access the current pharmacy during the week and it only has a half day opening on a Saturday which limits options.
Would potentially start using new pharmacy as closer to me instead of needing to go to Kirkintilloch for a reliable one
Would go to pharmacist for enquiries I currently go to go for
I would use this service over the existing pharmacy in lenzie
I would use it to its full capacity as & when required.
I would use these services rather than online/supermarket purchase of my own medicines
I would be able to reach it on foot. I cannot access the Boots pharmacy in this area at the moment as I am unable to stand up for long enough to wait in the long queues.
I would be more inclined to use this service due to the proximity of the pharmacy
It would mean that services would be more accessible.

I would use the local service.
No but it may in the future as I get older.
I would consider using the new pharmacy if the service provided was better than boots.
I think it should be easier accessing my repeat prescriptions.
I would access local services rather than drive 8 miles to current provider
There already is a community pharmacy in Lenzie
I get my prescription in Kirkintilloch as it's a nightmare to get the prescription from Boots in Lenzie. I would probably use the new pharmacy for convenience
I have adequate service from existing pharmacies
I would use the new service as problems with the old one and it's often inconvenient to go to Kirkintilloch
More convenient, would access pharmacy services more
I would use local instead of driving to Stepps or asda robroyston to get my prescriptions.
We would move to new one as it's been a disaster with current one in Lenzie
I would use the local pharmacy rather than travel.
I would not travel to Kirkintilloch.
My partner and I would use the services, we,be experienced lengthy waits at the local pharmacy and inconvenient opening times, so another service would be welcome.
I would travel less.
I'm happy at current pharmacy
I would use this service and stop driving to Kirkintilloch
I would switch to the new place, it will be bigger
It would still be in the heart of Lenzie where I travel often, so would not have to go out of my way to access the Pharmacy.
More accessible. Good that it would have parking as most local ones don't.
I would use it instead of a further away pharmacy.
A new pharmacy would allow myself and my family to access all the proposed services much easier rather than have to wait to be seen at the pharmacy at Boots.
I currently get my meds from kirkintilloch and need to drive. I would use this new pharmacy if there was adequate parking
I'd ask for my GP prescriptions to be sent to the new pharmacy.
If they delivered and made up blister packs then we would definitely change as this would mean we no longer had to take time off work to sort medications.
Although the current pharmacy may offer some or all these services they are almost impossible access due to inadequate size of the premises. People with long term health issues should not have to wait in a queue outside in all weathers. This happens currently despite the easing of pandemic restrictions.
Thankfully I don't currently have a need for these services but with it being so difficult to access non emergency medical assistance I think I would certainly use this community service first should I need it
I would use them rather than go to the pharmacist in Kirkintilloch.

I'd probably use this one to try it - it's marginally closer to me and Boots Lenzie is pretty small and run down
I believe the service would be quicker
I would uplift all medication and related supplies from the new site.
Would remain loyal to existing provider
If I am travelling to this part of town, I would pick the well established business I have been using rather than this unnecessary new facility on the same place
I believe the area is well enough served and this location could be put to better use.
I would use this pharmacy over other pharmacy in the area. I would more likely use a pharmacy for minor ailments rather than contact my GP as having another pharmacy in the area would decrease waiting times.
Would change pharmacy to proposed site
Would use this instead of Kirkintilloch pharmacies
Would like use the new service due to issues outlined above with current service
Currently I have to wait for childcare / husband to be home to watch the children as I cannot take my baby in her pram into Boots due to it being so small. Also, there is no parking. When my dad was in a wheelchair and needed to collect prescriptions, he simple couldn't - there is a STEP outside of it to get in!! So, for Boots to advertise that it has disability access is outrageous!! Even if he could get in, he couldn't move due to the large stone pillar in the middle of the tiny access lane to the pharmacy (which sits at the back.for a very proud man, this was demoralising and humiliating.
I like the boots pharmacy already in lenzie and would happier if they moved to the old rbs site
Greater choice of which pharmacy to use. More opportunity to be given prescription medicines rather than having to go Kirkintilloch. Potential 24 he dispensing see ire machine would be welcomed.
If a 24/7 collection point was made available this would make it so much more convenient
I like my current pharmacy
If more space, I would use the services more for minor ailments rather than visiting Stobhill .
The other pharmacy is very busy as it covers the whole of Lenzie so this would allow quicker access to advice and prescriptions.
I will continue to use Boots. I don't see any difference from what is already offers across the road in Boots.
I would rather support a local business than the existing national chain that provides inconsistent service
I currently drive to Kirkintilloch to access pharmacy services due to access and waiting times at the local pharmacy
I would use it and it would save me having to get a bus to Kirkintilloch.
Would use it rather than travelling to use one
Yes. I would use it in preference to my current provider
I would use it instead of travelling to Kirkintilloch
Improved car parking may help, however not if this is overrun with commuter vehicles
I would be happy to access this service at the heart of the community.

I would be happy to start using a local pharmacy again that I can walk to, or park easily at. And I would expect a more personal and speedy service.
Currently use dispensing chemist in other local area and would move over if quality is as good. Would access stock if reasonable cost rather than travel to larger chemist in retail park
There will be better parking and also opening day on Saturdays
I will collect my prescription from them. Save a wait on the street or a trip to Kirkintilloch.
I would try it and see if they provided a better service than Boots Lenzie
If pharmacy could collect my prescription from gp surgery then I would use new pharmacy & save travelling to ASDA Robroyston
I would no longer need to travel to Kirkintilloch to pick up a prescription
More choices, better service
I would use if staffed properly with enough parking. All spaces at train station currently are taken up by commuters and shop staff which is another fight ad i would like to change that so staff have a window permit and shop customers get 90mins free parking in the block of 16 or so at entrance to train station. Train customers should onky be permitted to use the park and ride at the large car park space.
I wouldn't have to go to kirkintilloch
I would use it. It would also mean fewer trips to Kirkintilloch.
Better hours.
I would go to the new pharmacy if it had better stock and opening hours than Boots in Lenzie.
I would use it as the private parking would allow me to drive there and be assured of getting a parking space.
I like boots and use the service they provide.
I would be interested in using this service for my medical needs, for both prescription and other purchases of over the counter medication.
I would no longer que at Botts or drive to Bishopbriggs
Would use local pharmacy rather than going to Kirkintilloch or Bishopbriggs
If I could park there to collect my prescriptions then I would consider having them sent there instead of Kirkintilloch.
I think this would be great in The Lenzie Community
I would use the local pharmacy for repeat prescription purposes and would also buy any 'over the counter' medicines, etc.
I believe that these premises would offer an environment that would be more conducive to addressing any minor health concerns without the need to attend a GP appointment.
Often I try to use Boots service during my lunch break at work however the service can be slow due to the high level of customer demand, meaning waiting times and queues are too long
I would use this pharmacy instead of travelling out with the area
Yes I would change my repeat prescription from Boots pharmacy to the new facility. More pleasant environment to visit, still easy access for all residents to walk to. If the facility in addition has the adjacent parking for pharmacy only will be a significant advantage to the community to park up to collect prescriptions quickly, especially mums on the school run. The train station car park is always full.
More local than the facility I currently use

I'd shop local. At present, I go elsewhere for pharmacy services due to waiting times at existing pharmacy.
It would mean not having to travel into Kirkintilloch to obtain prescribed medication.
I think the true answer should be 'possibly'. Main criterion is how well the pharmacy works with GP surgeries.
Yes - I would be far more willing to use a Pharmacy as I can't rely on current crop we have
It would enable the service to accessible n my local community.
I would use this pharmacy, depending on them providing better service.
I would most definitely change the household repeat prescription service and would be more likely to go there than the boots as I much prefer independent and local companies than the tax avoiding big guys
Current service provision meets my family's needs.
24 hour collection point
It is more local. Parking on site is a huge bonus
I moved my prescription collection from boots in Lenzie due to long queues and prescriptions not being ready
As above. I would consider moving as expect parking will be easier and hopefully less queue times than Boots.
I'd move from the pharmacy I currently use in Kirkintilloch as its nearer and I'd rather support a local business.
Currently I use a pharmacy in Kirkintilloch. The existing pharmacy in Lenzie is too small and since it has been Boots I have found it to be quite inefficient for my needs.
would move from prescription going to kirkintilloch to lenzie
More local
Happy with current service
Feel that a new premises would provide a better service. And these premises have a car park which could provide a space to pop in without having to worry about parking. The folks here are on average older customers.
Use a local service would be better
I currently use pharmacy in Stepps as they offered a delivery service
Would be more accessible, would able to travel to without using car
I would use this pharmacy as it is very convenient for lenzie residents
I would be more inclined to go in and speak to the pharmacist before seeing the GP
I am more than happy continuing to use my regular pharmacy in Kirkintilloch. I would happily continue to travel to it even if a pharmacy were to open closer to my home.
Poor repeat prescription service
Potentially it would particularly if I can access my prescriptions at a time more convenient to me. I think a good community pharmacy would we well used as it supports the local community.
I would use the services as the location intended is so convenient especially As I use Lenzie station to travel to work.
Better availability, easier opening times.
I would use this as would be closer to home and more convenient

Yes it would save leaving our area for Pharmacy Services which I'd prefer to access in my own area.
I would change to have prescribed meds sent here
As above, opening hours suit me more and the fact that it's local - even better!
Needs adequately dealt with at present by existing pharmacy.
I would use this pharmacy instead of the supermarket pharmacy at the weekend .
Provided they were open all day Saturday
I would change to the new local pharmacy as I believe it would provide a better service. I waited outside the Boots pharmacy for an hour in freezing weather to collect a prescription for a neighbour( she had received the wrong one the day before)
There is no great need for another community pharmacy
I would use it as it would hopefully be better than the small one we have at the moment and hopefully it will have better access - parking etc
If a good service was offered I'd likely switch to this pharmacy.
I wouldn't have to travel to kirkintilloch
I have a stoma
Due to transport links and work pattern I currently struggle with local services
I would be able to access local pharmacy services.
I would probably use it mirenep
I wouldn't use boots
Continue to support other established businesses
I don't have a repeat prescription, but if I did it would be helpful to have the choice.
Would make it easier
Would not need to Go To bishopbriggs
I could move back to a more local service
I can get the same service at my current pharmacy. I really don't understand why we need another pharmacy in the area as they will be in very close proximity to each other.
To have a purpose built pharmacy within walking distance of my home that provides a good service would be beneficial to my family.
More choice locally
I would use this pharmacy as long as they had they're own short stay parking, currently I travel further to a pharmacy in order to be able to park a reasonable distance to it. The train station car park (out with COVID) where this site is, is always full and can't be used to access local facilities.
I would use the local pharmacy instead of travelling to adjacent towns.
I wouldn't have to walk further afield (to Kirkintilloch) to get my prescription filled/pick up medicine etc for my kids.
We'd no longer have to use the boots store.
More local to where I live.
I currently get my prescriptions delivered from outside my local area.

I would 100% access this pharmacy as have been very frustrated by the poor service at current pharmacy (boots)
I would still use Boots. There is no need for this.
I'd stop travelling to kirkintilloch
I hope it would but that will Depend on the quality of the service
Would have better access to a quicker service.
I would use it instead of being reliant on driving to Kirkintilloch
I don't currently use the pharmacy in Lenzie. I gave up and drive to Stepps instead where I know I won't have to wait in the cold for ages!
I would prefer to be served by a local pharmacy and would gladly move my business to this new pharmacy.
I would move to use this pharmacy as I could walk to it.
More likely to use this new service, with space and convenience.
I would no longer need to travel into the next town
I would use their services rather than ones in Kirkintilloch
I present my prescription near my GP surgery
I will be able to access pharmaceuticals more locally.
Not sure but it would certainly benefit others in the community.
I would look to access more locally
As I would move my preferred pharmacy into Lenzie
I will still go to boots
I would use all the services required as work locally.
This would provide our patients another place to pick up prescriptions that we issue. Furthermore, it would help our patients with services like smoking cessation.
Currently I drive 10 minutes to a neighbouring town to avoid adding pressure to the already over subscribed service currently available in Lenzie. Having the proposed pharmacy available would allow me to walk to the pharmacy just a few minutes from where I live - far better for my own health, as well as saving on fuel and less pollution through less driving.
I usually go into Kirkintilloch or use Lenzie Boots
Currently drive to ASDA Robroyston as it has longer more convenient opening times
I would have to travel less distance.
I would move my prescription to this pharmacy as currently using outwit catchment area
More likely to go there due to opening hours.
I would want to give them a chance to provide the service that the current provider does not give - to my satisfaction.
Better service
It is easier to get to as it is closer to my home
I would still use boots right next to it



Better parking
I think having more choice is good for everyone
Personally, I'd be able to walk to collect things rather than have to drive or take bus to Kirkintilloch.
I would remain loyal to boots, Lenzie.
Hopefully there would be parking which mean not having to go to Kirkintilloch which would be more convenient.
Happy with pharmacy I go too
I would us it to consult with a pharmacist.
Would use Lenzie pharmacy rather than the one I currently use, which is out of local area
Currently go to Kirkintilloch for better service so this would be more convenient
I would register at the new pharmacy. Apart from anything it is more accessible from my house - I have mobility issues.
I would be loyal to the pharmacy I have always gone to.
It would be a first local port of call for minor ailments and advice
You have a choice of service which is a positive step.
I will go there as close and less hassle
Would give me more than one option of where to go. Also having a pharmacy open on a Saturday makes it much easier considering I work full time
I woukdnt use Boots
I use Boots in Lenzie which is a stones throw away from this proposed new pharmacy. I have always had excellent service so won't be changing. However if they mop up some of the excess patients who started using Boots during the pandemic that would be good.
It's closer to me, so I would use it.
I've moved to a Kirkintilloch pharmacy because Boots in Lenzie clearly were struggling.
Current provision fine - access boots at retail park when needed - wider choice of products / shops.
Yes I would use them as present provision is not adequate in our opinion.
Possibly....it would depend on how the facility operated. I'd be very keen on it.
We'd use it locally rather than Steps
Closer to home. Within walking distance.
Very convenient and will provide a focal point in area. For instance, proposed development has ground/space around it - current Boots Pharmacy cramped and badly located. This came to the fore during the Pandemic.
Instead of travelling to Kirkintilloch town centre for prescriptions it would be easier to access this pharmacy with a car park outwith a busier area.
Would be concerned about impact on traffic and parking at lenzie train station, precovid can be very congested, a pharmacy with limited parking would add to this
Certainly would consider of the service meet my needs.
This is much handier for me without a car or when returning from Glasgow, easy access from Lenzie Station
I would use it rather than travelling to Kirkintilloch.

I would have another option to ensure I get my prescription on time.
I travel to steps so distance and hopefully availability would be better. However prescription pickups are great in steps
I could avoid the dirty, under-stocked current one. The staff being the only good thing about this shop.
I would be able to use a local service which I currently avoid due to aforementioned issues.
Will most likely still use Boots unless something changes. Prescriptions set up automatically.
It is far closer to home and easier to access.
I would go there for my prescriptions and hopefully for other necessary items (the Boots shop is not particularly well-stocked, probably due to lack of space).
I would expect to get a better service level and continuity.
Current local service is small and in need of updating. A number of years ago our local pharmacy was privately owned. Mr King and his staff were friendly, approachable and efficient so if a local lad can bring back some of this it would be good.
I would use it for my prescription service if it was an improvement from the current pharmacy
If service available, might prefer to use this pharmacy instead of using Asda Robroyston.
Because of the current poor service many of us avoid it and go to Kirkintilloch.
May stop me going to Kirkintilloch
Fed up with current service and about to change to Kirkintilloch pharmacy but would much prefer to use local one.
I would change my pharmacy service to give my support to an independent that will not have continual staff changes.
Yes I would return to use a Lenzie based pharmacy as I currently use one in Kirkintilloch which is not convenient.
Not sure
I would have to wait and see. I don't really use services at present
I would walk to Lenzie for my pharmaceutical needs if there was another pharmacy other than Boots
Could use as an alternative to Boots, Lenzie
I wouldn't go to Robroyston Asda. Fortunately we've been lucky so far with our family and not needed too many services that your pharmacy would provide
I can walk to it. Instead of driving to Kirkintilloch
Very convenient location.
As a female student, I would be a lot more comfortable accessing those services helpful to teenage girls in particular, such as EHC, UTI treatment on pharmacy first, support with queries such as sexual health/health and wellbeing/mental illness, etc. I also suffer from perineal rhinitis and it would be extremely useful to have quick and easy access to hayfever relief virtually on my doorstep
It would be good to have the choice on where to go and avoid having to enter a confined space.
Easy and convenient for commuters and non drivers
I would be able to get my own prescription without constantly relying on other people as I work very long hours.

Would start using this one, lost faith in the existing pharmacy
Move my repeat prescription order
Would use and not travel further afield. We need a good reliable and trustworthy local service
I would move my repeat prescription
Less waiting
I will continue to use Boots. There is no need for two pharmacies beside each other.
It would give choice which we don't have just now
No need to change from an excellent service.
I would be more comfortable in a pharmacy with a permanent pharmacist in charge and more spacious and easily usable accommodation
We would be more inclined to use these services as the location would be very convenient to us.
We would use it for repeat prescriptions for 3 family members as we need a pharmacy that offers a good customer service and improves the current experience of repeat prescriptions. For example, The current pharmacy we use in Lenzie had no Sinus decongestant tablets or any menthol crystals available to purchase today.
I would continue to visit Boots as I have used them for years and have build up a good rapport with the staff.
I am happy with my pharmaceutical services provided Boots. Even if this pharmacy does open, I would choose Boots.
I have the services I need, provided well.
Access to pharmacy first reducing pressure on GO services and aiding patient education
I am happy and get great advice and treatment from the one we have.
It would be great to be able to go back to the local supplier rather than have to go to Kirkintilloch due to the present incumbents total inadequate service and ability to provide the right prescriptions Time after Time
I would return to having my regular and frequent prescriptions dispensed there AND, I hope, I can buy more products that I otherwise look for online or at a car drive distance.
It would help save me a lot of stress and knowing I can go in without being judged and use the minor ailments without the whole pharmacy and customers hearing will be a benefit for me. I won't use Boots for this service as last time they discussed my private issue in front of a shop full of customers! The pharmacy is far too small and a new one will help let me discuss private issues without others knowing why I'm in.
I would start to get my prescriptions from this pharmacy as the pharmacies that I usually go to always have long wait times which can be understandable some days but no matter what day of the week it is I usually have to wait 30 minutes up to an hour so I feel that the new proposed pharmacy will be great for me as I can use the public car park which my usual pharmacies don't have which makes it inconvenient to go to those pharmacies, and the proposed pharmacies 24 hour medication collection point that can be used even if the pharmacy is shut has really swayed me as this would be great and so helpful.
Current pharmacy provision in Lenzie too small and busy
I think I would definitely switch, the existing pharmacy is really poor.
I would use its services instead of Boots

<p>there is a boots pharmacy within 20 second walk of this proposed site. the boots is actually higher up the main street and more convenient to the other shops.</p> <p>there are 6 other pharmacies all closer to the existing GP network (all existing GP surgeries are within visible distance to a pharmacy). these pharmacies also seem to offer or be adjacent to parking facilities and near post office/supermarket/dentists/local traders and on public transport routes</p>
Hopefully lunchtime Closing could be worked so that there's always a pharmacy open.
The services offered are very relevant and comprehensive.
I would no longer have to travel further afield.
Would be able to walk to pharmacy
Would not need to travel to Kirkintilloch for services.
I'm happy with my current set up
Would remain using my existing pharmacy. Again chosen site would be better used to serve local community.
Not heed to go out with lenzie
Just means I can collect my prescriptions at any time
more accessible , more likely to use the pharmacy for non prescription items.
Can walk instead of needing transport.
I would like to take advantage of the free delivery service and also the after-hours collection from time to time
Needs are already being met
There's already a few pharmacies in area
I would still use my local pharmacy. I am loyal to them
Would use the new Pharmacy in the hope I would receive the correct items ordered, at the time and date promised.
Would likely divert me away from existing pharmacy
I have every confidence in the services provided by Boots in Lenzie
I use a pharmacy in Kirkintilloch which although further away is close to the surgery which I use. There are also good parking facilities there.
It would hopefully make it easier to access
I'd have a convenient way of accessing a pharmacy.
I can only see this intended use of a derelict site a positive introduction to the community.
I don't want another pharmacy that is a commercial business for the pharmacist when there is already one in the area. I am baffled by the pharmacist's application.
Much closer to home than my current pharmacy
I would switch from a pharmacy in Kirkintilloch to the new pharmacy as it is closer
It's very difficult to park at the current pharmacy I use, which puts me off of using it. Allocating parking would make it easier to access help.
I'd try it, and might use it for more services
I'd have more confidence that I could pick up prescription on time.
Improve access

I currently travel to Kirkintilloch or Robroyston (Asda) to avoid the existing Lenzie pharmacy
At present my GP is in Kirkintilloch so I will often go to the pharmacist nearest to the surgery. If there is parking at this new surgery, and it was more likely to have the medication in stock than the small Boots, I would definitely go to it rather than the Lloyd's pharmacy in Kirkintilloch.
I would be inclined to change from my existing pharmacy as I have had many complaints which have eventually been sorted but I feel that they have glossed things over rather than fix the problem.
I regularly need to travel further afield for prescriptions
I could easily walk to it.and not drive to Kirkintilloch
I will continue to support my existing lical pharmacy
I would use it rather than go to Kirkintilloch. Especially if parking is available.
Another option available.
There are already a number of pharmacies within the area offering exact the same services and hours of trading.
Might use it if hours better
I would have a choice which we don't have unless we travel to Kirkintilloch which is a nightmare experience since they introduced the shared space initiative. The only other alternative would have a negative impact on the environment as we'd need to drive further afield
I live locally
I don't live in the area but as it's beside the train station it will be a good resource to have if needed
Would give a choice of pharmacies to use
I would be more likely to use a pharmacy that was close to my home rather than going into Kirkintilloch
I currently travel to Kirkintilloch for repeat prescriptions so a local pharmacy would be good especially if designated parking is provided.
I would be more inclined to stay within Lenzie rather than travelling further afield.
I would be happier to return to a local pharmacy.
I would be able to get my medication on time and receive good health advice from my pharmacy.
the answer to this is probably. parking would be easier as long as commuters do not use the spaces.
Easy walking distance for me, good opening hours
When commuting to Edinburgh, I would use this pharmacy over trying to get to Bishopbriggs on a Saturday.
I would happily move to the community pharmacy if it offers delivery, parking and a late night. More convenient. Better service.
I would use the service for my husband's complex medication needs and hopefully build up a relationship which would mean I got the right medication every month.
I would use the pharmacy a lot more as I was on my doorstep, if it was efficient and well run I would feel confident to pop in for advice on a regular basis.
Not immediately. I currently do all my shopping in Kirkintilloch and it is easier for me to collect my prescriptions there at the same time. This may change if I have difficulty travelling to Kirkintilloch in the future. Having them in Lenzie would be helpful.
I avoid boots but would use this service

Not enough parking for current shops in that area due to train station parking/shops so I wouldn't use it
I would prefer to use the existing Boots pharmacy in Lenzie, and make use of the pharmacies in Kirkintilloch where necessary
I will remain a customer with my current pharmacy.
I would probably use the local pharmacy whereas at the moment I am far from comfortable using Boots Lenzie.
Would still use the current pharmacy as they have good customer service
Usually go Bishopbriggs or the Fort shopping cen for non prescription medicines or advice. I would use this pharmacy if it was larger than the existing boots.
I would go to this pharmacy rather than one in Kirkintilloch.
One hundred percent yes. I would have no reason not to use this new pharmacy and I believe they will be happy to assist me with any questions while boots pharmacy really don't care. I would feel more secure using the new pharmacy than any other one.
I would want to use this as my local pharmacy instead of my current
We would swap to the local pharmacy if they had a free delivery service.
Yes, I would stay local rather than driving to another pharmacy because of the extremely poor service provided by boots in Lenzie
Id use it rather than having to wait outside in a queue at Boots.
Yes, as I would be able to relocate all of our regular prescriptions back to a local pharmacy, which is easier to access and a lot more convenient
I would use it other than boots
More likely to utilise pharmacy services in same town I live in rather than going to next town over
It will make it far easier to access essential pharmaceutical services in and around the Lenzie area. In my opinion there is a need for this
I would be able to access my prescriptions more readily for all my family.
Closer bigger pharmacy would be great
I'd walk, round the corner from me
I would defiantly use this pharmacy to save on waiting times and it is in walking distance from my house
More accessible and closer to home as we could walk rather than going to Kirkin
During the week I would have to travel to Kirkintilloch or wait until the weekend to travel to an even further away pharmacy such as Robroyston. It would mean I could travel locally and it would take much less time.
Parking would be easier
Closest to home
It would mean easier accessibility for a disabled person like me
Easier access
I would use it more than the one i use which is a longer distance away.
I would definitely use it. Much better and easier access
There is already a pharmacy

I would be more inclined to use this service as he is local and would be more sympathetic to local needs and wants
It would be more convenient for me.
I would use it. Currently have to travel by car to Kirkintilloch Town Centre as service in existing local pharmacy poor . I would save time as could walk and it would be more environmentally friendly
I currently have moved out of area and would be keen tk move back to walking distance.
More than likely yes as it's Easier for me to get to.
I would definitely use, far more convenient for me. I go to Townhead at he moment because I can never get a prescription fulfilled at Boots. I always have a return journey. I know it happens every where but not all the time
Perhaps. I'm not sure
I would hope they would have more time to deliver the service and I would not feel guilty taking up their valuable time when you know they are so busy.
It gives local people an element of choice which they do not have at present time.
My doctor is in Kirkintilloch, so I am more likely to access pharmacy services local to my surgery.
Currently I collect (few) prescriptions from GP surgery in Kirkintilloch then use a Kirkintilloch pharmacy to dispense as Lenzie pharmacy, I hate to say, have a slight couldn't care less attitude !
It is another option
I would move from Kirkintilloch to this as it is much closer. The one in Lenzie has let me down many times.
More choice, bigger shop
I would change from Townhead Pharmacy to the new local one. No doubt.
It will make it easier to collect prescriptions and the biulding is larger
I would use the Pharmacy as long as there is parking available
I would use it rather than the current inefficient, inconsistent service provided be Boots!
I would absolutely utilise the pharmacy and be more likely to use pharmacy first as feel there would be capacity for this to be delivered effectively.
I would most probably use the new pharmacy given delays at Boots Lenzie and linger opening hours on a Saturday.
If the hours of opening and space provided on the premises is greater I might be inclined to use it against existing facilities.
I use the pharmacy closest to my GP and will continue to do so.
I would be delighted to have a pharmacy within walking distance which actually stocked prescription medications
It is highly likely I will use the community led pharmacy services and move away from the extant Corporate led Pharmacy.
I would find myself going there as other local pharmacies have shorter opening hrs
Improve it
I would change to this pharmacy right away. It seems like they really have the people and the community in mind and really want to help.
I go to Kirkintilloch as the existing service in lenzie is terrible.

Depending on whether there is dossette box delivery service, and what the cost is, I may swap pharmacies.
I would be more likely to use a fuller range of services from this pharmacy than is currently available in Boots Lenzie
Undoubtedly it will benefit our community
More local
Much more convenient & all so has parking
I would use the service as it would be way more convenient but I would , if I needed to, use other available pharmaceutical services
Hopefully it will be a larger building than present
Much handier for me to pop up especially for older family members
I would definitely try them to compare them with Boots.
It needs some sorting out and competition could work whereas before complaints fell on deaf ears
This would be more local.
I think I would definitely use this new service! As I always struggle with where I will put my prescription into.
Need a freezer shop in the area for families
Hopefully there will be more privacy. Staff also will have more room in which to conduct business
I use the pharmacy in Central Lenzie a matter of meters away from the proposed site and am very happy with the service.
I was in the process of moving my prescriptions to a pharmacy out with the area as I've had so many problems at Boots.
I think it could be better having another pharmacy.
Just try the service in Boots. It's too slow.
Would continue with boots
Be more local.
Would provide more of a choice
This is a local service I'd be happy to support as long as they are able to collect my prescriptions from my surgery in Kirkintilloch
It be more convenient rather than travelling to Kirkintilloch.
I would arrange my repeat prescriptions at new pharmacy and use drop on services
Possibly.
It's a bigger premises and would not have to wait outside, with this pharmacy being granted a licence then this means cutting down the waiting time for your prscription
At present I do not use any other services other than prescriptions.I am sure there are many people who would benefit from a better service or alongside what we have already.
I would be more likely to see advice rather than travel elsewhere
I wouldn't have to go to Kirkintilloch
I would use the minor ailments service more.
As said previously, I use Lenzie station and this would help me pick up prescriptions, go for advice etc before (if open early enough) and after work.



I would use this pharmacy on foot or by bike and avoid the traffic of Kirkintilloch
I work full time and the extended hours on a Saturday would be helpful for me to access pharmacy services. I would also like to use a community pharmacy which had shorter waiting times for prescription medications.
I would shop there rather than having to travel outwith Lenzie. Also it provides parking.
Maybe.
If a local pharmacy could pick up prescriptions from a GP practice in Kirky, dispense in blister packs and do delivery I would switch straight away as I could then have my prescription delivered while knowing that if anything was missing a carer could walk up to sort out. Would be supportive if Pharmacy provided these services. - 2
I cannot access the other pharmacy in Lenzie as it has steps and I use a wheelchair. If I needed a prescription from the dentist it would be just along the pavement from it and accessible for me. Not all pharmacies are accessible to powerchairs as we need level access and easy opening doors.
More choice
I would be more likely to shop locally.
I would use both pharmacy's
I would not have to travel to pharmacies In Kirkintilloch or Bishopbriggs.
More likely to use new premises as more space
I'm more than happy with the pharmacy I already use
I would NOT leave my current pharmacy to attend here. I would NOT recommend any family, friends or anyone else to use this pharmacy.
I would get my repeat prescription from here
I would not go to the existing Boots pharmacy and would transfer my prescriptions to the proposed pharmacy
No need to go to Kirkintilloch for prescriptions
I would use this service in addition to others in the area.
Go to Kirkintilloch or use the current pharmacy in Lenze
More than satisfied with the existing provisions locally.
I would use them rather than boots
Would be more local
Travel further for good care
I would have my prescription in my home village rather than having to travel on a Saturday to collect it.
Better access for parking etc.
I tend to visit other chemists further away unless I have had prescriptions sent over.
I would be able to walk to this local pharmacy for all family prescription requirements & as mentioned would use the stoma service for my husband.
There is already a pharmacy within 100 yards of the site
It would be a good service

At present there is no parking to use the existing pharmacy but where the new one is proposed there is onsite parking, much more convenient.
Just moved to the area but there is only 1 other pharmacy closeby which is small to cover the whole area. The one time we used it they didn't have one of the prescription products in stock.
Collection of repeat prescriptions would be easier with parking available. Hopefully more reliable too.
I would use this pharmacy as it's within walking distance and if driving it has its own car park
There are plenty of pharmacies in the G66 area. We do not need another. This space could be used for something more useful.
this would be my first port of call for minor ailments and emergency advice
I would use their services for my medicines and any other matters were they to be needed.I would Hopefully no longer need to go to the surgery to uplift prescriptions and could go to a pharmacy I can trust to get things right.
More options and save me traveling further afield
Wouldn't travel to Kirkintilloch
It would help one of my parents who relies on stoma support.
Being able to have somewhere open locally to discuss any issues
I would have an option I do not have just now
I currently have to go to Kirkintilloch for pharmacies as current Lenzie one is too small with no parking.
I would definitely access this pharmacy and move my prescriptions here. They also have private parking which is fantastic. Boots have zero parking and no parking in Kirkintilloch either for any of the pharmacies, cant wait to switch to here!
i would use a local chemist
i would probably shift my current repeat prescriptions from Kirkintilloch
go local Save driving to kirkintilloch
easier access
Boots at Lenzie cross is scruffy Inadequate
difficult to say until is was working
I would continue to use boots pharmacy as my GP is set up for there, I can also order boots online to deliver there and the staff and helpful and professional in their service to the community. A larger facility may not be able to provide this same level of care and attention.
It would be the closest pharmacy to my address and it will make use of a unused building
I would continue to use Boots Lenzie. I think it would be better to consider the building to expand the pharmacy we already have. I have heard that the buliding is owned by someone that owns lots of resturants in the area and want to have/sell for a proposed pharmacy to prevent any hospitality competition.
I would hope to receive an efficient and professional service This should help relieve pressure on local GPs and provide much better care for many patients currently with inadequate provision
Would support local business.
I would use the new pharmacy for the reasons given in my other answers. I need somewhere that will have my prescription ready on time.
Saturday opening is better than existigg my and Sunday opening would be freat

I will be able to stay local to use my pharmacy as opposed to travelling when I need my prescription or advice I also like the idea of supporting a local small business in the community

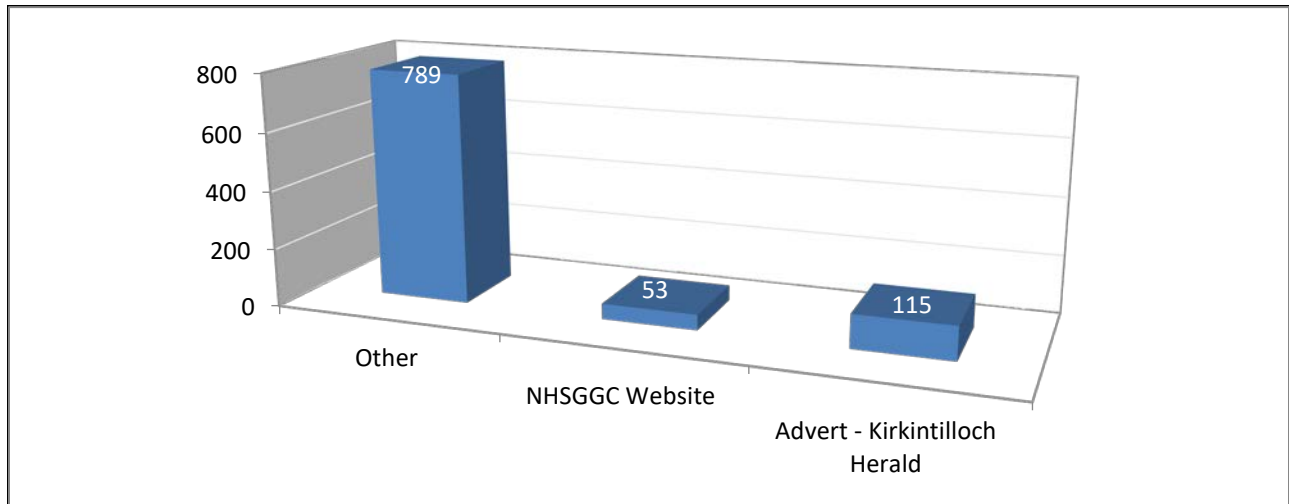
I would still use Boots. There is no need for two pharmacies

Not sure but it gives me an option.

## Question 9

How did you become aware of this consultation?

Answer Options	Response Count	Response Percent
Other	789	82.5%
NHSGGC Website	53	5.5%
Advert - Kirkintilloch Herald	115	12.0%
Totals	957	100%



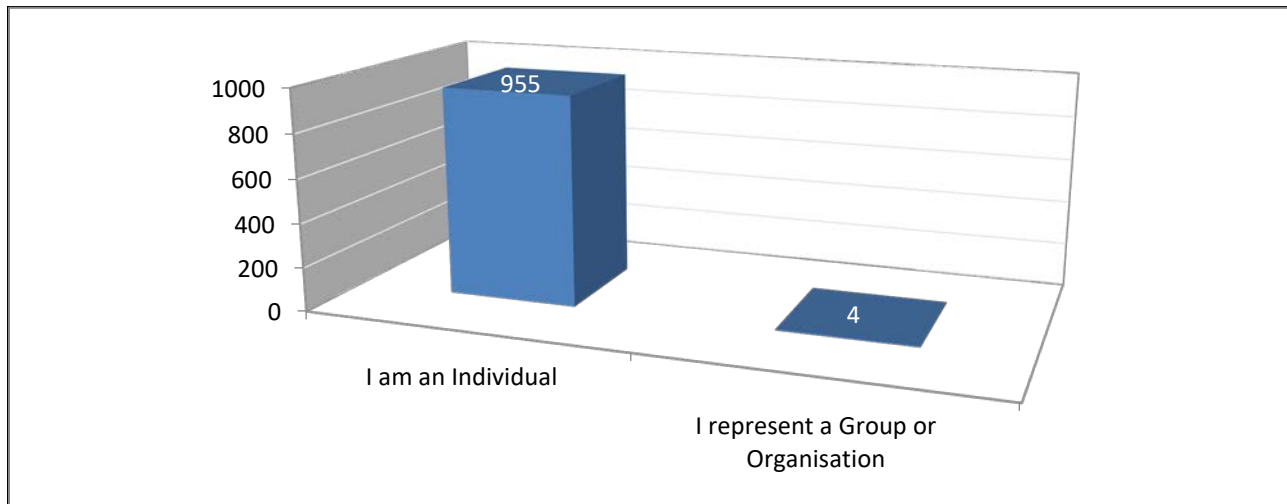
If "Other", Please describe:

Responses
Church - 7
Community Council - 9
EDVA - 2
Facebook - 471
Leaflet/Flyer/Local Marketing - 62
Sign at Proposed Premises - 60
Social Media (Not specified) - 57
The Wee Mag/Local Magazines - 11
Twitter - 4
Website/Online - 16
Word of Mouth - 45
From the local pharmacy.

Gp practice
I currently work beside Aian
Library
Local co op
My friendship with local council members.
Press article
Property developer heavily promoting construction of new commercial development - a development that is not needed as Lenzie has currently got empty shop units. This submission appears to be as much a commercial property development as a health care initiative
The Intended Applicant has been using aggressive marketing in the Lenzie area, trying to get people to go online and support his application - this was what made me aware that there was an NHSGGC consultation in which I could express my concerns and opposition to his proposal

## Question 10

Answer Options	Response Count	Response Percent
I am an Individual	955	99.6%
I represent a Group or Organisation	4	0.4%
Totals	959	100%



Responses
I have concerns about the available parking provision for this pharmacy. There have been longterm issues with parking, dating back to when the building was a Bank. Use of car park by rail passengers blocking spaces all day. Insufficient short term parking for retail units currently in this small area. This would be my main reservation about the application.
Although I am <b>XXXX</b> of the Community Council, I am responding on my own behalf
Resident of Lenzie - 14
I don't support this application
Also represent Auchinloch Community Council
If prefer to see something else at this site to benefit the community, and that would bring social interaction and I'm surprised at the proposal... however it could be beneficial
Millersneuk Dental Practice, 112 Kirkintilloch Road, Lenzie. G66 4LQ
Important!! I want to ask this question but don't see another place to ask it. Why does the current building need to be pulled down and not repurposed thus saving materials and being more environmentally friendly? Too much building material goes to landfill when a creative architect might prevent the building being pulled down.
Boots Lenzie
Marnell Pharmacy Ltd, Townhead Pharmacy, 31 Townhead, G66 1NG

There is ample pharmaceutical services provided within the defined neighbourhood at present. No requirement for another in the location suggested.

Please seriously look at the need of another pharmacy. This is not serving the people of Lenzie.

I am a Doctor in the area.

I am **XXXX**. I am 21 years old and live just down the road from the train station. I would like to see the old RBS bank space used for something else, as I believe a new pharmacy would just be a luxury.

In conclusion, I think this could only be a positive thing for Lenzie.

Pulse Pharmacy, 10 Newdyke Road, Kirkintilloch G66 2PX

Lenzie is a small place. There is limited retail space available. Having two pharmacies so close together does nothing to support the local community.

Will you take Boots pharmacy away?

The community has needs but another pharmacy is not one of them.

I am also aware that in many cases- the services initially offered in their proposal from "new" pharmacies never transpire and communities are left with two pharmacies peddling the exact same wares. This application is opportunistic and deeply flawed.

**Checklist of actions to be prepared prior to consultation**

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

<b>Action</b>	<b>Completion Date</b>	<b>Responsible Person</b>	<b>Detail/Comments</b>
Advert for Newspaper to be drafted	01/09/21	Contracts Supervisor	Final draft placed with Kirkintilloch Herald (Elaine Kelly, <a href="mailto:elaine.kelly@jpimedia.co.uk">elaine.kelly@jpimedia.co.uk</a> ) on 02/09/21 for printing on 08/09/21.
Advert for Newspaper – to appear in newspaper with highest circulation within neighbourhood	01/09/21	Intended Applicant	Kirkintilloch Herald – Wednesday edition.
Create website/Facebook page for Lenzie Pharmacy	01/09/21	Intended Applicant	Both sites checked by Contracts Supervisor and cleared as acceptable.
Questionnaire to be prepared	02/09/21	Contracts Supervisor	Draft questionnaire sent to Aidan 02/09/21.
Draft banner on side of proposed premises	02/09/21	Intended Applicant	Wording checked by Contracts Supervisor and cleared as acceptable.
Tweets to be scheduled	06/09/21	Contracts Supervisor	Schedule set up on Twitter.
Micro-site to be developed for Board's internet site	06/09/21	Contracts Supervisor	Site developed on Board's website.
Hard copies of questionnaire to be made available	07/09/21	Contracts Supervisor	Can only be completed on 'office day' – which is Tuesday.
Facebook post and promotion	07/09/21	Intended Applicant	Video introducing proposal on the proposed site. Promoted from 07/09/21 – 05/10/21 (28 days), then from 08/10/21 – 15/10/21 (7 days).



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

Action	Completion Date	Responsible Person	Detail/Comments
Facebook post	07/09/21	Intended Applicant	Video introducing proposal from different angle in clinical setting.
Banner placed on side of proposed premises	07/09/21	Intended Applicant	Confirmed placement from 07/09/21 – 19/01/22. It reads: “ <i>Lenzie Pharmacy, Healthcare for Life, New Lenzie Pharmacy Proposal, Have your say at: <a href="http://www.lenziepharmacy.com">www.lenziepharmacy.com</a></i> “ <a href="#">Lenzie Pharmacy Banner.pdf</a>
Newspaper Advert	08/09/21	Intended Applicant	Newspaper advert placed in Kirkintilloch Herald. Copy sent to Contracts Supervisor. <a href="#">Kirkintilloch Herald Newspaper Ad.pdf</a>
Initial Tweet to appear on Board’s site	08/09/21	Contracts Supervisor	Initial Tweet appeared on Board’s site.
Micro-site to go live	08/09/21	Contracts Supervisor	Site made live on Board’s website.
E-mail notification to be sent to List of Stakeholders (copy of list attached to Plan)	08/09/21	Contracts Supervisor	Email sent to Janice Young of East Dunbartonshire Voluntary Action (EDVA) group (in the absence of a Community Engagement Representative) who will liaise with stakeholders directly (EDVA will not share information on shareholders as per GDPR).
Facebook post and promotion	08/09/21	Intended Applicant	Video thanking everyone for their support and engagement for the first 24 hours (on site beside banner). Promoted from 09/09/21 – 16/09/21 (7 days).
Days out meeting the Public/Business Owners	08/09/21 09/09/21 10/09/21	Intended Applicant	Aidan Connolly (IA) was out and around the streets of Lenzie, handing out leaflets and discussing the proposal with members of the public he met in the streets.

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

Action	Completion Date	Responsible Person	Detail/Comments
Facebook post and promotion	14/09/21	Intended Applicant	Video walk-through on how to access NHSGGC questionnaire to help the public access it. Promoted from 15/09/21 – 22/09/21 (7 days).
Community Council Meeting	15/09/21	Intended Applicant	On Friday 20 <sup>th</sup> August 21 the IA had a call with a representative from the Lenzie Community Council who expressed their support for the proposal. The IA has been invited to a meeting with the community council 15 <sup>th</sup> September 21.
Facebook post	16/09/21	Intended Applicant	Text post thanking community for support/engagement.
Days out meeting the Public/Business Owners	18/09/21	Intended Applicant	Aidan Connolly (IA) was out and around the streets of Lenzie, handing out leaflets and discussing the proposal with members of the public he met in the streets.
Leaflet	20/09/21	Intended Applicant	Planning for Royal Mail to deliver to businesses and residential taking in G66 4 and G66 5 zones. G66 4 is 2291 addresses and G66 5 is 1927 addresses.
Facebook post and promotion	22/09/21	Intended Applicant	Text post giving more information on the process and questionnaire importance. Promoted from 24/09/21 – 01/10/21 (7 days).
Days out meeting the Public/Business Owners	26/09/21	Intended Applicant	Aidan Connolly (IA) was out and around the streets of Lenzie, handing out leaflets and discussing the proposal with members of the public he met in the streets.

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

Action	Completion Date	Responsible Person	Detail/Comments
Tweet to appear on Board's site	29/09/21	Contracts Supervisor	Tweet day 14 appeared on Board's site.
Facebook post and promotion	29/09/21	Intended Applicant	Video by members of my family talking about the pharmacy proposal. Promoted from 01/10/21 – 02/10/21 (1 day), then from 02/10/21 – 05/10/21 (3 days), then from 05/10/21 – 10/10/21 (5 days).
Repeated Facebook post and promotion	30/09/21	Intended Applicant	Text post giving more information on the process and questionnaire importance. Promoted from 30/09/21 – 05/10/21 (5 days).
Days out meeting the Public/Business Owners	02/10/21	Intended Applicant	Aidan Connolly (IA) was out and around the streets of Lenzie, handing out leaflets and discussing the proposal with members of the public he met in the streets.
20 working day basic download and copy of updated JC Plan to be sent to IA	07/10/21	Contracts Supervisor	20 working day Webropol report downloaded and sent to IA with updated copy of JC Plan.
Facebook post and promotion	12/10/21	Intended Applicant	Text post outlining proposed services and providing links to the questionnaire and Lenzie website. Promoted from 12/10/21 – 19/10/21 (7 days).
Days out meeting the Public/Business Owners	13/10/21 17/10/21 20/10/21 21/10/21	Intended Applicant	Aidan Connolly (IA) was out and around the streets of Lenzie, handing out leaflets and discussing the proposal with members of the public he met in the streets.
Tweet to appear on Board's site	21/10/21	Contracts Supervisor	Tweet day 30 appeared on Board's site.

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

Action	Completion Date	Responsible Person	Detail/Comments
Facebook post and promotion	23/10/21	Intended Applicant	Video highlighting proposed services and site walk around. Promoted from 23/10/21 – 28/10/21 (5 days), then from 06/11/21 – 08/11/21 (2 days).
Days out meeting the Public/Business Owners	30/10/21	Intended Applicant	Aidan Connolly (IA) was out and around the streets of Lenzie, handing out leaflets and discussing the proposal with members of the public he met in the streets.
40 working day basic download and copy of updated JC Plan to be sent to IA	04/11/21	Contracts Supervisor	40 working day Webropol report downloaded and sent to IA with updated copy of JC Plan.

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

Action	Completion Date	Responsible Person	Detail/Comments
Leaflet	08/11/21	Intended Applicant	<p>Royal Mail confirmed delivery of 4151 leaflets to businesses and residential taking in G66 4 and G66 5 zones. G66 4. Intended Applicant also spoke to local business owners and placed bundles of leaflets in the following locations:</p> <ol style="list-style-type: none"> <li>1. Lenzie train station</li> <li>2. The Grove Restaurant, Lenzie</li> <li>3. The Rasoi Restaurant, Lenzie</li> <li>4. Co-op Lenzie (Millersneuk)</li> <li>5. Co-op Lenzie (Kirkintilloch Rd)</li> <li>6. Andrew King Opticians, Lenzie</li> <li>7. Four Seasons Turkish Barbers, Lenzie</li> <li>8. Billingtons Café, Lenzie</li> <li>9. Millersneuk Dental Practice, Lenzie</li> <li>10. Moss Flowers, Lenzie</li> <li>11. Pacitti Jones, Lenzie</li> <li>12. Coda Estates, Lenzie</li> <li>13. Salon Euphoria, Lenzie</li> <li>14. Lenzie Library</li> <li>15. Lenzie Osteopathic Clinic</li> <li>16. Sung Gardens, Lenzie</li> </ol> <p><a href="#">Lenzie Pharmacy Leaflet.pdf</a></p>

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

Action	Completion Date	Responsible Person	Detail/Comments
Poster	08/11/21	Intended Applicant	Posters were placed in the following locations: <ol style="list-style-type: none"> <li>1. Lenzie train station customer waiting area</li> <li>2. The Grove Restaurant, Lenzie</li> <li>3. The Rasoi Restaurant, Lenzie</li> <li>4. Co-op Lenzie (Millersneuk)</li> <li>5. Co-op Lenzie (Kirkintilloch Rd)</li> <li>6. Billingtons Café, Lenzie</li> <li>7. Lenzie Community Council notice board</li> <li>8. Auchinloch Community Council notice board</li> </ol> <a href="#">Lenzie Pharmacy Poster.pdf</a>
Paper Questionnaires	08/11/21	Intended Applicant	100 paper questionnaires were placed in the following locations: <ol style="list-style-type: none"> <li>1. 30 questionnaires – Billingtons Café, Lenzie</li> <li>2. 40 questionnaires – Lenzie Old Parish Church</li> <li>3. 20 questionnaires - Lenzie Union Parish Church</li> <li>4. 10 questionnaires – Lenzie Library</li> </ol>
Facebook post and promotion	11/11/21	Intended Applicant	Text post highlighting the different ways to access the NHSGGC questionnaire. Promoted from 11/11/21 – 15/11/21 (4 days).
Repeated Facebook post	13/11/21	Intended Applicant	Text post outlining proposed services and providing links to the questionnaire and Lenzie website.
Facebook post	16/11/21	Intended Applicant	Text post giving examples of proposed services and link to website for more information.

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

Action	Completion Date	Responsible Person	Detail/Comments
Days out meeting the Public/Business Owners	16/11/21 17/11/21	Intended Applicant	Aidan Connolly (IA) was out and around the streets of Lenzie, handing out leaflets and discussing the proposal with members of the public he met in the streets.
Facebook post	17/11/21 22/11/21	Intended Applicant	Text post by IA giving other examples of proposed services and link to website for more information.
Days out meeting the Public/Business Owners	27/11/21 29/11/21	Intended Applicant	Aidan Connolly (IA) was out and around the streets of Lenzie, handing out leaflets and discussing the proposal with members of the public he met in the streets.
Facebook post and promotion	01/12/21	Intended Applicant	Video highlighting the questionnaire and outlining proposed services, should anyone wish to offer support. Promoted from 01/12/21 – 08/12/21 (7 days).
Tweet to appear on Board's site	02/12/21	Contracts Supervisor	Tweet day 60 appeared on Board's site.
60 working day basic download and copy of updated JC Plan to be sent to IA	02/12/21	Contracts Supervisor	60 working day Webropol report downloaded and sent to IA with updated copy of JC Plan.
Days out meeting the Public/Business Owners	07/12/21	Intended Applicant	Aidan Connolly (IA) was out and around the streets of Lenzie, handing out leaflets and discussing the proposal with members of the public he met in the streets.

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

Action	Completion Date	Responsible Person	Detail/Comments
Facebook post and promotion	09/12/21	Intended Applicant	Text post by IA about local business and community support. Promoted from 09/12/21 – 14/12/21 (5 days), then from 14/12/21 – 19/12/21 (5 days), then from 20/12/21 – 22/12/21 (2 days), then from 22/12/21 – 27/12/21 (5 days).
Days out meeting the Public/Business Owners	11/12/21 12/12/21	Intended Applicant	Aidan Connolly (IA) was out and around the streets of Lenzie, handing out leaflets and discussing the proposal with members of the public he met in the streets.
Facebook post and promotion	12/12/21	Intended Applicant	Text post outlining the regulations and how the process works. Highlighting importance of questionnaire. Promoted from 12/12/21 – 17/12/21 (5 days), then from 17/12/21 – 24/12/21 (7 days), then from 25/12/21 – 30/12/21 (5 days).
Days out meeting the Public/Business Owners	18/12/21 27/12/21 28/12/21	Intended Applicant	Aidan Connolly (IA) was out and around the streets of Lenzie, handing out leaflets and discussing the proposal with members of the public he met in the streets.
80 working day basic download and copy of updated JC Plan to be sent to IA	05/01/22	Contracts Supervisor	80 working day Webropol report downloaded and sent to IA with updated copy of JC Plan.
Tweet to appear on Board's site	05/01/22	Contracts Supervisor	Tweet day 80 appeared on Board's site.



## Actions to be Completed During Joint Consultation Exercise

Action	Completion Date	Responsible Person	Detail/Comments
Facebook post and promotion	06/01/22	Intended Applicant	Text post by IA to thank the community for their engagement with the proposal and offering the links to the questionnaire. Promoted from 06/01/22 – 13/01/22 (7 days).
Days out meeting the Public/Business Owners	08/01/22	Intended Applicant	Aidan Connolly (IA) was out and around the streets of Lenzie, handing out leaflets and discussing the proposal with members of the public he met in the streets.
Tweet to appear on Board's site	12/01/22	Contracts Supervisor	Tweet day 85 appeared on Board's site.
Tweet to appear on Board's site	13/01/22	Contracts Supervisor	Tweet day 86 appeared on Board's site.
Tweet to appear on Board's site	14/01/22	Contracts Supervisor	Tweet day 87 appeared on Board's site.
Tweet to appear on Board's site	17/01/22	Contracts Supervisor	Tweet day 88 appeared on Board's site.
Tweet to appear on Board's site	18/01/22	Contracts Supervisor	Tweet day 89 appeared on Board's site.
Facebook post and promotion	18/01/22	Intended Applicant	Text post by IA thanking the public and offering the links one last time to questionnaire. Promoted from 18/01/22 – 19/01/22 (2 days).
Days out meeting the Public/Business Owners	18/01/22	Intended Applicant	Aidan Connolly (IA) was out and around the streets of Lenzie, handing out leaflets and discussing the proposal with members of the public he met in the streets.

## Actions to be Completed During Joint Consultation Exercise

Action	Completion Date	Responsible Person	Detail/Comments
Tweet to appear on Board's site	19/01/22	Contracts Supervisor	Tweet day 90 appeared on Board's site.
90 working day basic download and copy of updated JC Plan to be sent to IA	19/01/22	Contracts Supervisor	90 working day Webropol report downloaded and sent to IA with updated copy of JC Plan.
Days out meeting the Public/Business Owners	19/01/22	Intended Applicant	Aidan Connolly (IA) was out and around the streets of Lenzie, handing out leaflets and discussing the proposal with members of the public he met in the streets.
Community Council Meetings	Various	Intended Applicant	Throughout the consultation period, Aidan Connolly (IA) attended several Community Council Meetings with : <ol style="list-style-type: none"> <li>1. Lenzie Community Council</li> <li>2. Auchinloch Community Council</li> </ol>

Wednesday, December 8, 2021 www.kirkintilloch-herald.co.uk

KIRKINTILLOCH & BISHOPBRIGGS HERALD

**NEWS**



Gordon Mouldsdale

# School head steps down

**Liz Gallacher**  
Reporter  
liz.gallacher@sjmedia.co.uk

A popular headteacher whose inspirational leadership has taken his school to the very top, has announced he is to step down from his role.

Gordon Mouldsdale, who has been head of Bishopbriggs Academy since 2006, will leave the school next month.

He broke the news to parents in an online message.

He said: "I wanted to take this opportunity to inform you with an extremely heavy heart that I will be leaving Bishopbriggs Academy at the October holiday.

"Although I'm leaving the school, I don't feel quite ready to retire just yet and I have decided to take up the offer of a senior position within my brother's company."

He added: "It has been by some distance the biggest honour and privilege of my professional life to be Head Teacher of this wonderful school.

"Over my almost 16 years at the school, I have had the great pleasure of working with countless numbers of incredible young people and many outstanding colleagues.

"I am extremely proud of our achievements and the reputation that the school enjoys."

He said: "Obviously the past 18 months have presented many challenges for everyone, both personally and professionally.

"I know of no other group of staff, past or present, who are so willing to give of their time to ensure pupils are given the chance to shine.

"I've also had tremendous support from parents, carers and extended families over the years.

"By any measure, Bishopbriggs Academy is a truly outstanding school and I know it will continue to go from strength to strength in the coming years.

"I will always cherish the time I have spent here."

Bishopbriggs councillor, Gary Pews, thanked Mr Mouldsdale for his years of service.

Councillor Pews said: "Gordon Mouldsdale's inspirational leadership has seen Bishopbriggs Academy become one of the top state schools in Scotland.

"I have met Gordon on many occasions over the years and each time he simply radiates with pride in the achievements of his students, both academically and personally.

"His departure is a blow to the school and whoever takes over will have big shoes to fill."

## Stobhill landmark funding

Funding to help save historic landmarks - including Stobhill Mortuary in Springburn - has been approved.

Councillors signed off £240,000 for the Glasgow City Heritage Trust, which repairs and restores old properties.

The Buildings at Risk Register shows dozens of buildings lying decaying in Glasgow and surrounding areas.

Other at risk buildings include Gartnavel Royal Hospital in Kelvinside and Egyptian Halls in Union Street.

The cash boost to the Glasgow City Heritage Trust for this financial year will release additional funding of £750,000 from Historic Environment Scotland.

Since it was established in 2007, the Trust has repaired 583 historic buildings. It also organised 86 lectures, events and exhibitions.



**LENZIE PHARMACY**  
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**NHS**  
Greater Glasgow and Clyde

**PROPOSED APPLICATION FOR INCLUSION IN THE BOARD'S PHARMACEUTICAL LIST (NEW PHARMACY)**

NHS Greater Glasgow & Clyde and AIDAN CONNOLLY are conducting a Joint Consultation with the general public as AIDAN CONNOLLY proposes to submit an application to provide pharmaceutical services (A NEW PHARMACY) from premises situated at GLENEDEN COURT, KIRKINTILLOCH ROAD, LENZIE, GLASGOW G66 4LQ. AIDAN CONNOLLY 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 & Review (M:C&R), Acute Medication Services, Public Health Services

**The proposed pharmacy opening hours are:-**

Monday to Friday: 9.00am - 6.00pm  
Saturday: 9.00am - 5.30pm  
Sunday: CLOSED

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

<http://www.nhs.gov.uk/pharmacyconsultations> or Twitter: @NHSGGC



A paper copy of the questionnaire is also available and in other languages, large font or braille by calling: 0141-201-6054.

General comments in response to this notice may be submitted by:

Email: [CPDT@ggc.scot.nhs.uk](mailto:CPDT@ggc.scot.nhs.uk)  
or Letter: 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 19th January 2022.

More information is available at: [www.lenziepharmacy.com](http://www.lenziepharmacy.com)

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**WORD VERSION OF NEWSPAPER ADVERTISEMENT** (N.B Same text appearing in Kirkintilloch Herald advertisement)



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**PLEASE NOTE:** This consultation will run for 90 working days. We will not be able to consider comments received after 5pm on 19<sup>th</sup> January 2022.

More information is available at: [www.lenziepharmacy.com](http://www.lenziepharmacy.com)

Timescale	Tweets
Commencement Day	Responses are invited to a Public Consultation for a proposed new pharmacy at Gleneden Court, Kirkintilloch Road, Lenzie, Glasgow G66 4LQ. More information can be found at: <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>
Day 14	Public Consultation is underway for a proposed new pharmacy at Gleneden Court, Kirkintilloch Road, Lenzie, Glasgow G66 4LQ. More information can be found at: <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>
Day 30	Don't forget to have your say about a proposed new pharmacy at Gleneden Court, Kirkintilloch Road, Lenzie, Glasgow G66 4LQ. More information can be found at: <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>
Day 60	Don't forget to have your say about a proposed new pharmacy at Gleneden Court, Kirkintilloch Road, Lenzie, Glasgow G66 4LQ. More information can be found at: <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>
Day 80	Don't forget to have your say about a proposed new pharmacy at Gleneden Court, Kirkintilloch Road, Lenzie, Glasgow G66 4LQ. More information can be found at: <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>
Day 85	Don't forget to have your say about a proposed new pharmacy at Gleneden Court, Kirkintilloch Road, Lenzie, Glasgow G66 4LQ. More information can be found at: <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>
Day 86	Not long now so don't forget to have your say about a proposed new pharmacy at Gleneden Court, Kirkintilloch Road, Lenzie, Glasgow G66 4LQ. More information can be found at: <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>
Day 87	Time is running out to have your say about a proposed new pharmacy at Gleneden Court, Kirkintilloch Road, Lenzie, Glasgow G66 4LQ. More information can be found at: <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>
Day 88	Last few days to have your say about a proposed new pharmacy at Gleneden Court, Kirkintilloch Road, Lenzie, Glasgow G66 4LQ. More information can be found at: <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>
Day 89	Last full day to have your say about a proposed new pharmacy at Gleneden Court, Kirkintilloch Road, Lenzie, Glasgow G66 4LQ. More information can be found at: <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>
Day 90	Last chance to have your say as consultation closes at 5pm for a proposed new pharmacy at Gleneden Court, Kirkintilloch Road, Lenzie, Glasgow G66 4LQ. Have your say at: <a href="http://www.nhsggc.org.uk/pharmacyconsultations">www.nhsggc.org.uk/pharmacyconsultations</a>

**Member of UK Parliament**

Amy Callaghan MP
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**Member of Scottish Parliament**

Rona Mackay MSP
-----------------

**Regional MSPs**

Neil Bibby Katy Clark Russell Findlay Pam Gosal	Jamie Greene Ross Greer Paul O’Kane
--	---

**Local Councillors**

Councillor Rod Ackland Councillor Gillian Renwick Councillor Sandra Thornton
--

**Community Council**

Lenzie	Kirkintilloch
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**Voluntary Organisations**

Action for Children
Addiction Recovery Centre
Ceartas Advocacy
Deafblind Scotland
East Dunbartonshire Connections Support Service
East Dunbartonshire Recovery Life Café
Friends of Lenzie Moss
Lenzie Academy Parent Council
Lenzie U3A (University of the Third Age) (Learning Co-operative)
PSS (Social Enterprise)
Woodilee Residents Association

Email sent to Janice Young of East Dunbartonshire Voluntary Action (EDVA) group (in the absence of a Community Engagement Representative) who liaised with stakeholders directly (EDVA will not share information on shareholders as per GDPR).

<b>Joint Public Consultation for New Community Pharmacy</b>

NHS Greater Glasgow & Clyde is currently in discussion with **AIDAN CONNOLLY** (Intended Applicant) who wishes to open a new Community Pharmacy at GLENEDEN COURT, KIRKINTILLOCH ROAD, LENZIE, GLASGOW G66 4LQ.

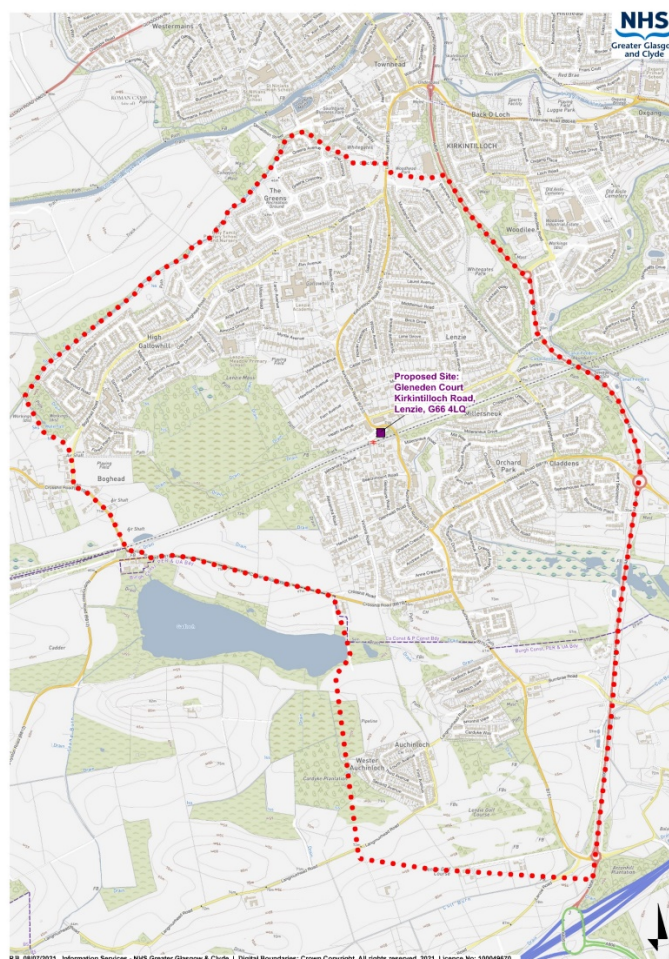
Before **AIDAN CONNOLLY** submits a formal application, this joint consultation exercise is being carried out to seek the views of people local to the proposed premises, or those who might use the proposed new Community Pharmacy.

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.nhs.gov.uk/pharmacyconsultations](http://www.nhs.gov.uk/pharmacyconsultations)**

<b>Joint Public Consultation for New Community Pharmacy</b>
<b>Questionnaire</b>

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:** From Crosshill Road B819 where it meets the park burn, along park burn passing and incorporating all of High Gallowhill, continuing along park burn passing and including the Greens. Then cutting along the tree line, just north of Greens Avenue, passing The Loaning, going east across Civic Way, cutting east across the park area in front of the sports centre to meet Initiative Road, where it joins the east boundary.

**East:** From where the east boundary meets the north boundary on Initiative Road, going south along Initiative Road until it meets the A806/B757 roundabout past the golf course, taking in the areas of Millersneuk, Claddens and the farmland between.

**South:** From the roundabout at A806/B757 heading west along the farm land, past the golf course on the south, continuing west as far as the Cardyke Plantation.

**West:** From south of Langmuirhead Road heading north to cross Langmuirhead Road, passing the Cardyke Plantation, incorporating and passing Wester Auchinloch/Auchinloch along the farmland past Gadloch, to meet Crosshill Road. Following Crosshill Road until it meets Boghead Road. Then following Boghead Road north, passing Boghead playing fields, before forking left to follow the tree line of Boghead woods, until meeting Park Burn, where it joins the north boundary.



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

Yes  No

*Please explain your answer.*

2. Do you live within the above neighbourhood?

Yes  No

3. Below is a list of pharmaceutical services currently provided by other Community Pharmacies in/to the defined neighbourhood. Do you believe existing pharmaceutical services provided in/to the defined neighbourhood are adequate?

### **Pharmaceutical Services**

NHS Prescriptions - dispensing of acute prescriptions.

NHS Pharmacy First Service - this service replaced the Minor Ailment Service and Pharmacy First Services. A service provided by the Community Pharmacy when a patient presents with a minor illness.

Pharmaceutical Public Health Services – smoking cessation, supply of emergency hormonal contraception and provision of gluten free foods.

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**

*Please tell us if you feel there are gaps/deficiencies in the existing service provision?*

4. Do you believe you receive your medication in a timely manner using the existing pharmacy services provided in/to the defined neighbourhood?

Yes  No

*Can you tell us more?*

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

**Pharmacy Opening Hours**

The NHS Model Hours of Service Scheme requires all Community Pharmacies to open, as a minimum, Monday to Saturday – 9.00am to 5:30pm. They can opt 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 provided at the discretion of the Pharmacy Contractor.

		Just right	Too short	Too long	Don't know
Monday – Friday:	0900 – 1800	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Saturday:	0900 - 1730	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sunday:	CLOSED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Can you tell us more?*

**6. What are your views on the following pharmaceutical services being proposed by the Intended Applicant?**

**Pharmaceutical Services**

NHS Prescriptions – dispensing of acute prescriptions.

NHS Pharmacy First Service - this service replaced the Minor Ailment Service and Pharmacy First Services. A service provided by the Community Pharmacy when a patient presents with a minor illness.

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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.

*Please provide views in the space below:*

**7. Do you think the Intended Applicant’s proposed Pharmacy will impact (either negatively or positively) 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?*

8. If a Community Pharmacy opened at these premises, would it change the way you currently access pharmaceutical services?

Yes  No

Can you tell us more?

9. How did you become aware of this consultation?

Advert – Kirkintilloch Herald  NHS GG&C's Website

Other

If 'Other' please describe:

10. 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](mailto:CPDT@ggc.scot.nhs.uk)

**ALL COMPLETED FORMS MUST BE RETURNED BY 5pm on  
19<sup>th</sup> JANUARY 2022.**

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



LENZIE PHARMACY

HEALTHCARE FOR LIFE

CONTACT US

Please get in touch with any questions you may have regarding the proposal. We will be happy to answer them or provide further information about what we wish to achieve for the community of Lenzie.

Our website and Facebook page contain a link to the questionnaire where you can express your views on the proposal.

Contact us online - [www.lenziepharmacy.com](http://www.lenziepharmacy.com)

Find us on Facebook - [@lenziepharmacy](https://www.facebook.com/lenziepharmacy)

Email - [aidan@lenziepharmacy.co.uk](mailto:aidan@lenziepharmacy.co.uk)

Don't forget to have your say on the proposal using the QR code below or get in touch to request a paper copy of the questionnaire.



We propose to open a new independently owned community pharmacy in Lenzie

Have your say on the proposal by filling in a short questionnaire here

[www.lenziepharmacy.com](http://www.lenziepharmacy.com)



OUR PROPOSAL

We propose to open a new, purpose built pharmacy in Lenzie, on the site of the old RBS building on Gleneden Court, in the heart of the town.



Our aim is to provide top level pharmaceutical services to the neighbourhood, always putting the customer first and always going that extra mile to provide the highest level of care to the community.

We firmly believe the people of Lenzie deserve a local, accessible, independent pharmacy on their doorstep and our vision is to change the future of pharmacy services in the community.

The proposed NHS services we wish to provide are:

- ◆ Dispensing of Medicines
- ◆ NHS Pharmacy First Scotland
- ◆ Medication: Care & Review (M:C&R)
- ◆ Acute Medication Services
- ◆ Public Health Services

The proposed opening hours are:

- ◆ Monday to Friday: 9.00am - 6.00pm
- ◆ Saturday : 9.00am - 5.30pm
- ◆ Sunday: CLOSED



ABOUT US

Lenzie Pharmacy is a new company formed in order to deliver pharmaceutical care to the community where this can lead to real improvements in quality of life and amenity for residents.

The Director, Aidan Connolly, a resident of Lenzie himself, is a Community Pharmacist with 13 years experience in community pharmacy.



For the last 13 years, Aidan has worked as a Community Pharmacist in many pharmacies across Greater Glasgow and Clyde, run Pharmacist led clinics in partnership with GP surgeries, acted as Community Pharmacy Champion on behalf of NHS Greater Glasgow and Clyde and was instrumental in the improvement of many pharmacy services during this time.



It is Aidan's vision to ensure all residents of all communities have access to the highest level of care. He firmly believes in a model of holistic care, always putting the patient first.

As a local dad in the area, he strongly feels the need in the community of Lenzie for a local, independent pharmacy that has the same values as the people of the community. Aidan also feels that it is so important to keep the community together to support each other and it is his vision to create a pharmacy that brings people back to the community who have left to access services elsewhere.





# LENZIE PHARMACY

HEALTHCARE FOR LIFE

We propose to open a new independently  
owned community pharmacy in Lenzie

Have your say on the proposal by filling  
in a short questionnaire here

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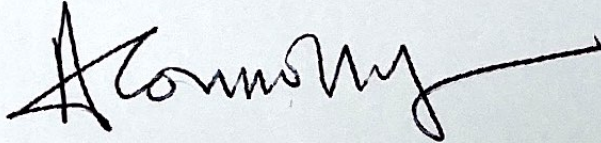


## DECLARATION OF AGREEMENT

We acknowledge that this Consultation Analysis Report accurately reflects and concludes the joint consultation with the public for a proposed pharmacy application at **GLENEDEN COURT, KIRKINTILLOCH ROAD, LENZIE, GLASGOW G66 4LQ.**

This joint consultation was undertaken in conjunction with NHS Greater Glasgow & Clyde and **AIDAN CONNOLLY, T/A LENZIE PHARMACY** between 8<sup>th</sup> September 2021 & 19<sup>th</sup> January 2022.

Signature:



NAME:

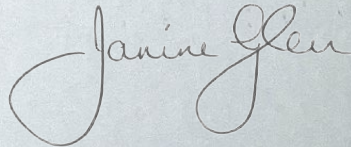
Aidan Connolly

On Behalf of Aidan Connolly, trading as Lenzie Pharmacy

Date:

28/4/22

Signature:



NAME:

Janine Glen

On Behalf Of NHS GG&C

Date:

25/04/2022