

Consultation Analysis Report

Between NHS Greater Glasgow & Clyde and

Eglington Healthcare Ltd
433 Eglington Street
GLASGOW
G5 9RU

Published 10 September 2021

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Declaration of Agreement

REGULATION

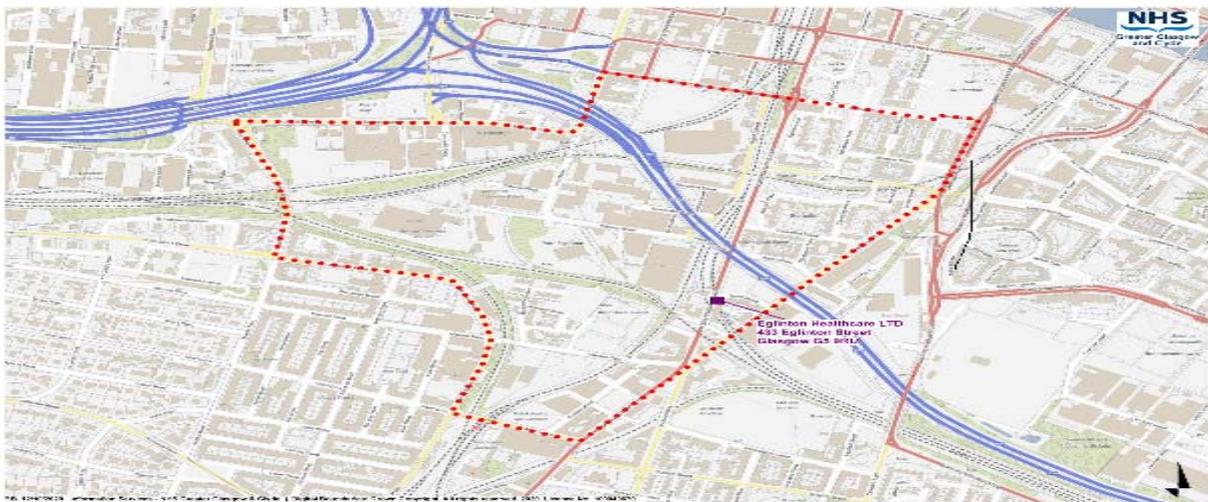
Amendments to the National Health Service (Pharmaceutical Services) (Scotland) Regulations 2009 were made in June 2014, introducing changes to public consultation arrangements in respect of applications to join a Health Board's Pharmaceutical List.

The amended arrangements now 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 **433 Eglinton Street, Glasgow, G5 9RU**.
- measure the level of public support for a new pharmacy in this area.



Location map of premises and neighbourhood identified by **Eglinton Healthcare Ltd**.

North: Scotland Street from the junction with Shields Road, West Street, Cook Street, and Bedford Street to the junction with Gorbals Street. (This matches the north border which was proposed by the committee in 2009).

East: Gorbals Street from the junction with Bedford Street (lane), continuing to Pollokshaws Road, to the junction with Albert Drive.

South: Albert Drive across to junction with Darnley Street.

West: Darnley Street, continuing to St. Andrews Road following the curvature to the junction with Shields Road.

METHODOLOGY

The Health Board and Eglinton Healthcare Ltd initially met on 7 August 2020. A subsequent Joint Consultation Meeting took place on 18 November 2020 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 18 February 2021 and ended on 30 June 2021, a total of 90 working days. The public holidays on 2 & 5 April and 3 & 31 May 2021 occurred during this consultation and as such were discounted.

On 18 February 2021, the consultation commenced through the following:

- Glasgow Times Newspaper Advertisement (**Appendix 2**)
- NHS GG&C Social Media Programme (**Appendix 4**)
- Stakeholders notified by NHS GG&C (**Appendix 5**)
- Questionnaire - appearing on Board Website (**Appendix 6**)
- First Facebook post (**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.

The questionnaire was also translated into Arabic, Punjabi, Polish, Romanian, Turkish and Urdu at the Intended Applicants request. 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

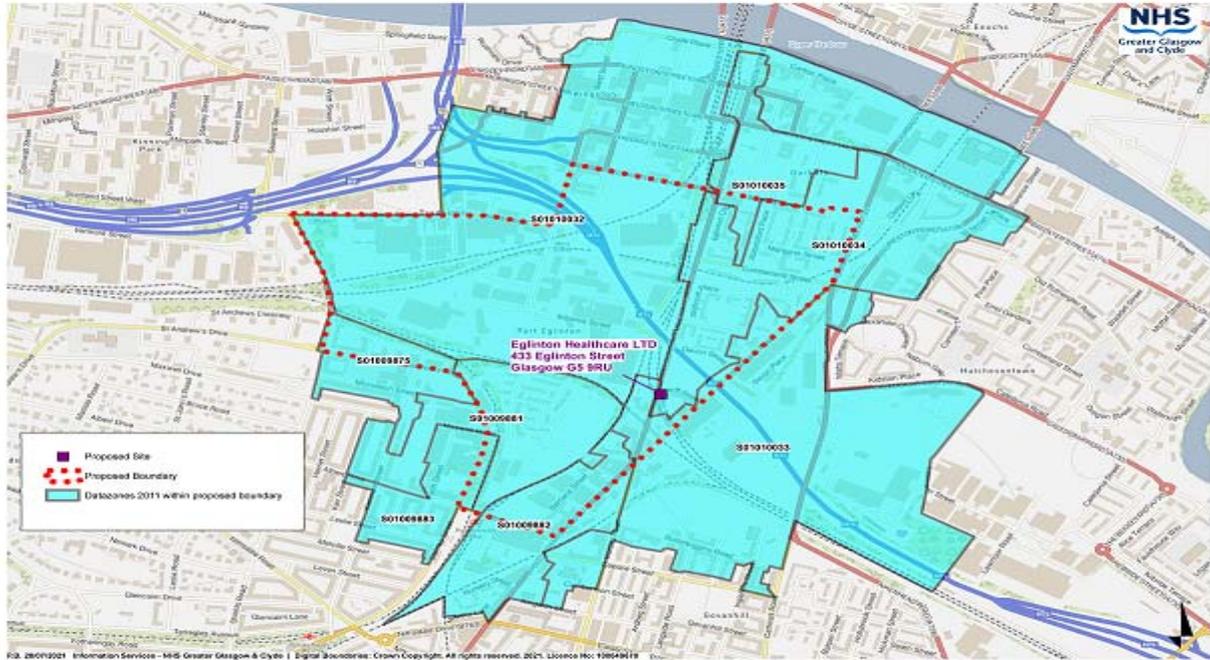
CONSULTATION SUMMARY

In 2017 the population of the neighbourhood identified by the Intended Applicant/s' was 7763 (Small Area Population Estimate - SAPE). This figure comprised as follows:

S01009875 = 814
S01009881 = 626
S01009882 = 1235
S01009883 = 794
S01010032 = 882
S01010033 = 1211
S01010034 = 1520
S01010035 = 681

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 all data zones fell outwith the Applicants' defined neighbourhood. The total population within these data zones are included in the total of 7763 as a proportion of the population is within the shaded area representing the Intended Applicants' defined neighbourhood.



During the consultation period: 174 electronic questionnaires were received. Of the 174 questionnaires received 98% were submitted from individuals. 25 paper copies of the Arabic, Punjabi, Polish, Romanian, Turkish and Urdu questionnaire were requested by the Intended Applicants as well as 50 copies of the English questionnaire. No completed paper copies of the questionnaire were received by the Board. There were no other requests from members of the public for questionnaires in paper, large font type or, translated in other languages.

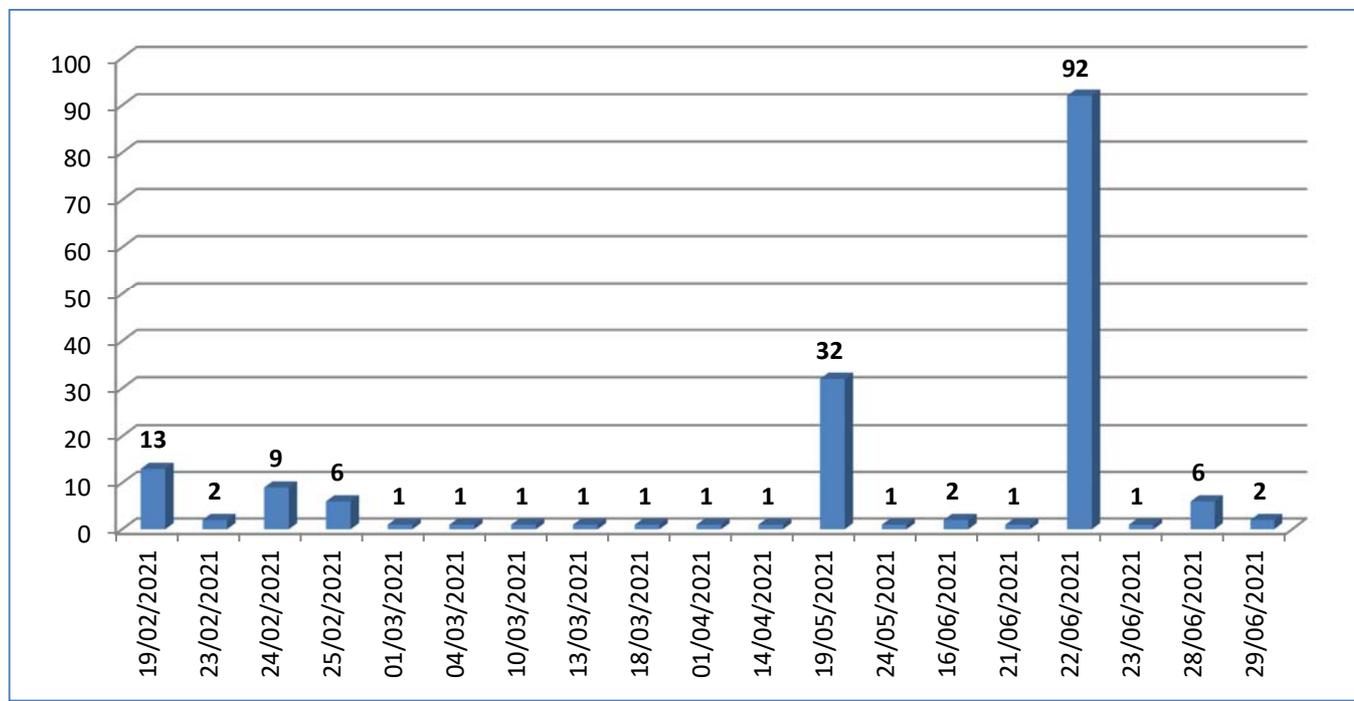
The majority of the survey responders :

- Agreed with the proposed neighbourhood for the pharmacy – 120 (**69%**);
- Live within the proposed neighbourhood 65 (**63%**);
- Thought there were gaps in the existing pharmaceutical service provision – 125 (**71%**);
- Agreed the proposed Monday-Friday opening hours were just right – 154;
- Thought the Saturday opening hours were too short – 119;
- Agreed the Sunday opening hours were just right – 122; and
- Did not think the proposed pharmacy would have an impact on other healthcare providers; 109 (**63%**)

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 Eglinton Healthcare Ltd, 433 Eglinton Street, Glasgow, G5 9RU

Timeline



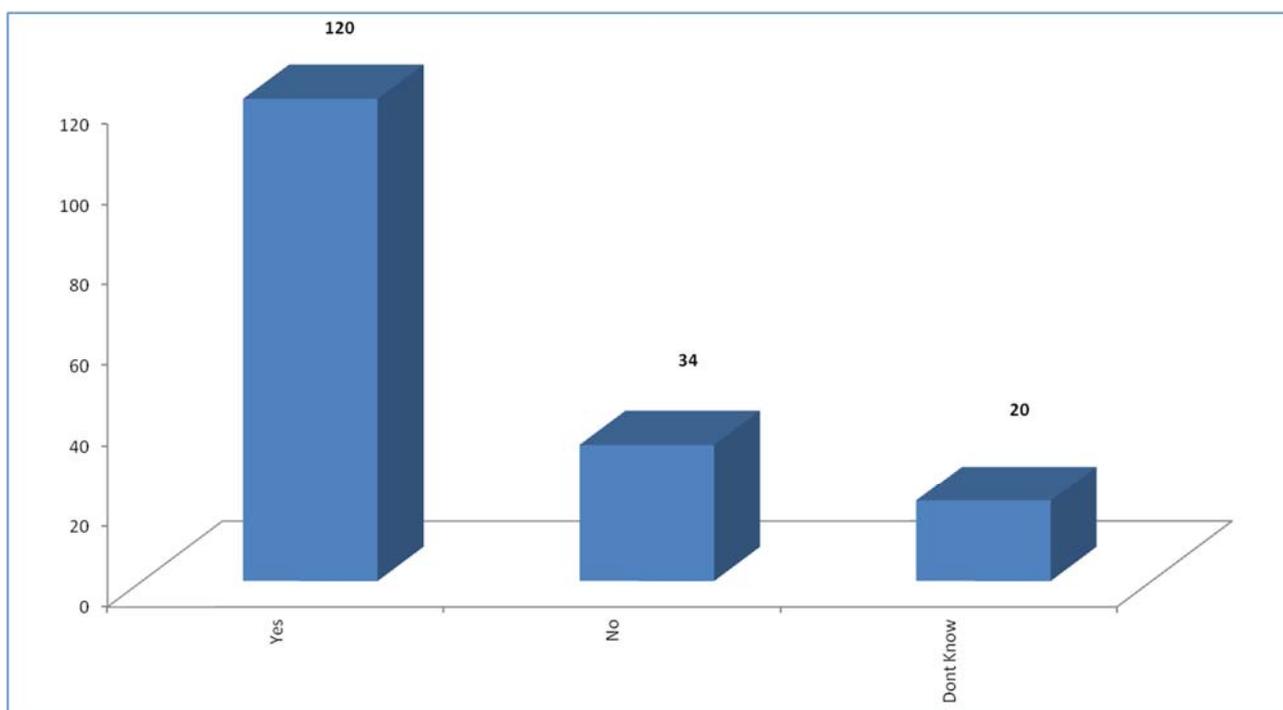
The Intended Applicant has confirmed the spike on 22/06/21 was due to questionnaire’s being input from a central source a week after the Intended Applicant undertook a physical survey. Please refer to the Joint Consultation Plan - Appendix 1 for more details.

Survey Response Information	Total	
	(N)	%
Submitted responses: Public weblink	174	100%
Started responding	174	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	120	69%
No	34	20%
Don't Know	20	11%



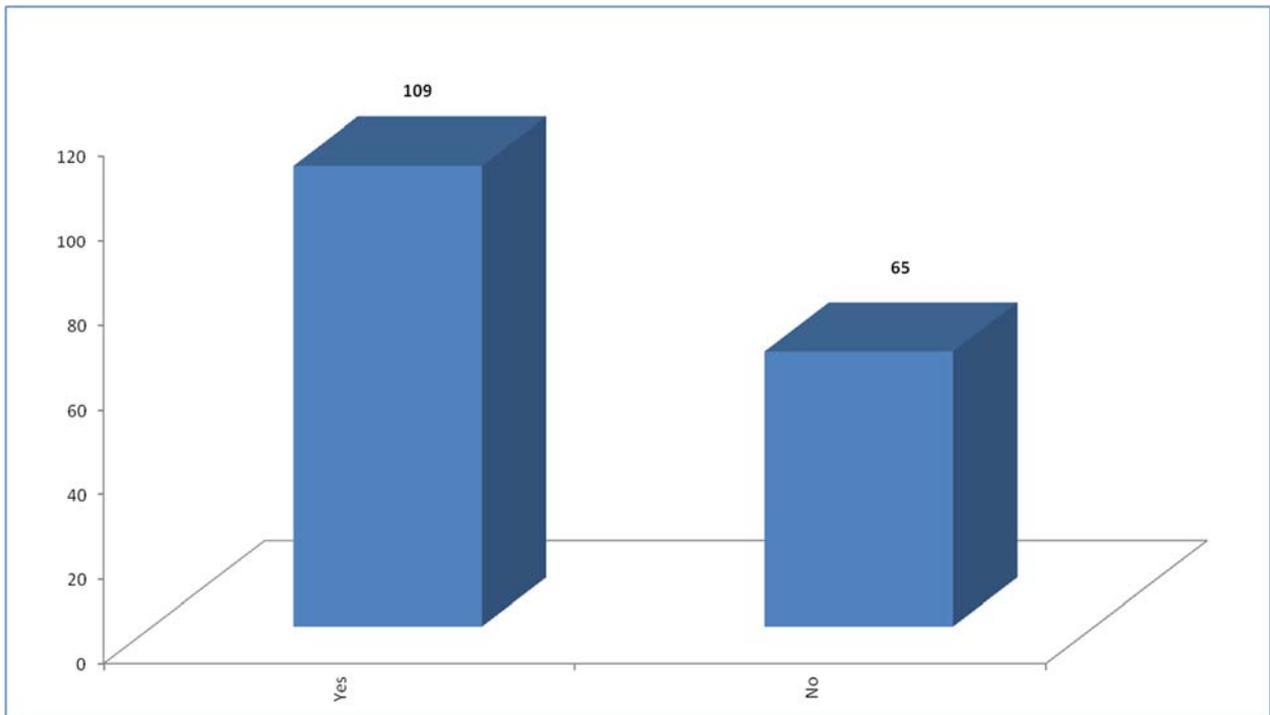
Responses

Been drawn to suit the applicants plans
The area of the neighbourhood map which contains Cumbarland Street and forms the triangle which is Laurieston. I would suggest people living in this part of the map would designate themselves as living in the Greater Gorbals rather than associate themselves with the area marked on this map as a distinct area of Glasgow.
its doesn't cover anything that isn't covered already
Areas of Govanhill are excluded which are nearer than other parts within the area
Seems like a series of random lines in a densely populated area. Looks like it's an attempt to create a neighbourhood with no existing Pharmacy.
yes because it is a very populated area an there is not many pharmacies nearby
yes as the rails and railway lines define the area

Question 2

Do you live within the above neighbourhood?

Answer Options	Response Count	Response Percent
Yes	109	63%
No	65	37%



Question 3

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

Pharmaceutical services

NHS Prescriptions -
Dispensing of acute prescriptions

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

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

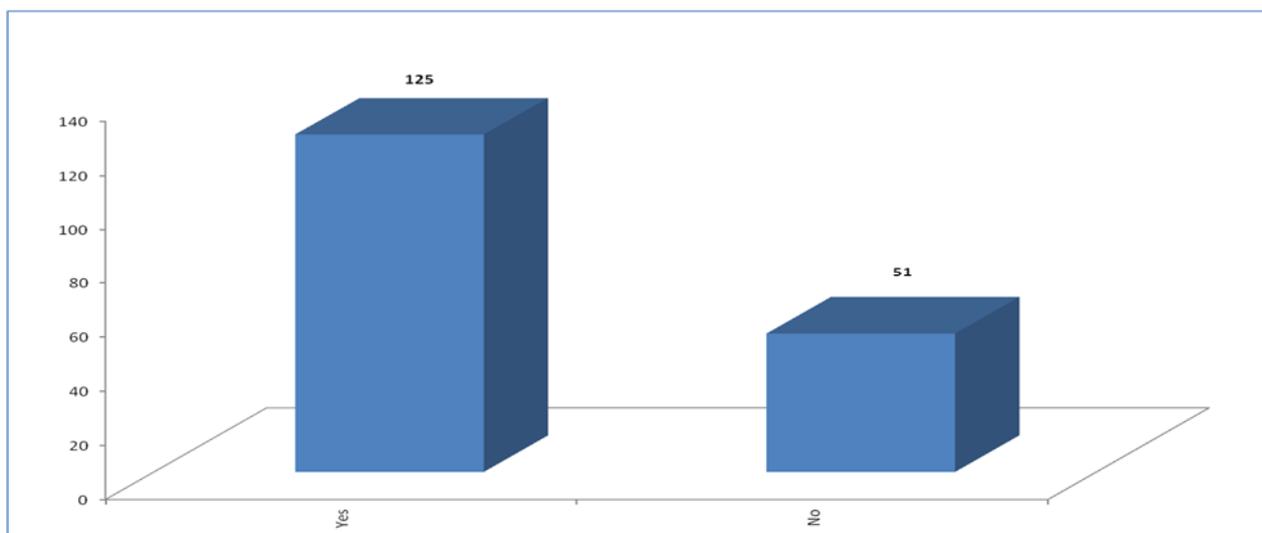
Medication Care and Review –
To enable Community Pharmacy Teams to support patients with long term conditions

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

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

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

Answer Options	Response Count	Response Percent
Yes	125	71%
No	51	29%



Responses

No need for another chemist
there is a lot of chemists already. no need for anymore at all.
plenty of well run pharmacies. need more GPs as they are always off
we have lots of pharmacies in this area. need more gps
Palliative care
its inclusive of the services that would be needed by a pharmacy

Question 4

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

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

	Just Right	Too short	Too long	Don't Know	Total
Monday to Friday- 9:00am –7:00pm	154	57	7	13	231
Saturday - 9:00am – 6:00pm	39	119	14	1	173
Sunday – 9:00am – 5:00pm	122	39	30	2	193

Responses

No need for a pharmacy at all let alone with long opening hours. Just been put in to try and win favour but will be reduced once it opens.
half day opening, or a little more, seems appropriate for weekends. Full weekend days seems excessive
no need for these hours
no requirement for this
already pharmacies that offer this
The applicant has no requirement to open for longer than the model hours listed. Additional hours are not relevant to the application process.
plenty of places that are open late
Perfect opening hours, would be very beneficial for the local area
more accessible to the community and for people who work late.
should be open longer on Weekend as thats the time people are off work and able to get prescription, etc

Question 5

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

Pharmaceutical services

NHS Prescriptions -
Dispensing of acute prescriptions

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

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

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

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

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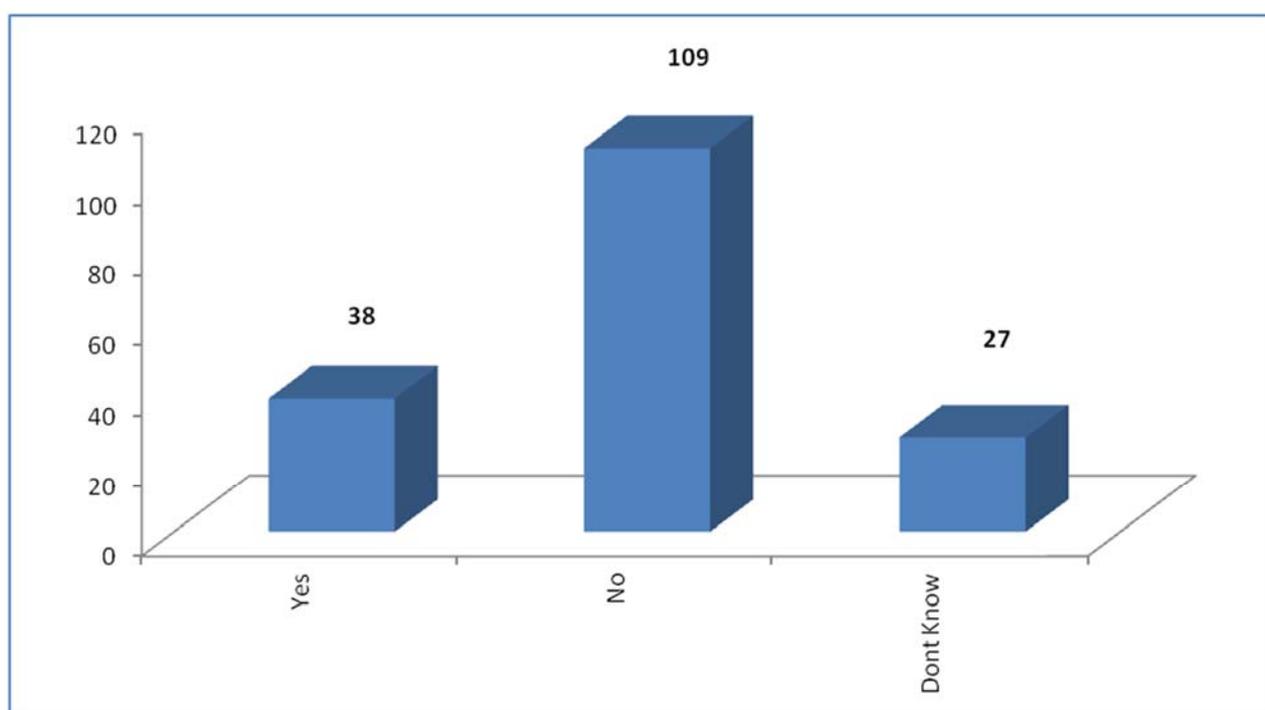
Responses

Plenty of provision locally. Just drawing from an already shrinking pot.
All seem appropriate to providing a full community service.
There are more than enough pharmacies here doing a good job
these are already covered in all the chemists in our area
these are covered in this area already. waste of time
already at my pharmacy
it is vital that the pharmacy has these things
these are all good services in place

Question 6

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

Answer Options	Response Count	Response Percent
Yes	38	22%
No	109	63%
Don't Know	27	15%



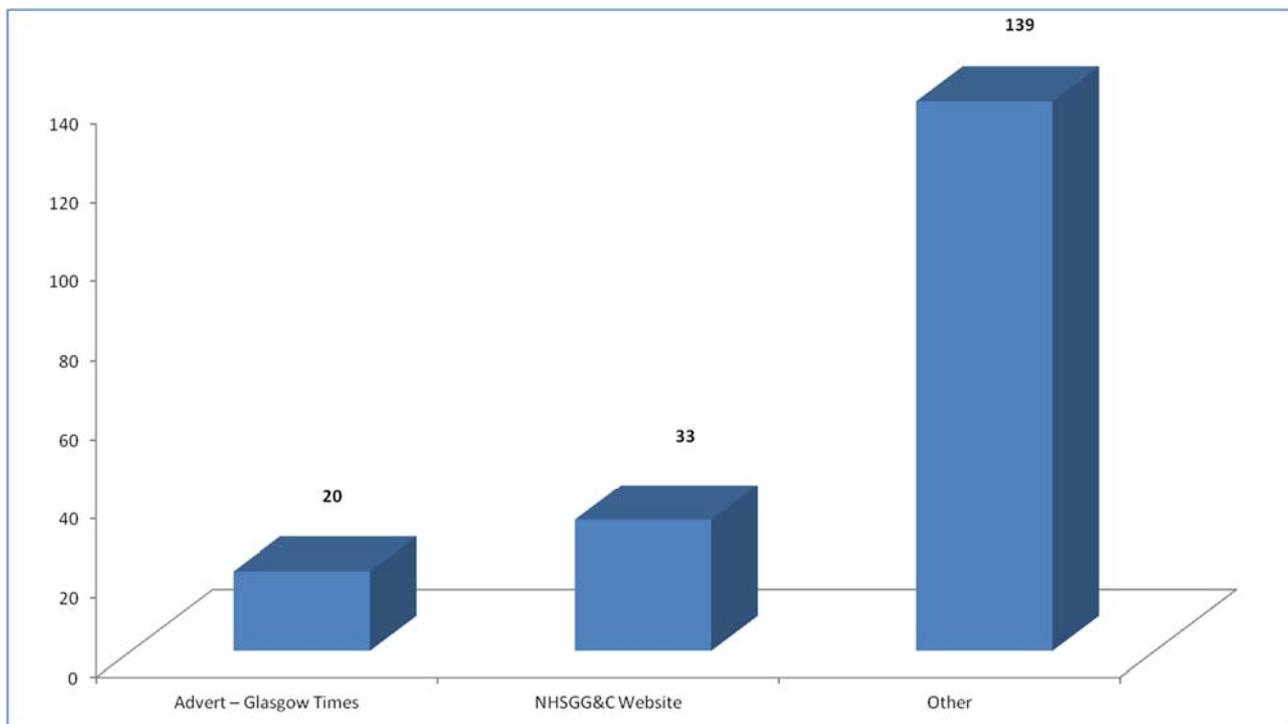
Responses

Too many pharmacies here already
this will effect all other pharmacies so there is no need
why would the applicant feel the need for this?
will impact all the pharmacies
It will impact in a good way as having pharmacy there will allow better access to patients which will help services above
As they are different types of healthcare meaning it could assist and alleviate excess patients.
As they are different branches in the healthcare sector

Question 7

How did you become aware of this consultation?

Answer Options	Response Count	Response Percent
Advert – Glasgow Times	20	10%
NHSGG&C Website	33	17%
Other	139	73%



Responses

posted letter to our place of work which falls within the designated area.

Survey (exact same text input 135 times)

Question 8

Respondent Information

Answer Options	Response Count	Response Percent
I am an Individual	171	98%
I am a Group or Organisation	3	2%

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

Action	Completion Date	Responsible Person	Detail/Comments
Advert for Newspaper to be drafted	08/12/2020	Contracts Co-ordinator	Advert drafted and sent to Intended Applicant (IA) on 08/12/2020
Tweets to be scheduled	08/12/2020	Contracts Co-ordinator	Tweets scheduled and sent to IA on 08/12/2020
Facebook Page	08/12/2020	Intended Applicant	<p>IA looking to make residents aware of consultation. HB advised they had no issues with IA creating a Facebook page as long as it directed members of the public to the questionnaire and only contained factual information.</p> <p>IA provided HB with a Social Media Plan. A copy of this plan can be found at Appendix 7.</p> <p>On 15 July 2021, the IA advised they did not progress with their Social Media Plan after the second Facebook post.</p>
Questionnaire to be prepared	08/12/2020	Contracts Co-ordinator	Questionnaire updated and sent to IA 08/12/2020
Micro-site to be developed for Board's internet site	08/12/2020	Contracts Co-ordinator	Micro-site updated 08/12/2020

IA asked for questionnaire to be translated into the following languages – Arabic, Punjabi, Polish, Romanian & Urdu	08/12/2020	Contracts Co-ordinator	Contracts Co-ordinator undertook to link in with Interpreting Team for translation of questionnaire
IA to complete Media Release and return to CPD Team in preparation for launch of JC on 18/02/2021	21/01/2021	Intended Applicant	IA returned completed Media Release to CPD Team on 21/01/2021 to hold on file. This document would be passed to Communications department if/when requested. A copy of the Media Release can be found at Appendix 3.

Actions to be Completed at Launch of Joint Consultation Exercise

Action	Completion Date	Responsible Person	Detail/Comments
Advert to appear in newspaper with highest circulation within neighbourhood	18/02/2021	Intended Applicant	IA provided Health Board with a copy of the advert placed in the Glasgow Times on 18/02/2021. A copy of the advert can be found at Appendix 2
Initial Tweet to appear on Board's site	18/02/2021	Contracts Co-ordinator	Initial Tweet appeared on Board's site 18/02/2021. Further Tweets scheduled throughout the 90 working days.

			A copy of the Tweet schedule can be found at Appendix 4
Facebook Page	18/02/2021	Intended Applicant	IA provided HB with a copy of the first post placed on the IA's Facebook page. A copy of this post can be found at Appendix 8
Hard copies of questionnaire to be made available if/when requested	18/02/2021	Contracts Co-ordinator	Hard copies of questionnaire available if/when requested.
Hard copies of the translated questionnaire's	18/02/2021	Contracts Co-ordinator	Copies of translated questionnaires available if/when requested.
Micro-site to go live	18/02/2021	Contracts Co-ordinator	Micro-site live on 18/02/2021
E-mail notification to be sent to List of Stakeholders (copy of list attached to Plan)	18/02/2021	Contracts Co-ordinator	Email & postal notification to all stakeholders sent 18/02/2021

Actions to be Completed During Joint Consultation Exercise

Action	Completion Date	Responsible Person	Detail/Comments
Facebook posts	13/03/2021	Intended Applicant	2 nd Facebook post placed on 10/03/2021. A copy of this post can be found at Appendix 9.

<p>IA requested 25 copies of the following questionnaires - Arabic, Punjabi, Polish, Romanian & Urdu.</p> <p>The IA also requested 50 copies of the questionnaire in English print</p>	<p>26/04/2021</p>	<p>Contracts Co-ordinator</p>	<p>Copies of questionnaire collected 05/05/2021</p>
<p>IA asked if the questionnaire could be translated into Turkish due to a large Turkish population in the neighbourhood.</p>	<p>26/04/21</p>	<p>Contracts Co-ordinator</p>	<p>Contracts Co-ordinator undertook to link in with Interpreting Team for translation of questionnaire</p> <p>Copies of translated questionnaire collected 05/05/2021</p>
<p>IA undertook a “physical survey” with the questionnaire’s</p>	<p>15/06/21</p>	<p>Intended Applicant</p>	<p>The physical survey consisted of a walk round to various businesses as well as members of the public to complete the questionnaires. Although the questionnaire was translated into various languages, a translator was provided for three individuals who were unable to read the small print on the questionnaire.</p>

Thursday February 18, 2021

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Evening Times

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NHS
PROPOSED APPLICATION FOR INCLUSION IN THE BOARD'S PHARMACEUTICAL LIST

NHS Greater Glasgow & Clyde and Eglinton Healthcare Ltd are conducting a Joint Consultation with the general public as Eglinton Healthcare Ltd proposes to submit an application to provide pharmaceutical services from premises situated at 433 Eglinton Street, Glasgow, G5 9RU, Eglinton Healthcare Ltd plans to provide a wide range of pharmaceutical services (full details are provided within the consultation questionnaire) including: Dispensing of Medicines, NHS Pharmacy First Scotland, Medication Care and Review, Pharmaceutical Public Health Services

The proposed pharmacy opening hours are:-
Monday to Friday: 8:00am-7:00pm
Saturday: 9:00am-6:00pm
Sunday: 9:00am-6:00pm

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

A paper copy of the questionnaire is also available and in other languages or large font by calling: 0141-001-6047

General comments in response to this notice may be submitted by:
e-mail to - CPD1@pccat.nhs.uk
or letter to - Freepost
COMMUNITY PHARMACY DEVELOPMENT

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

PLEASE NOTE, this consultation will run for 90 working days. We will not be able to consider comments received after 5pm on Wednesday 30 June 2021.

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e-mail to - CPDT@ggc.scot.nhs.uk

or letter to - Freepost

COMMUNITY PHARMACY DEVELOPMENT

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

PLEASE NOTE, this consultation will run for 90 working days. We will not be able to consider comments received after 5pm on Wednesday 30 June 2021.

MEDIA RELEASE

Appendix 3

USE: IMMEDIATE

ISSUE DATE:

CONTACT:

Pharmacy application

Eglinton Healthcare Ltd intends to submit an application to NHS Greater Glasgow & Clyde (NHS GG&C) to open a new pharmacy at 433 Eglinton Street, Glasgow, G5 9RU.

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

Eglinton Healthcare Ltd. is a new company formed in order to deliver pharmaceutical care to communities where this care can lead to real gains in quality of life and amenity for residents and this is the company's first venture. The superintendent is a community pharmacist, working in management positions in various community pharmacies over the last 3 years, with excellent GP relationships.

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

The consultation process will last for 90 working days starting on 18 February 2021 and closing on 30 June 2021. No responses can be accepted after 5pm on the closing date.

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

Further information

A paper copy of the survey can also be requested by telephoning 0141 201 6047 or writing to:

Community Pharmacy Development Team
Pharmacy Services
Clarkston Court
56 Busby Road
GLASGOW
G76 7AT

ENDS

NHSGG&C SOCIAL MEDIA PROGRAMME

Appendix 4

Timescale	Tweet/Facebook
18 February 2021	Responses are invited to a Public Consultation for a proposed new pharmacy at 433 EGLINTON STREET, GLASGOW, G5 9RU, more information can be found at www.nhsggc.org.uk/pharmacyconsultations
10 March 2021	Public Consultation is underway for a proposed new pharmacy at 433 EGLINTON STREET, GLASGOW, G5 9RU, more information can be found at www.nhsggc.org.uk/pharmacyconsultations
1 April 2021	Don't forget to have your say about a proposed new pharmacy for 433 EGLINTON STREET, GLASGOW, G5 9RU at www.nhsggc.org.uk/pharmacyconsultations
18 May 2021	Don't forget to have your say about a proposed new pharmacy for 433 EGLINTON STREET, GLASGOW, G5 9RU at www.nhsggc.org.uk/pharmacyconsultations
16 June 2021	Don't forget to have your say about a proposed new pharmacy for 433 EGLINTON STREET, GLASGOW, G5 9RU at www.nhsggc.org.uk/pharmacyconsultations
23 June 2021	Don't forget to have your say about a proposed new pharmacy for 433 EGLINTON STREET, GLASGOW, G5 9RU at www.nhsggc.org.uk/pharmacyconsultations
24 June 2021	Not long now so don't forget to have your say about a proposed new pharmacy for 433 EGLINTON STREET, GLASGOW, G5 9RU at www.nhsggc.org.uk/pharmacyconsultations
25 June 2021	Time is running out to have your say about a proposed new pharmacy for 433 EGLINTON STREET, GLASGOW, G5 9RU at www.nhsggc.org.uk/pharmacyconsultations
28 June 2021	Last few days to have your say about a proposed new pharmacy for 433 EGLINTON STREET, GLASGOW, G5 9RU at www.nhsggc.org.uk/pharmacyconsultations
29 June 2021	Last full day to have your say about a proposed new pharmacy for 433 EGLINTON STREET, GLASGOW, G5 9RU at www.nhsggc.org.uk/pharmacyconsultations
30 June 2021	Last chance to have your say as consultation closes at 5pm for a proposed new pharmacy in 433 EGLINTON STREET, GLASGOW, G5 9RU. Have your say at www.nhsggc.org.uk/pharmacyconsultations

STAKEHOLDERS NOTIFIED – EMAIL/POST

Appendix 5

Member of UK Parliament

Alison Thewliss

Member of Scottish Parliament

Nicola Sturgeon

Local Councillors

Alexander Belic	Baillie James Scanlon
Baillie Soryia Siddique	Mhairi Hunter

Regional List of MSPs

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

Community Council

Crosshill & Govanhill Community Council	Laurieston
Hutchesontown Community Council	

Local Engagement Network

Callum Lynch	
--------------	--

Voluntary & Housing Associations

AA Group - Talbot	Health Living Centre (Deaf Connections)
Advocacy Project, The	Heart For The City
Age Scotland	Humanist Society Glasgow
Alzheimer Scotland	Hutchesontown Bowling Club
BCD Credit Union	ID
Blackfriars Primary School	Indepen-dance
Blessed John Duns Scotus	Interfaith Scotland
BME Day Care Project	Iona Community, The
Bridgeton Citizen's Advice Bureau	Kinship Carers (FASS)
Bridgeton Community Learning Campus	Langside Library
Bridgeton Lunch Club	Laurieston 50+ Group
Bridging The Gap	Laurieston/Gorbals Family Support Group
Cathcart Baptist Church	Let's Go (Momentum)
Childline Scotland	Listening Ear - Young Persons Counselling Service
Children 1st Women's Support Project	Literacy and Numeracy (Deaf Connections)
Christ Our King Church	Loretto Housing Association

Citizens Theatre	Madrasa Taleem UI Islan Islamic Studies Centre
City of Glasgow Housing Association	mediaco-op
Clutha Trust	Membership Service (Glasgow Disability Alliance)
Coalition for Racial Equality & rights (CRER)	Mental Health Network (Greater Glasgow)
Common Knowledge	Muslim Day Care Centre
Communication Support Unit (Deaf Connections)	Nan McKay Hall
Counselling (FASS)	New Gorbals Housing Association
CrossReach - Threshold Glasgow	New Gorbals Housing Association
Crossroads Youth And Community Association	Organisational Development and Improvement (GHN)
Crown Street Residents Group	Personalised Support Services (Alzheimer Scotland)
Darnley Street Family Centre	Policy and Plans (GHN)
Day Care and Day Services (Alzheimer Scotland)	Pollockshields Community Centre
Deaf Connections	Pollokshields Community Food Poing
Dementia Advisors (Alzheimer Scotland)	Pollokshaws Library
Drug Court Team	Practice and Perception (GHN)
Easterhouse Family Support Group	Prince And Princess Of Wales Hospice
Evidence and Information (GHN)	Prince's Trust Scotland
(Minority Ethnic Drug and Alcohol Project) ESHARA	Quarriers Opt in, Early years & Let's Talk pre-d & School's emotional well being support services
Family Addiction Support Service	Queenspark, Govanhill Parish Church Foodbank
FASS clothing project (FASS)	Reach Community Health Project
G5 Covid Support	Regent Club for the Deaf
Glasgow Credit Union	Respite breaks (FASS)
Glasgow Disability Alliance	Roshni Womens Group
Glasgow Gurdwara	Rowdy Rascals
Glasgow Homelessness Network	Save The Children
Glasgow Momentum Programme	Scottish Christian Alliance - The Arch Resettlement Project
Glasgow Rowing Club	SEAL Community Health Project
Glasgow Schools Rowing Club	Seventh-Day Adventist Community Church
Glasgow Simon Community	Simon Community Scotland
Glasgow South Credit Union	South Community Addictions Team
Glasgow South East Foodbank	South East Area Lifestyles (SEAL) Community Health Project
Glendale Womens Café	South Glasgow Childcare Partnership Forum
Gorbalties 50+	Southside Connections Seniors Forum
Gorbals Arts Project	Southside Housing Association
Gorbals Church	Spirit Aid Limited
Gorbals Elderly 341 club	Sunday Lunch club
Gorbals Fair	Support Groups (FASS)
Gorbals Leisure Centre	St Francis Centre
Gorbals Library	Talbot Association
Gorbals Link club	TASK Childcare Services
Gorbals Youth drop in café	TASK Nursery
Govanhill Baths Community Project	The Barn Youth Centre
Govanhill Law Centre	Thenuue Housing Association
Govanhil Neighbourhood Centre	Versatility (Momentum)
Govanhill Library	Way to go Café

Guru Tegh Bahadur Gurdwara	WEvolution
Hayfield Support Services With Deaf People	Women's Support Project

Joint Public consultation for new community pharmacy

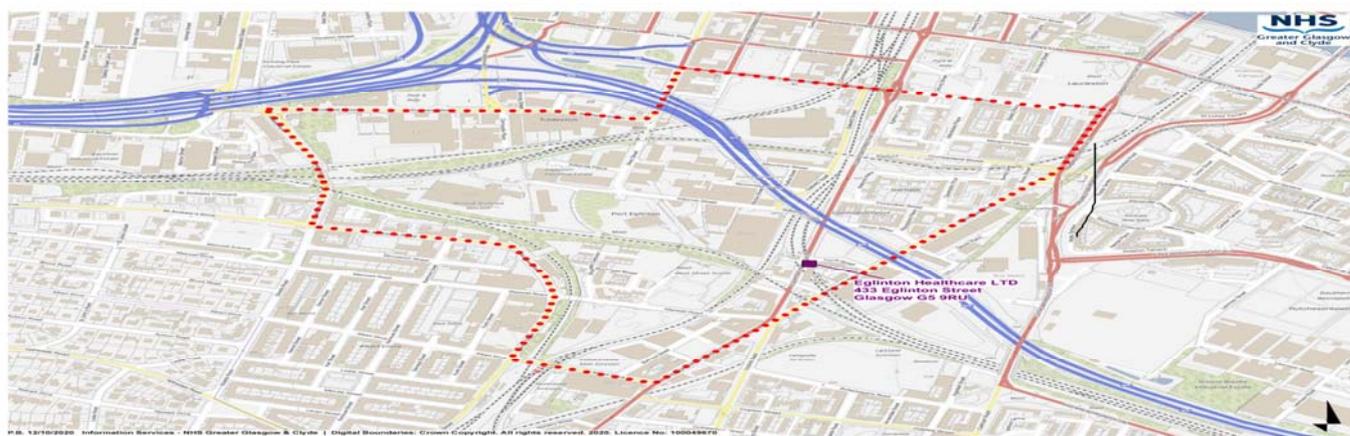
NHS Greater Glasgow & Clyde is currently in discussion with **Eglinton Healthcare Ltd** (Intended Applicant) who wishes to open a new community pharmacy at 433 Eglinton Street, Glasgow, G5 9RU. Before **Eglinton Healthcare Ltd** submits a formal application, this joint consultation exercise is being carried out to seek the views of people local to the proposed premises, or those who might use the proposed new community pharmacy.

The consultation is looking for views on the current provision of pharmaceutical services from any community pharmacy in or to the neighbourhood, and to identify any gaps in this service provision. To help you with this, the intended Applicant has defined an area (shown in the map below) which they consider best describes the “neighbourhood” where the premises are situated and where services would be provided to. We encourage your response to this consultation as it will help identify the level of public support for this proposal.

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

Joint Public consultation for new community pharmacy
Questionnaire

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



Map of the locality with the 'neighbourhood' defined as identified by the intended applicant –

North: Scotland Street from the junction with Shields Road, West Street, Cook Street, and Bedford Street to the junction with Gorbals Street.

East: Gorbals Street from the junction with Bedford Street (lane), continuing to Pollokshaws Road, to the junction with Albert Drive.

South: Albert Drive across to junction with Darnley Street.

West: Darnley Street, continuing to St. Andrews Road following the curvature to the junction with Shields Road.

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

- Yes No Don't Know

Please explain your answer.

2. Do you live within the above neighbourhood?

- Yes No

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

Pharmaceutical services

NHS Prescriptions -
Dispensing of acute prescriptions

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

Pharmaceutical Public Health Services –
Quit Your Way (Stop Smoking Services) and supply of emergency hormonal contraception

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

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

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

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

- Yes No

Can you tell us more:

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

Pharmacy opening hours

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

	Just right	Too short	Too long	Don't know
Monday – Friday – 9.00am-7.00pm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Saturday - 9.00am-6.00pm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sunday - 9.00am-5.00pm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Can you tell us more:

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

Pharmaceutical services

NHS Prescriptions –
Dispensing of acute prescriptions

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

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

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

Please provide views in the space below:

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

- Yes No Don't Know

Can you tell us more:

7. How did you become aware of this consultation?

- Advert – Glasgow Times NHS GG&C's Website
Other

Other (please describe):

8. Respondent Information

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

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

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

ALL COMPLETED FORMS MUST BE RETURNED BY 5pm on

Wednesday 30 June 2021

Thank you for taking part in this joint public consultation.

SOCIAL MEDIA PLAN

Appendix 7

Eglington Healthcare Ltd.

Social Media Plan

Facebook

Page name: Eglington Healthcare Ltd.

Proposed Page link: <https://www.facebook.com/Eglington-Healthcare-Ltd-100251535316767>

Description for page: Do you live in Eglington Toll? Do you believe you have inadequate pharmaceutical services? Eglington Healthcare Ltd. wants to hear from you!

Eglington Healthcare Ltd. is applying provide the residents of Eglington Toll with more access to local pharmaceutical services with the addition of a pharmacy located at 433 Eglington Street, Glasgow, G5 9RU.

These services include:

NHS Prescriptions, NHS Pharmacy First Scotland (minor illness services), Pharmaceutical Public Health Services (stop smoking services), Medication Care and Review (to enable Community Pharmacy Teams to support patients with long term conditions), Substance Misuse Services, Stoma Services and Unscheduled Care (Urgent health matters / supply of emergency prescription medicines).

Cover Photo: Image created showing the proposed premises for Pharmacy. Past businesses branding has been covered. Wording clearly states this is a PROPOSED location.

Profile photo: Eglington Healthcare Ltd. Logo

Learn more button: Button at top of page links directly to the questionnaire – Facebook posts will encourage people to click the link in the post OR the learn more button which takes you directly to the questionnaire.

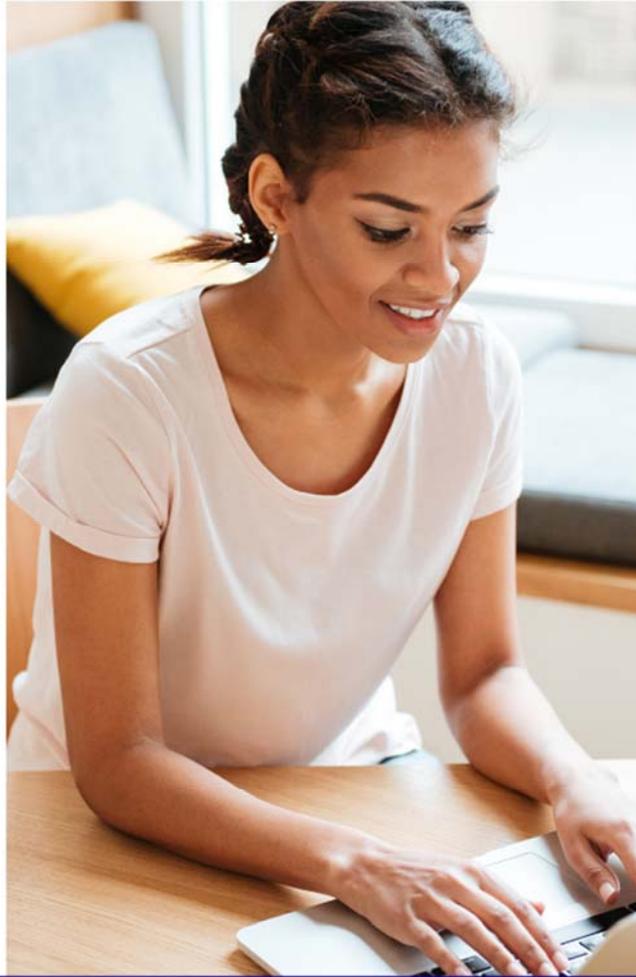
Posts will also be made to highlight where individuals will be able to obtain a paper copy.

Example posts: MW will confirm posts with TC. However, please see below an example Facebook post.



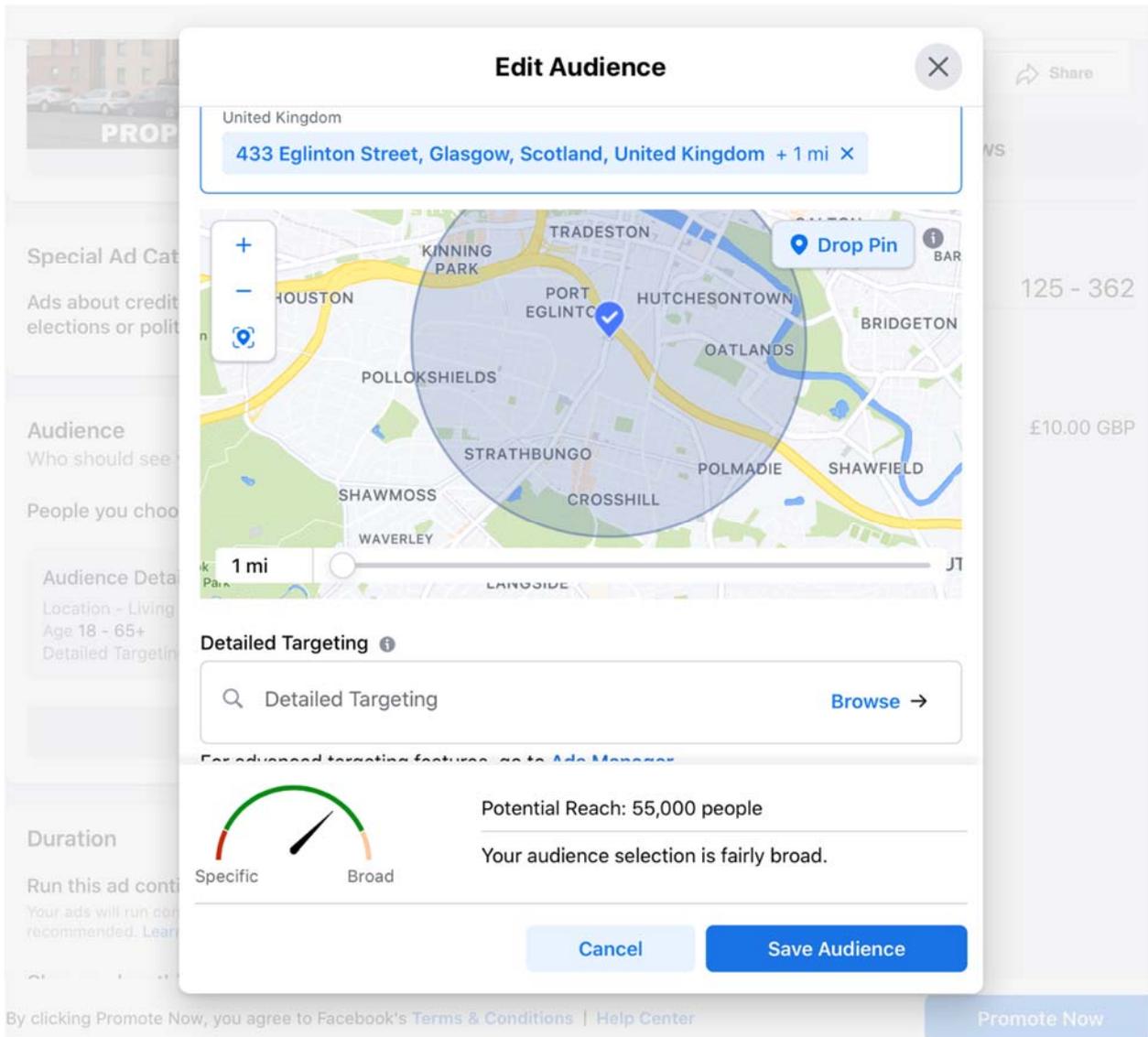
ARE YOU A RESIDENT OF EGLINTON TOLL?

- Eglinton Healthcare Ltd. is proposing a new pharmacy at 433 Eglinton Toll, Glasgow.
- 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.
- Click the link below or the Learn More button at the top of our page to complete the questionnaire.



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

Facebook Boosts: Facebook boosts may be used to target people who may not follow the Eglinton Healthcare Ltd. page but who live in the area (targeting can be minimized to a 1-mile radius surround 433 Eglinton Street, which encompasses our entire neighbourhood as shown below:).



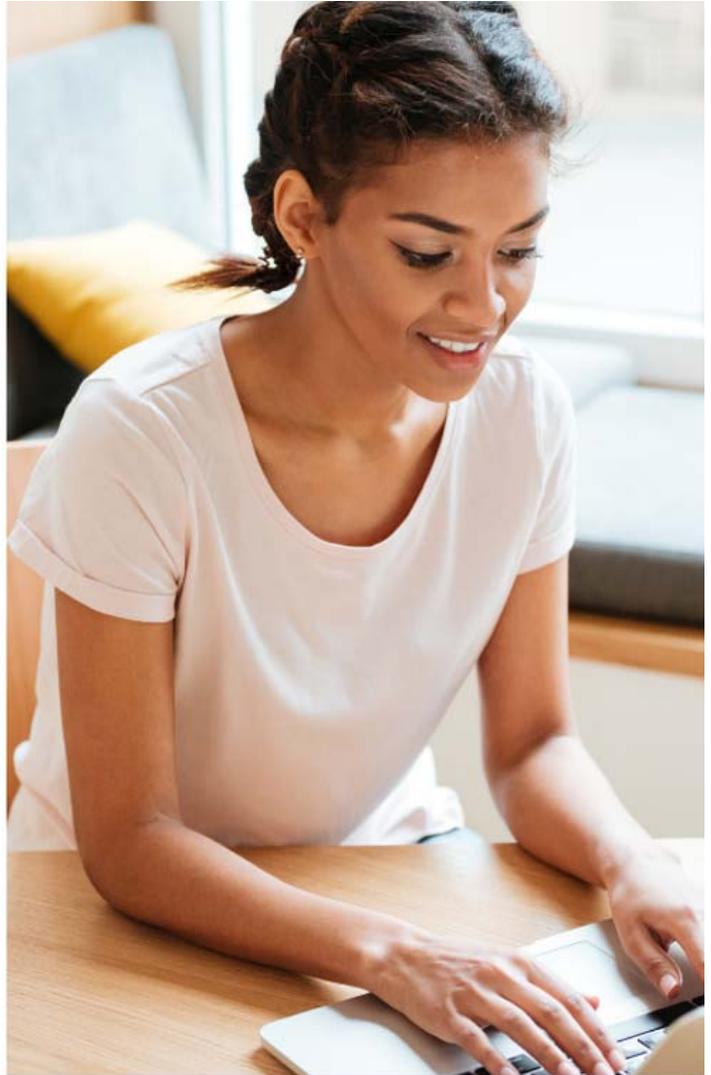
Facebook Adverts: Similarly, to Facebook boosts - Facebook adverts may be used to target people who may not follow the Eglinton Healthcare Ltd. page but who live in the area (targeting can be minimized to a 1-mile radius surround 433 Eglinton Street). The adverts will be created using an image and text which will have been a post previously approved by TC.

Using Q1 in the Facebook post: This gives us a way to engage with the people of Eglinton and also gives us an idea of whether or not people do believe the proposed neighborhood is considered Eglinton toll.



ARE YOU A RESIDENT OF EGLINTON TOLL?

- Eglinton Healthcare Ltd. is proposing a new pharmacy at 433 Eglinton Toll, Glasgow.
- 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.
- Click the link below or the Learn More button at the top of our page to complete the questionnaire.



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



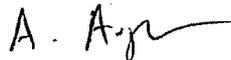
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- The consultation is looking for your views on the current provision of pharmaceutical services from any community pharmacy in or to the neighbourhood, and to identify any gaps in this service provision.
- Click the link in the caption or the Learn More button at the top of our page to complete the questionnaire.

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 433 Eglinton Street, Glasgow, G5 9RY.

This joint consultation was undertaken in conjunction with NHS Greater Glasgow & Clyde and Eglinton Healthcare Ltd between 18 February 2021 & 30 June 2021.

Signature: 

NAME: Adeel Asghar

On Behalf of Eglinton Healthcare Ltd

Date: 27/09/2021

Signature: 

NAME: 08/10/2021 JAMINE GLEN

On Behalf Of NHS Greater Glasgow & Clyde

Date: 08/10/2021