

Consultation Analysis Report

Between NHS Greater Glasgow & Clyde and
Houlihan Pharmacy Ltd

Unit 2, Block 0, 34 Elmfoot Grove, Oatlands,
Glasgow, G5 0LR

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Declaration of Agreement

METHODOLOGY

The Health Board and Houlihan Pharmacy Ltd initially met on 27 November 2017. A subsequent Joint Consultation Meeting took place on 2 July 2018 during which the public consultation content, scope, methods of public engagement and commencement date were agreed and a consultation plan developed (**Appendix 1**). The consultation commenced on 1 October 2018 and ended on 8 February 2019, a total of 90 working days. The local holidays on 25, & 26 December 2018 and 1 & 2 January 2019 occurred during this consultation and as such were discounted.

On 1 October 2018, the consultation commenced through the following:

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

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

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

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

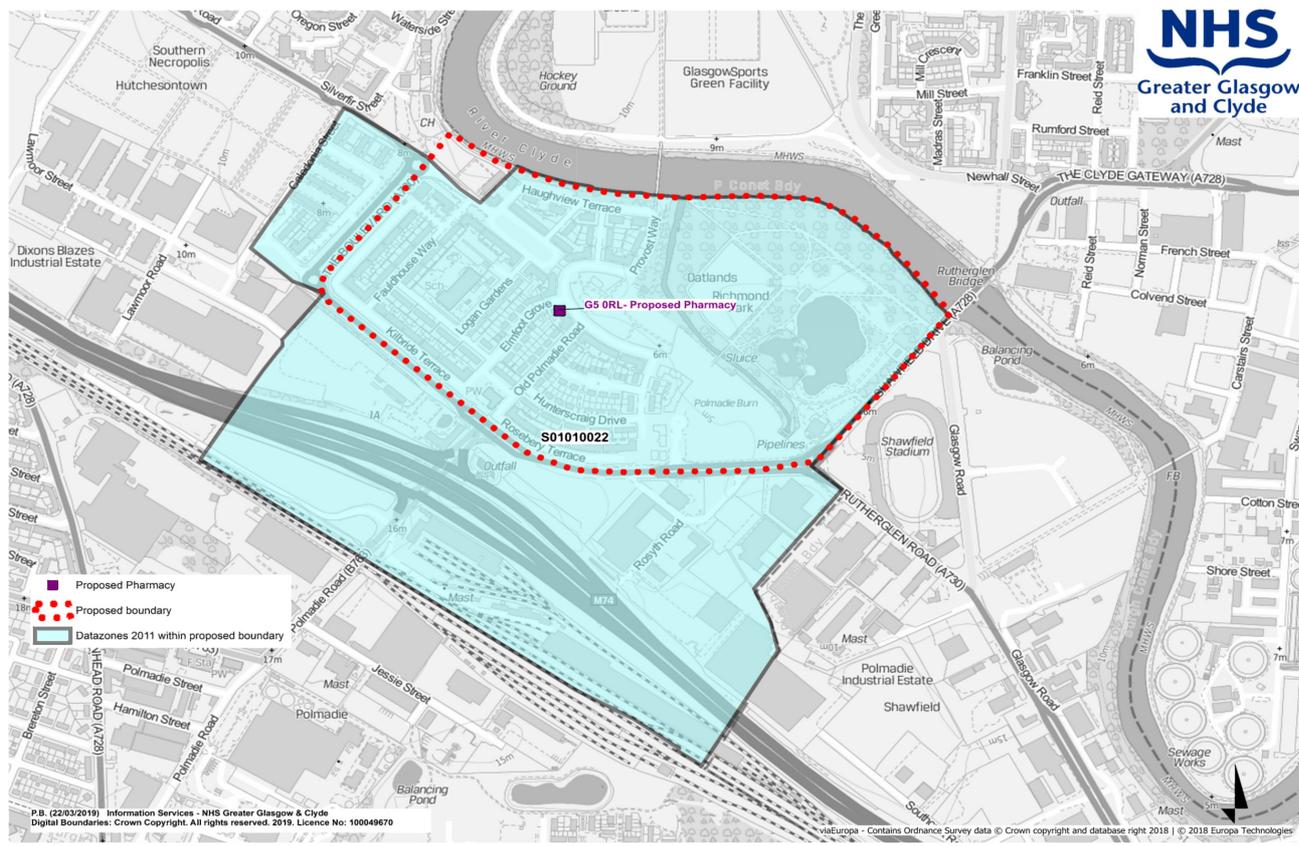
Details of further activity undertaken during the Joint Consultation Exercise is detailed at Appendix 1

CONSULTATION SUMMARY

In 2017 the population of the neighbourhood identified by the Intended Applicant/s' was 1658 (Small Area Population Estimate - SAPE). This figure comprised as follows:

SO1010022 = 1658

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



During the consultation period: 1 postal questionnaire and 72 electronic questionnaires were received. Of the 73 questionnaires received 95% were submitted from individuals.

The Intended Applicant did not request any paper copies of the questionnaire; however there were 2 requests from members of the public for questionnaires in paper format. There were no requests for the questionnaire in large font type or, translated in other languages.

The majority of the survey responders :

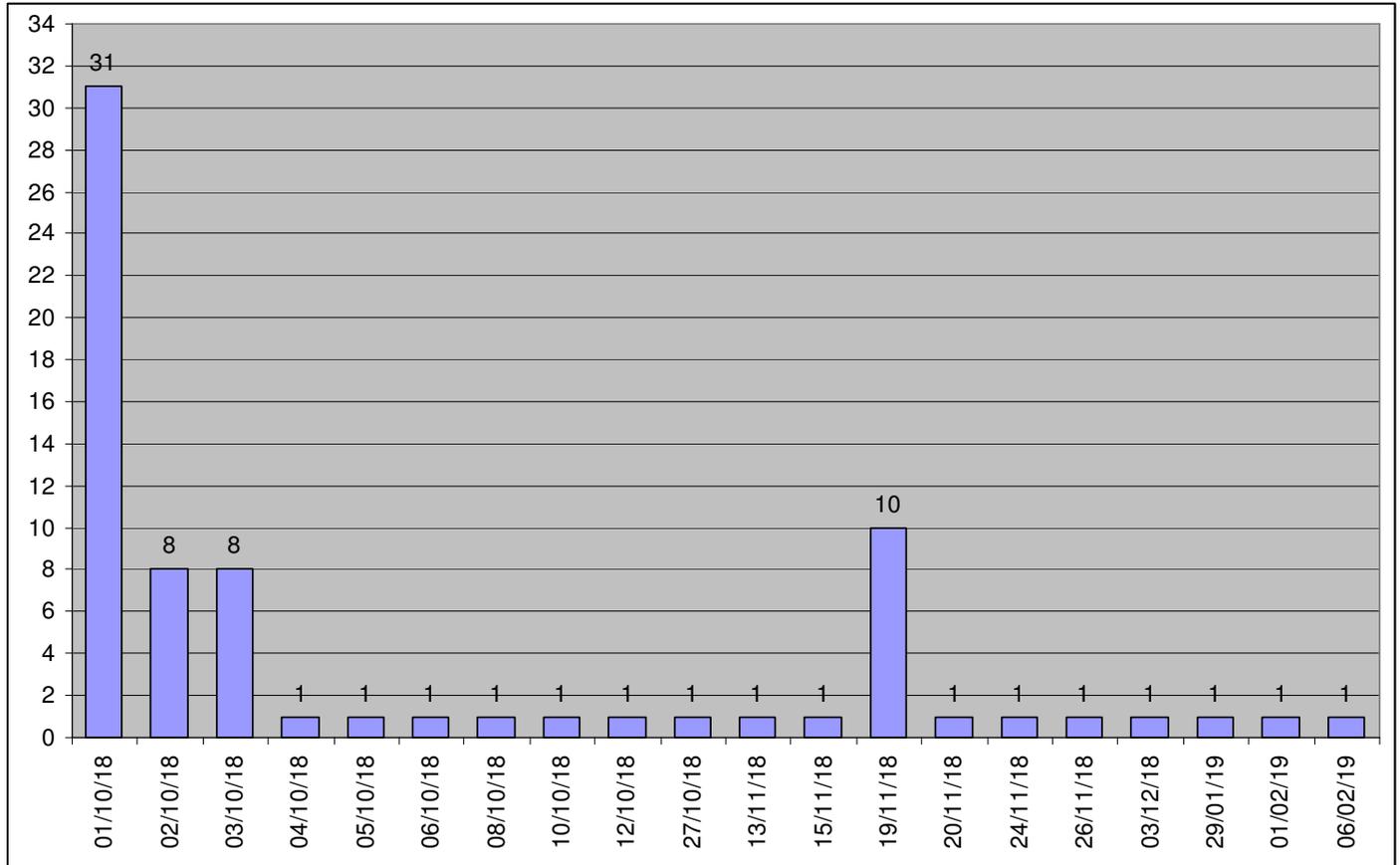
- Agreed with the proposed neighbourhood for the pharmacy – 58 (**79.45%**);
- Live within the proposed neighbourhood 70 (**95.89%**) with 3 (**4.11%**) living outwith the neighbourhood;
- Agreed the current services to the neighbourhood were adequate **70.76%**
- Have ease of access to a Community Pharmacy 59 (**83.1%**)
- Did not agree it would change the way they currently accessed NHS Pharmaceutical Services if a pharmacy opened at the premises – 47 (**64.38%**);
- Thought the proposed Monday-Friday opening hours were just right – 34 (**47.89%**) .
- Thought the proposed Saturday opening hours were just right – 29 (**40.84%**)
- Do not think the services the Intended Applicant intends to provide are needed within the neighbourhood (**66.61%**)
- Do not think the proposed application would have a positive impact on the neighbourhood in having a new community pharmacy - 50 (**68.49%**); **and**
- Do not support the opening of a new pharmacy at Elmfoot Grove 53 (**73.61%**);

Generally, the responders did not believe that the proposed NHS services were needed within the neighbourhood but were unable to identify any other services that might be needed.

Both parties noted agreeing to this report that responses appeared to be personalised and made independently given the range of opinions expressed and vocabulary used.

Joint Public Consultation for Unit 2, Block 0, 34 Elmfoot Grove, Oatlands, Glasgow, G5 0LR
 Timeline graph identifying the numbers of questionnaires and the dates they were recorded.

Timeline

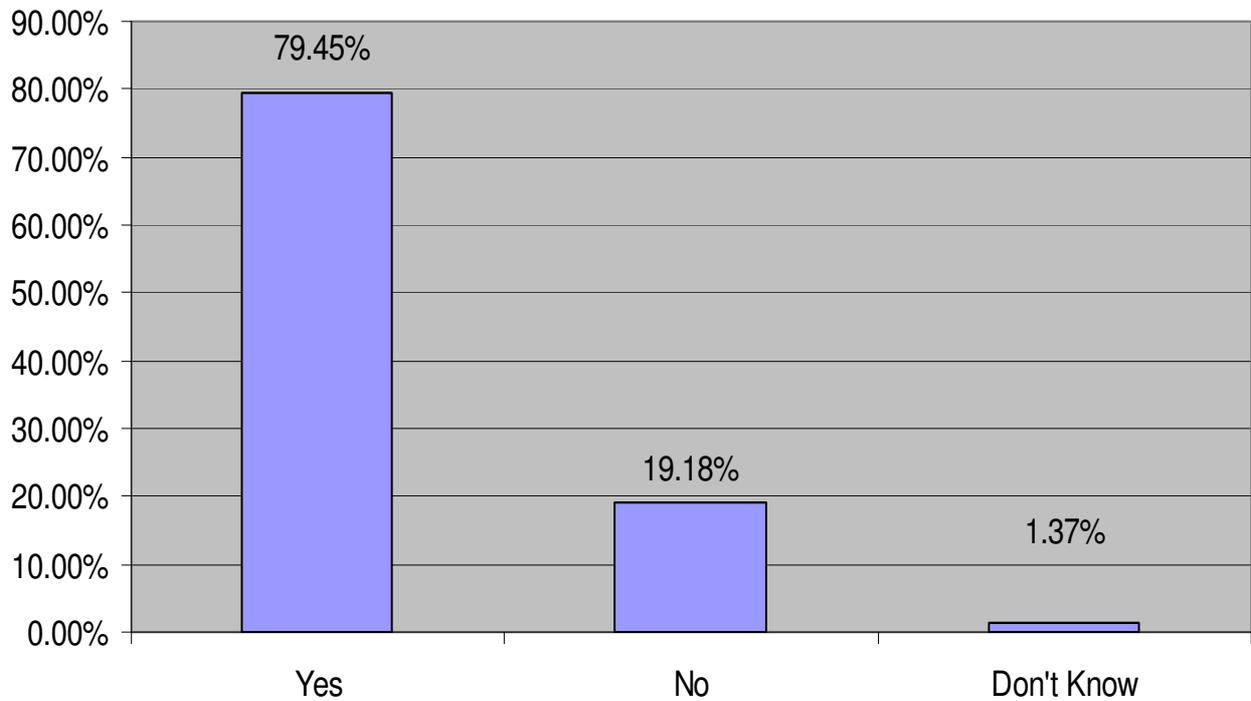


Survey Response Information	Total	
	(N)	%
Submitted responses: Public weblink	73	100
Survey opened by respondents	73	100
Started responding	73	100

Question 1

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

Answer Options	Response Count	Percent
Yes	58	79.45%
No	14	19.18%
Don't Know	1	1.37%
Totals	73	100%



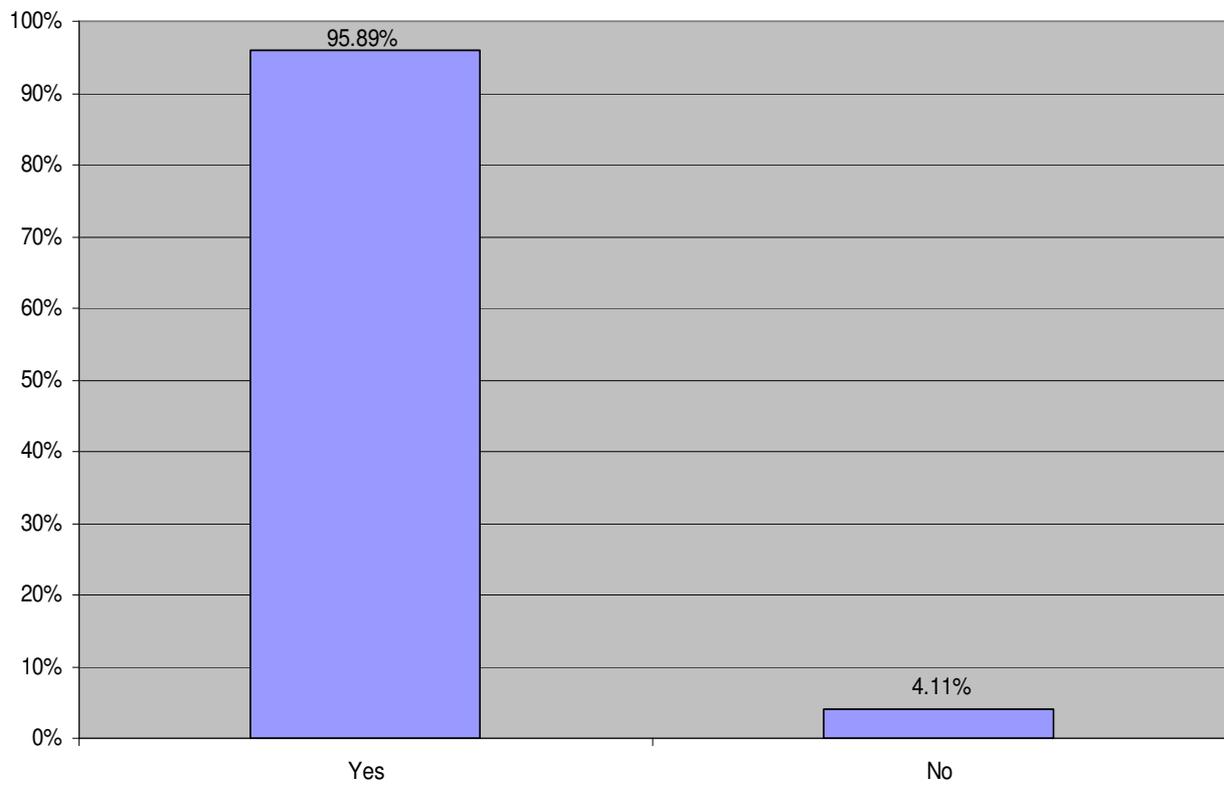
Please explain your answer:

Responses
It doesn't "describe" the neighbourhood, it shows the location.
It is the general Oatland development area which consists of mostly private family housing and flats.
A pharmacy is already available in the Gorbals.
There are many other pharmacies in the area and this would not be beneficial as a business or to the community. It is right across from a children's play area
I think the pharmacy is good and local for everyone
Not needed due to nearby facilities. The area is also an up and growing mainly young family community. Having growing up in the Gorbals and being surrounded by individuals receiving their methadone this is not a sight I will stand for, for my own child. The area with the growth in young families could benefit highly from more engaging activities out with a pharmacy. The volumes of cars within the area show that having a pharmacy nearby is not a key factor. STRONGLY DISAPPROVE!
Mostly accurate, albeit more properties are now built on the site
More houses are now built
The boundary to the West should extend to include Bosco Terrace up to the wall of the Southern Necropolis
The chemist in the gorbals is to far a walk for olser residents. Its also a very busy area which means noone can get parked and outs family or friends off picking up prescriptions.
The purple dot is currently the location of a terraced house. I suspect the proposed space is meant to be within the block of flats directly overlooking Richmond Park and playpark.
This neighbourhood comes under gorbals housing so should include this area too.
Live in the street
There is no need for another pharmacy. There are two within walking distance. This proposed pharmacy in Elmfoot Grove is right near a special needs school. It is opposite a children's play park. Mr Houlihan himself stared at our first meeting in our community centre he could not stop anyone outside of Oatlands from entering his proposed pharmacy to request meth
It's Oatlands
The community extends into the Wider gorbals area along Caledonia road. The shop open on Elmfoot road regularly sees foot traffic from residents of that area, particularly for alcohol given the shop at the bottom of the gorbals doesn't have a license, and many locals also walk dogs etc from there.
This proposed pharmacy with methadone permission is right opposite a children's play park which Oatlands Development Trust built for children. It is also near a special needs school
This is not a neighbourhood, this is a small group of houses. The neighbourhood is much wider than this. Very few services here.
Accurate map although ever increasing development
Yes this is the area of the proposed pharmacy
I think people from outside the area would attend for various reasons. Ie not allowed in other local pharmacies
It represents an enclosed estate.
There could be some creep of a street or two to the west or north west but the map pretty much describes what the community knows as Oatlands.
small area

Question 2

Do you live within the above neighbourhood?

Answer Options	Response Count	Percent
Yes	70	95.89%
No	3	4.11%
Totals	73	100%



Question 3

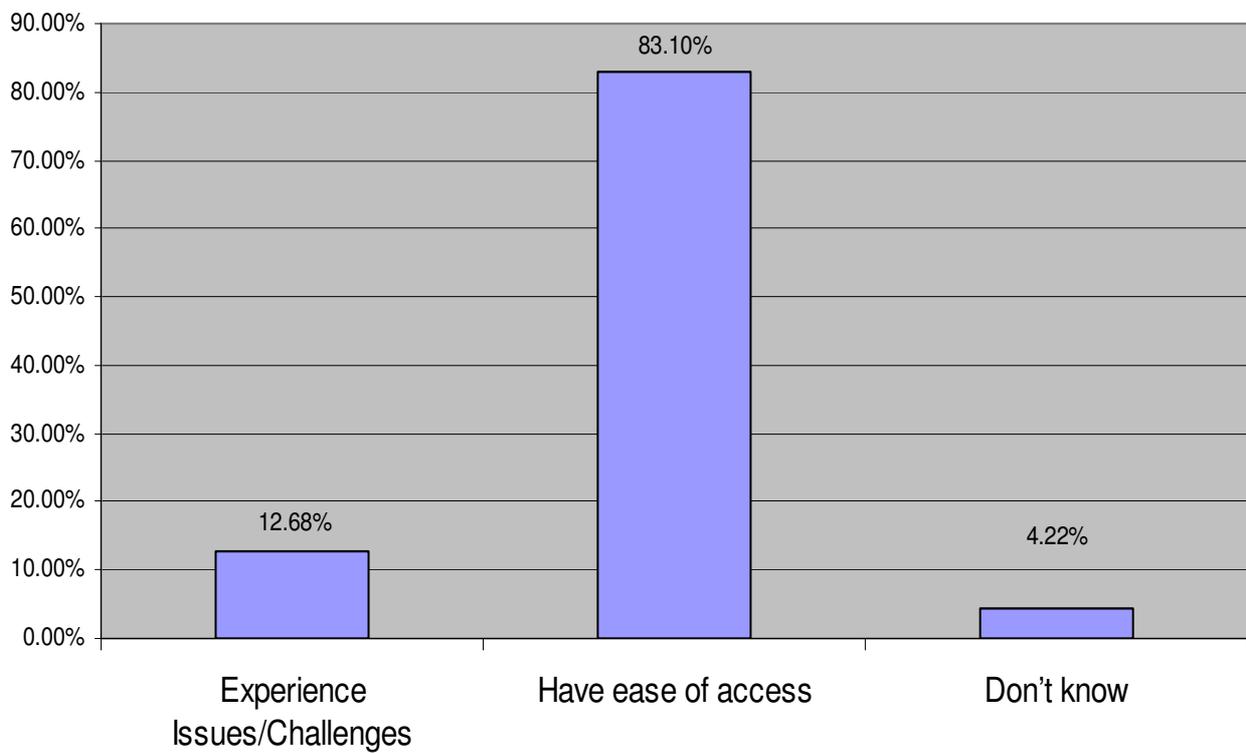
Below is a list of services currently provided by other community pharmacies in/to the neighbourhood. Do you think the current provision is adequate?

	Yes	No	Don't Know	Total
Pharmaceutical services	56	13	2	71
	78.87%	18.31%	2.82%	
NHS prescriptions - dispensing	54	14	2	70
	77.14%	20%	2.86%	
Minor Ailment Service - supply of medicines	55	15	2	72
	76.39%	20.83%	2.78%	
Pharmaceutical Public Health Services including smoking cessation and supply of emergency hormonal contraception	53	12	7	72
	73.61%	16.67%	9.72%	
Chronic Medication Service – for people with long term conditions	47	13	12	72
	65.28%	18.05%	16.67%	
Substance Misuse Services	57	8	7	72
	79.17%	11.11%	9.72%	
Stoma Service - appliance supply for patient with a colostomy or urostomy	39	7	26	72
	54.17%	9.72%	36.11%	
Unscheduled Care - urgent health matters / supply of emergency prescription medicines	48	14	8	70
	68.57%	20%	11.43%	
Provision of Pharmacy First Service	46	10	16	72
	63.89%	13.89%	22.22%	
Total	455	106	82	643

Question 4

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

	Answered	Percent
Experience Issues/Challenges	9	12.68%
Have ease of access	59	83.1%
Don't know	3	4.22%
Totals	71	100%



Can you tell us more:

Responses
There are already 2 pharmacies located close to the health centre for this area
There is a number of services close by, there is no need for any more.
There are a number of pharmacies minutes away from this estate already.
Have easy access within walking distance of two pharmacies on Crown Street within the Gorbals area. We do not need a pharmacy alongside a children's playpark.
There are ample pharmacies in the area and with a children's playground across the road from this unit it is very unsuitable
I have access to a pharmacy in Rutherglen but this one would be much more closer for me
Local areas and supermarkets
As a new resident I am unsure where my local pharmacy is however I know that I can travel to Rutherglen or Glasgow which for me is not an issue. A local chemist may be a good addition for elderly patients albeit we do not have a surgery close by. My concern would be higher if they provided a replacement drug service as I do not believe we have any residents with this requirement and would not wish to encourage people to travel to the community who do.
Two other pharmacies available 20 min walk from here. I'm 73yrs old
opening times for working people are not great repeat prescription services are poorly managed
Unsure where the local pharmacy for my area is located.
I already have ease of access to two pharmacies which I use for regular medication.
Pharmacy is located a short distance away at the Gorbals.
We have two pharmacies a short distance away and near to our health centre so another is just silly.
There are 2 chemists in Crown Street
Crown Street, Lloyds Pharmacy. Dickson Pharmacy, the Exchange, Main Street Rutherglen
Several pharmacies within walking distance
There are 2 pharmacies within walking distance with adequate parking. For those who are not mobile they deliver
Very easy to access services, literally a short walk to the end of the (Caledonia) road and very easy access by bus service which my elderly, arthritic grandmother happily uses and feels is more than close enough.
There is Lloyds Chemist and Boots Chemist in the Gorbals area and in Main Street Rutherglen there is another Boots Chemist Superdrug Chemist and Dicksons Chemist PLUS the doctors surgery clinics that have a Chemist I doors
There's tons of chemists nearby
Lloyds, Boots and Dicksons all close by.
Absolutely no requirement for this service in our area. We already live extremely close to a Boots and Lloyd's. The vast majority of people in the area have no want of a pharmacy on our doorstep and were also verbally promised by Avon Homes that under no circumstances could a pharmacy be opened in the area.
A long way to walk with mobility issues, parking is an issue in the Gorbals, bad weather can make this impossible
No issues.
2 pharmacists around a mile away

There are at least two pharmacies within easy walking distance already.

im disabled + cannot walk far therefore need a car to ge to a pharmacy woul like to have a pharmacy in the oatlands area. Durning the snow of Feb 18 it was hard to leave my flat & I took ill. I recently had surgery & needed medication couldn't drive & relied on others to get things + medicine for me

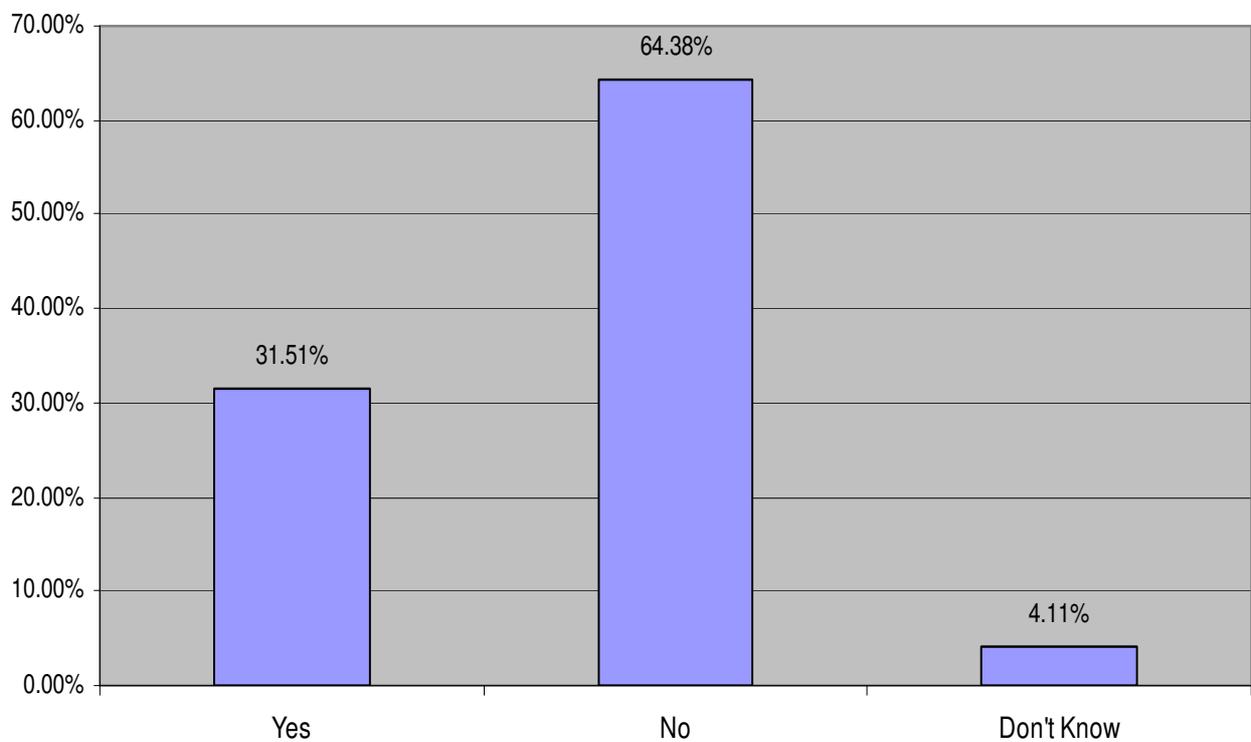
Having a child it can be difficult fitting schedules around a trip to Crown Street pharmacies when needed. Especially when feeling unwell the 20+ minute walk to Crown Street can be too much of a challenge.

town is a few minutes away by car. everyone has cars here

Question 5

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

	Answered	Percent
Yes	23	31.51%
No	47	64.38%
Don't Know	3	4.11%
Totals	73	100%



Can you tell us more?

Responses
I do not want this facility on my street due to the additional and type of traffic it will cause.
I would refuse to use it as I am against the location due to its proximity to family housing and the playpark / dog walking areas.
It would benefit me because it is closer
Not return. Use private health care
A local chemist may be handier
As said above two pharmacies already available And a new health centre ready to open Twenty min from here, will they have pharmacy no one has said
I would avoid this pharmacy
I would be accessing the new more localised strive instead
I think with the new health center being constructed atm, a new pharmacy would alitivate waiting times at all other pharmacies within the catchment area.
The convenience of collecting my medication when I am shopping at the supermarket next door or visiting the library is perfect for me and my family.
Normaly I see a gp first before am given a proscription, there is 2 pharmacies nearer the health centre where I would use whil at gp.
There are doctor's clinics and a large new Gorbals Health Centre opening very shortly with a huge indoor chemist/pharmacy/distribution of meth that another one here in OATLANDS is not needed
Not sure what this question is asking. Having a pharmacy in the proposed neighbourhood would be much easier to access.
I will access the pharmacy closest to my GP practice
There is a pharmacy nearby that I can access
No. I use the phamarcy next to my doctor and I assume most other people do too. The closeness of this pharmacy would bring me zero benefit and only the negatives of increased foot traffic in a quiet family area.
I would not use this new Chemist. I will still stay with Dicksons Chemist. Why would I change my Chemist when they gave my prescriptions to hand and work alongside my own doctor
Might be more convenient at times, but I'd mostly visit a pharmacy when accessing other services and facilities
Already receive good service and coverage from Lloyd's on crown st
2 pharmacies already within walking distance beside gorbals HC. Mr houllihan also stated he wouldn't be accepting methadone patients during his consultation with the community where he faces strong opposition ... clearly not something he can do as his application now states.
I would still use gorbals pharmacy as my gp is within this area also the new surgery will have a new dispensing pharmacy.
I'd use the local service which I could walk or drive to.
I would continue to get my prescriptions at the pharmacy beside my work or in the Gorbals when I'm at the doctor.
I would use the knew one as it would be handier
I would be more likely to popin & see a pharmacist rather than visit my GP
The closer proximity would make me more likely to visit pharmacy for advice before attempting a GP appointment.
dont want methadone ppl here please

Question 6

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

	Just Right	Too short	Too long	Don't Know	Total
Monday to Friday 9:00am – 6:00pm	34	3	24	10	71
	47.89%	4.23%	33.8%	14.08%	
Saturday 9:00am – 1:00pm	29	8	22	12	71
	40.84%	11.27%	30.99%	16.90%	
Sunday Closed	44	10	8	8	70
	62.86%	14.28%	11.43%	11.43%	
Total	107	21	54	30	212

Can you tell us more:

Responses
As stated previously I do not want this on my doorstep due to the people it will attract into a quiet residential street.
It shouldn't open at all in this location. Needles / drug users coming into the area to visit the pharmacy are a serious risk to children's health, dog walkers and crime.
People don't want a pharmacy in this area
I think the opening hours are sufficient
In normal circumstances these hours would be satisfactory . I don't feel this service is needed
extended opening hours (even if only one evening per week) would be advantageous to the local community who work daytime / weekday
Poss one late night prescription. Oatlands is now an area where people work.
We don't need it
It is unacceptable to go against the wishes of many young parents, young people who have just bought their first home and the older people to have a pharmacy who is willing to distribute meth, which lets be honest, is a large income to the owners of said pharmacy.
Opening for half a day on Sunday would be beneficial for those of us that work Monday to Friday and find it difficult to leave work to make it to the pharmacy before closing.
The hours would be fine-I just don't want methadone dispensary services.
Too early in the morning on Saturday - Very noisy area already, especially with the shop open now that the football traffic walks through for alcohol
I don't care about their opening times. I DONOT WANT A CHEMIST IN ELMFOOT GROVE
Offers nothing more than existing pharmacies
There are many other pharmacies within driving distance
I do not want a pharmacy in the area therefore I do not want any opening yourself as I do not believe there is any need for one. in particular if it had a methadone program as it would attract people from outside the area who have been banned from their own pharmacy. Our neighbouring pharmacy in the Gorbals has a security guard ! People can have prescriptions delivered now and they have to travel to see a doctor anyway so there is no need for a pharmacy in the area. It is sad as the reason people don't want a pharmacy is because of the methadone programme and pharmacists don't care the impact that has on the community they just care about profits.
If they're going to open a shop it should be opened every day like most of the retail industry.
Extended opening hours a couple days a week would better suit people who can't make standard opening hours due to work commitments
It would be nice if the pharmacy could be open longer Saturday and Sunday but I completely appreciate that a local community pharmacy would have virtually no footfall Saturday afternoon or Sunday.

Question 7

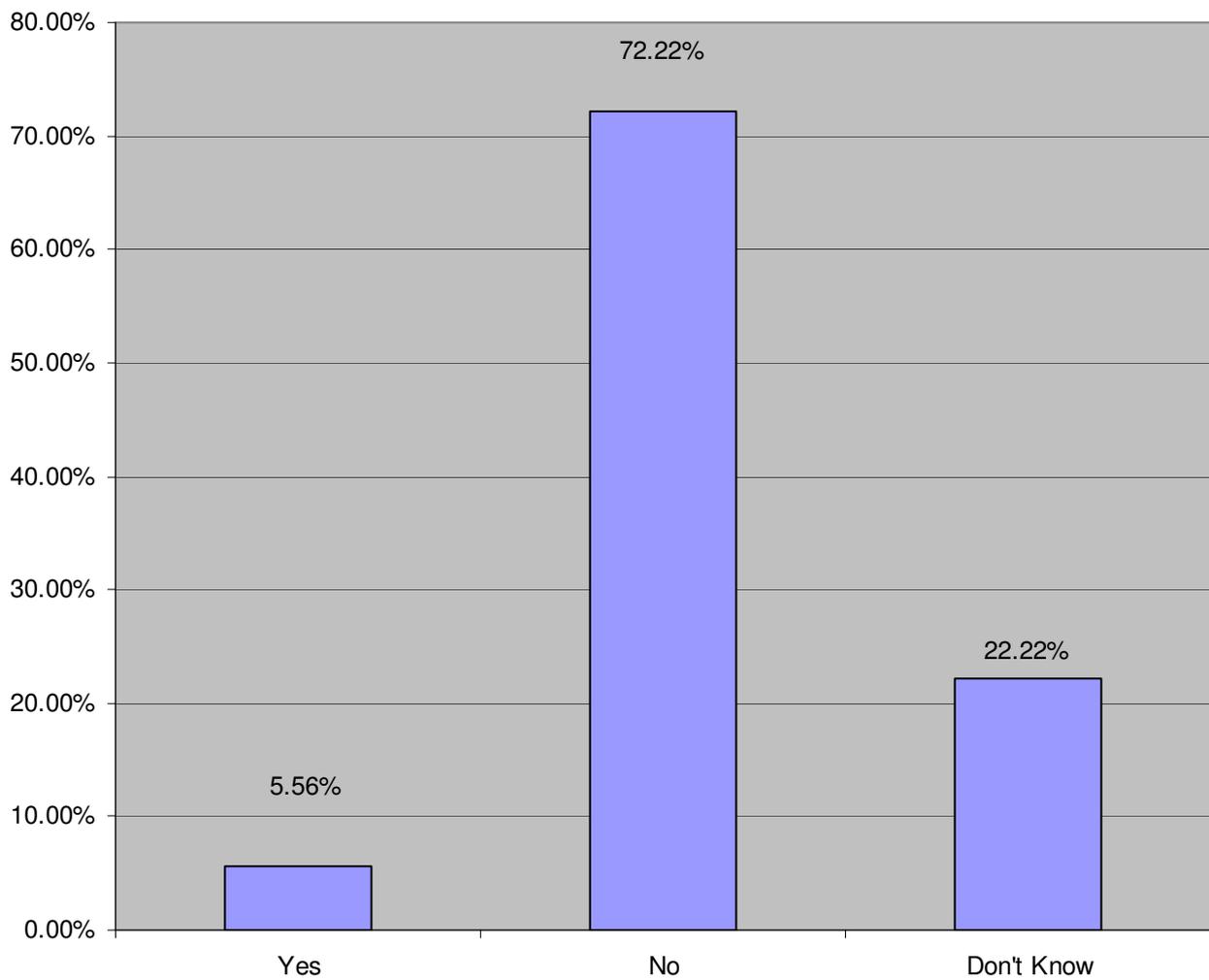
Below is a list of NHS services which the intended applicant wants to provide. Do you think these services are needed within this neighbourhood?

	Yes	No	Don't Know	Total
NHS prescriptions - dispensing	26	47	0	73
	35.62%	64.38%	0%	
Minor Ailment Service - supply of medicines	26	47	0	73
	35.62%	64.38%	0%	
Pharmaceutical Public Health Services including smoking cessation and supply of emergency hormonal contraception	21	51	1	73
	28.77%	69.86%	1.37%	
Chronic Medication Service – for people with long term conditions	22	45	6	73
	30.14%	61.64%	8.22%	
Substance Misuse Services	5	61	6	72
	6.95%	84.72%	8.33%	
Stoma Service - appliance supply for patient with a colostomy or urostomy	16	44	12	72
	22.22%	61.11%	16.67%	
Unscheduled Care - urgent health matters / supply of emergency prescription medicines	22	46	5	73
	30.14%	63.01%	6.85%	
Provision of Pharmacy First Service	17	46	9	72
	23.61%	63.89%	12.5%	
Total	155	387	39	581

Question 8

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

	Answered	Percent
Yes	4	5.56%
No	52	72.22%
Don't Know	16	22.22%
Totals	72	100%



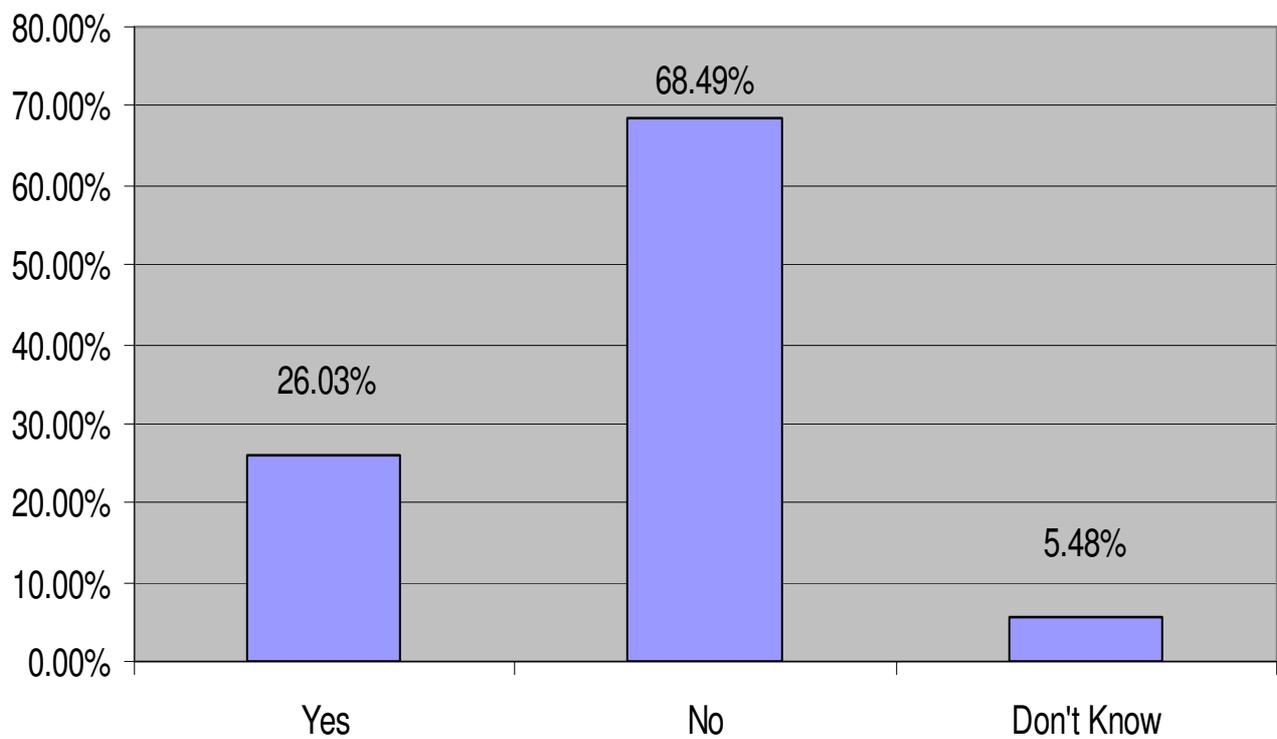
Can you tell us more:

Responses
Again...I don't want this on my street.
Any intention to provide substance abuse services will be met with strong resistance from the local community. This is a quiet family community with a lovely playpark etc. Drug users will bring the area down, increase crime, bring with them a risk of needles on ground and stop families from using the playpark freely.
Again this will not be what our community needs
I cant think of any more services
The other pharmacists mentioned above already cover all necessary services
Oatlands appears yo be an area where young working folk move to as its closer to town. They may not like idea of certain service's.
Surely there is not a requirement in an estate of newly built, privately owned properties for distribution of methadone etc. Handing out merhadone in a pharmacy directly in front of a public park is not acceptable. This proposal should be rejected in the strongest terms.
Why can't this company be happy to HELP THE PATIENTS. What we now have are pharmacies greedy for more revenue and that includes the obnoxious meth. This should be administered only three times I have known of people living with methodone for many years. I DO NOT WANT PEOPLE HANGING ABOUT in this condition. WHY DON'T THE PHARMACISTS LIVE RIGHT NEXT DOOR TO THEIR OWN PHARMACY.? THEY LEAVE OTHERS TO LIVE WITH THE NOISE AND THE CONSEQUENCES.
We do not need or want methadone dispensing services in this area, they are well catered for a short walk away. Having been born and bred locally, I know what consequences this can have on people going about their daily business.
I'm not happy at the prospect of a pharmacy dispensing drugs such as methadone in this area, especially so close to residential homes and a school. There are plenty of pharmacies nearby. I've worked in a pharmacy that dispensed methadone where stock was regularly stolen and staff abused. This outlet would also be beside a child play park. It's not an appropriate location for such services.
As mentioned, plenty of services at the end of the road. I'm extremely concerned about the continued commercialisation of this quiet family area and I do not think the community is big enough nor elderly enough. (Speaking as someone who has worked in the pharmaceutical industry and NHS)
I REPEAT I DO NOT WANT A CHEMISTI. ELMFOOT GROVE. MR HOULIHAN IS RENTING THE PREMISES FROM A MAN WHO HAS BOUGHT ALL THE SHOPS THEREFORE MRHOULIHAN WILLHAVE HIS RENT INCREASED A YEAR INTO BUSINESS THIS THEN ALLOWS THEOWNER TO TAKE THE SHOP BACK AND LEASE IT OUT AGAIN TO MEMBERS OF HIS FAMILY. THEN THE CHEMIST SHOP WILL BE OPEN ALL DAY UNTIL LATE AT NIGHTAND ALLSUNDAY
dont want methadone here
None needed. What a waste of NHS money this would be
we do not need a pharmacy in this area. this is a residential area. we have a pharmacy in gorbals not far from oatlands.
There is no need for these services as all are available close by. Why was it considered there was a need for a pharmacy? What is the business case for this pharmacy? How do they plan to make a profit?
Don't think there is a requirement for another pharmacy in the local area.
bowel screening kits, holiday jabs, weightloss & healthy eating/coffee shop area/flu jabs/ifo on local support groups/info on managing long term conditions
Annual flu vaccination
theres lots of pharmacies very nearby. this area is tiny why do we need another one.

Question 9

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

	Answered	Percent
Yes	19	26.03%
No	50	68.49%
Don't Know	4	5.48%
Totals	73	100%



Can you tell us more:

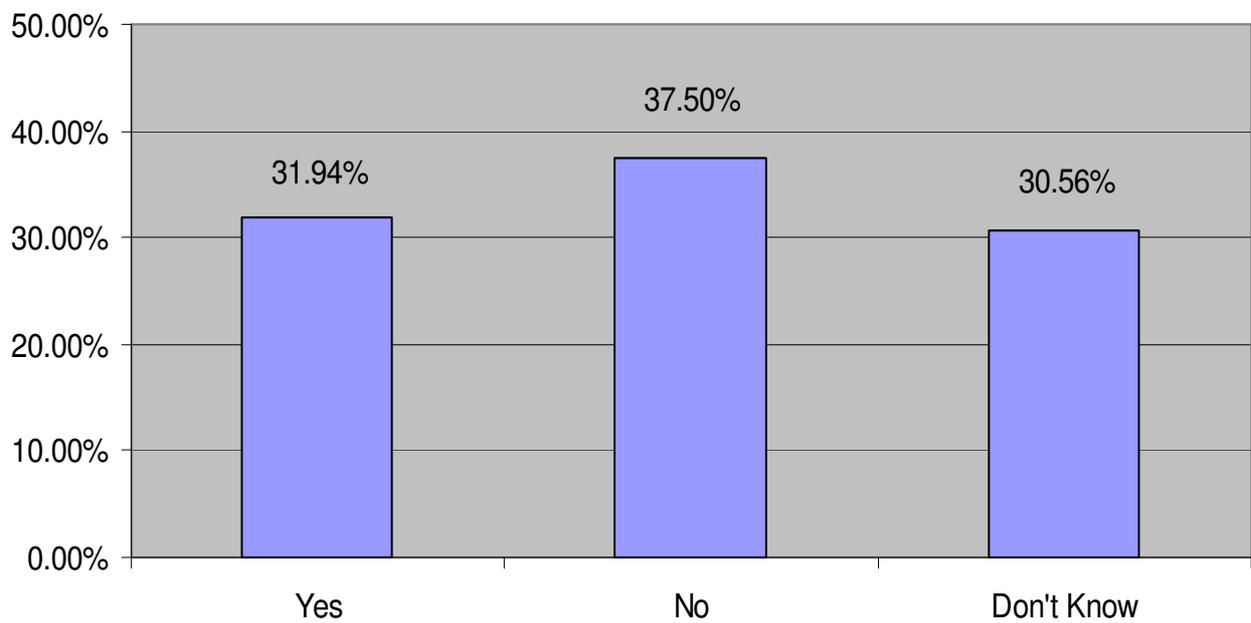
Responses
There is no need or desire for a pharmacy in the heart of our community.
I think it will attract unpleasant people and could cause crime or anti social behavior. Its not appropriate next to a children's play park
There are enough services close by
I feel this would be situated facing a children's play park Which would not be an ideal especially as I feel a chemist would attract a specific clientele
The impact would be negative. There is no requirement for a pharmacy and the unit would be better used for something else eg a cafe. The proximity to a children's play park means that a pharmacy poses a serious risk, particularly where addicts may be accessing a methadone program.
Only a negative effect by bringing drug users into the area. Endangering children, dog walkers and their pets etc. Increased crime and people hanging around in the hidden areas of Richmond Park / under the bridges by the Clyde.
Possibility of having a substance misuse dispensary. Would have extremely detrimental effect of the local area.
There are enough pharmacies in the area
Its more local for neighbours in the community
There is a children's play park 50 yards from this site and I don't think that there should be a facility that can be used for people with drug abuse so close. I appreciate the problems they have but I consider the children's safety paramount
No it will end up ruining the neighbourhood.
No positives to having a method one clinic in a new residential area
more localised access to medical care /advice jobs and inward investment
We have 2 nearby and are about to get a big new health centre. So don't need this
Put it in your own backyard. See how you would ALL react. You would sell up and look for a quieter friendlier place. So why not leave us alone. This is a young estate. Many are moving out because of the shop granted a liquor licence and the underage kids from Gorbals ruining the place. AND NOW YOU WANT DRUG ADDICTS. GIVE ME, MY FAMILY AND NICE NEIGHBOURS PEACE. NOT A PHARMACY
This is a completely residential area and the provision of drug misuse services are not welcome especially not right next to a children's playpark
Would help people with reduced mobility by being closer.
If the pharmacy has a methadone program or needle exchange so close to a children's playground and special need school I think it could have a very negative impact on the community.
This pharmacy is looking to provide methadone treatment right outside a kids play park. I have a 2 year old daughter and feel like a pharmacy in this area is unnecessary as I regularly use the one on crown street.
The area would benefit more from a dentist or hair salon rather than a pharmacy. There are a number in the area and a shop to stock over the counter medicines.
I predict a negative effect. As stated, I don't believe the community has enough of a need of a pharmacy to benefit, and would better benefit from a cafe or gym in the premise. I expect opening a pharmacy will attract those using substance misuse services or otherwise dispensing related prescriptions and I don't want to see that demographic being attracted around a children's play park - The alcohol license and vandal problem is already reducing the safety of what was and still is an incredible turn around of one of Glasgow's worst areas and opening a pharmacy here will actively harm the great achievement in Oatlands
Providing a substance misuse service will not have a positive impact or benefit to the area. Do not understand why this area would need the service.
No of course not. How can a chemist shop with the owner frankly admitting as he did at our last meeting that he would permit anyone from outside our new estate (which is still unfinished. and has many young

<p>parents and children) have access to methadone. So we are faced with drug users from Castlemilk, Bridgeton Gorbals Rutherglen and other places all coming into our new estate for methadone because they have been barred from their chemist in their area. Mr Houlihan said those very words. He also said a security guard would be there. HOW DARE HE OR ANYONE TREAT US IN THIS MANNER. WE DO NOT WANT THIS CHEMIST AND WILL FIGHT IT ALL THE WAY</p>
<p>methadone not wanted here please</p>
<p>Only convenience for lazy people!</p>
<p>Only a negative impact upon the community.</p>
<p>no benefit at all.</p>
<p>We are now a huge development with one shop. Lots of older and people with disabilities live on the development they need a pharmacy. We also have lots of families so busy parents could use the local services for minor ailments etc.</p>
<p>Offering a methadone programme does not have a positive effect on any community. Offering one next to an area that has serious issues with the clientele such that the pharmacy needs a security guard is not going to have a positive effect on this community. The proposed location is opposite a children's playpark and if methadone is dispensed from the pharmacy it will without doubt stop people using the park.</p>
<p>I believe there will be negative impacts on the neighbourhood in terms of undesirables from other neighbourhoods visiting ours. The new pharmacy would be right across from a children's playpark and I don't like the idea of discarded syringes lying around it.</p>
<p>YEs good to have a local service because it is hard to get GP appointments sometimes</p>
<p>Improved access to community pharmacy services , quicker access to first line medical advice, particularly for those with children or the elderly.</p>
<p>will attract substance drug people injectors</p>

Question 10

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

	Answered	Percent
Yes	23	31.94%
No	27	37.5%
Don't Know	22	30.56%
Totals	72	100%



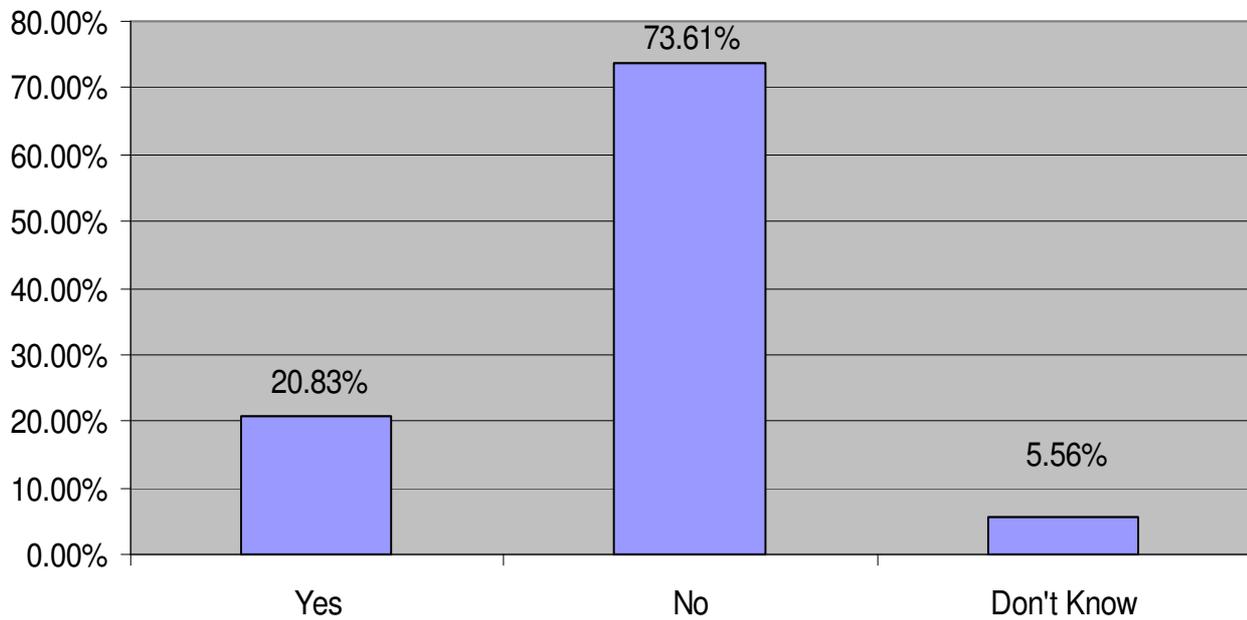
Can you tell us more:

Responses
There are enough
It may take business from other local pharmacies as there are already a number available
There are enough pharmacies in the area
I dont think this will affect things
I don't know a pharmacy that has a GP a dentist etc so don't see the relevance of this question
Yes i think with an extra pharmacy in the the area accommodating the new build are of richmond gate will alivate wating time in the new health center being built in the gorbals and the other surrounding pharmacies in the area
Saturation of pharmacies in the area is unnecessary.
Of course it will. As I said the huge Glasgow Gorbals caters for all doctors, phsychiatrist, transgender, drug addiction, there is a huge pharmacy. Community nursing, social services and much much more. There is not a service in this new Gorbals Health Centre that has been eliminated.Everything is there for the patient. So a pharmacy in OATLANDS is not needed
The new medical centre has just been built - Why jeopardise the demand for that investment?
It will impact others because if Mr Houlihan gets his way and you blatantly ignore our opposition to this chemist the trouble that drug users cause will cause great tension. It's a case ofUS THE DECENT PEOPLE. Versus all in the medical world
I'd imagine they'd need to poach business from other pharmacies as surely there's not enough people in the area they defined to support a business like a pharmacy. It's not like it's a corner shop.
It will take the strain off the already overloaded GP and pharmacies services in the Gorbals area
Will take business away from other 2 local pharmacies
Gorbals services will be impacted.
will add to services + could help take the pressure of GP service
I think it's quite possible that the proposed pharmacy may modestly reduce workload on other local services.
Although it is likely the proposed pharmacy will take custom from the Crown Street pharmacies I would expect that this would be more than offset as residents move into the new build homes at Laurieston.

Question 11

Do you support the opening of a new community pharmacy in 34 Elmfoot Grove, Oatlands, Glasgow, G5 0LR?

	Answered	Percent
Yes	15	20.83%
No	53	73.61%
Don't Know	4	5.56%
Totals	72	100%



Can you tell us more:

Responses
The location of this proposed pharmacy is metres away from a children's playpark. We already have 2 pharmacies that offer all the services that Houlihan proposes. Where the other 2 pharmacies are located there is a lot of antisocial behaviour with service users of the substitute prescription and to have such a service next to a children's playpark is completely irresponsible.
This will attract the type of people who will be looking for drug services and this frightens me. I live alone and don't want this on my doorstep.
As above - not required, risk to children, would serve community better to have something else on this site.
I strongly oppose the opening of a pharmacy here. When I purchased my home from Avant I was assured and promised that there would be no hot food establishments, off licences or pharmacies. This is just yet another blow to an already lied to community.
As I said highlighted above there is no need to have a pharmacy in this location as there one readily available in the Gorbals. Also the detrimental of effect of having a needle exchange and drug misuse dispensary.
I don't want a pharmacy in the area and everything that goes with it
I support the new pharmacy
Concerns regarding methadone dispensing. The applicant specifically told members at the Oatlands Steering Group Meeting that they would not be applying for Substance Misuse services. Clearly they had no intention of keeping their word.
Highly and strongly disapprove.
I don't appreciate a pharmacist who proposes a substance misuse service 50 yrds from the children's playpark. As far as I know the rental for this site is ridiculous and without the added grant money paid to this venture for the drug misuse services I don't believe this pharmacist would consider this site .without the grant I don't think the pharmacist would be applying Should profit endanger our children
100% not. Would never have bought a property here if i had known this was being considered.
NO! New neighbourhood set up to be descended upon by junkies.
There are enough pharmacies providing the services that the new pharmacy is proposing. On that basis I feel there is no need for a new pharmacy within the neighbourhood
I happily would support the opening of a new pharmacy within the Oatlands community
But i dont feel a substance abuse service would be an adequate use of the pharmacy service that could be provided to the intended area. I feel this service would detract from other more beneficial services that could be provided.
The location of a pharmacy so close to a children's playpark and school that provides methadone will likely cause many issues for parents and child. Also, similar to above: saturation and the available unit could be better used by offer some variety to the area such as a greengrocers or bakers or hairdressers etc
On the basis that the pharmacy proposes to distribute methadone I cannot support the application.
We have 2 near by and a health centre
As explained above in all my answers. THERE IS NO NEED FOR A PHARMACY AND ESPECIALLY ONE THAT WILL DEAL IN METHADONE. AS A STRONG COMMUNITY WE WILL NOT ACCEPT IT AND WILL DO ALL WE CAN TO STOP THIS PHARMACY GOING AHEAD
I believe a local pharmacy offering methadone services is not safe within a small, family friendly neighbourhood.
The potential for a negative impact to our community is much greater than a positive one.
I will only support the pharmacy if it has no drug misuse service like methadone or needle exchange
I am not against a pharmacy opening as such, just not in its current application status, I just do not want Methadone dispensing in it.

<p>I understand Mr Houlihan intimated at a local meeting that he was not looking to dispense methadone-not according to this application!!! I believe he has already lost the trust of the community due to this.</p>
<p>Only if it is NOT dispensing medications to treat substance misuse such as methadone.</p>
<p>There is sufficient access and supply of pharmacies in the area. Right next to childrens play park and quick access to Glasgow green and Bridgetown area encouraging more people</p>
<p>No benefit for the community (especially with the delivery services and new medical centre), premise should be something else.</p>
<p>Firstly our deed of conditions state there should be no commercial premises built in the estate that could cause annoyance. A chemist dealing with methadone is a big annoyance. Secondly this proposed chemist is right across from an under fives and under twelve playpark. Thirdly it is near a special needs school. Fourthly there are young parents with babies, toddlers and young children living in the same area. Fifth NO ONE EVER ASKED FOR A CHEMIST. NOT OBE PERSON LIVING IN OATLANDSDEMANDED A CHEMIST. MR HOULIHAN HAS TAKEN IT UPON HIMSELF TO MAKE MONEY TO PAY FOR THE RENT OF THIS PROPOSED CHEMIST BY INTRODUCING METHADONE. I ASK YOU TO LOOK AT THE DEED OF CONDITIONS BECAUSE MY DEED OF CONDITIONS STATES VERY VERY CLEARLY THAT NO FLATS SHOULD BE RENTED OUT AND NO COMMERCIAL PROPERTIES SHOULD BE BUILT. AVANT KNOW FULL AND WELL IT IS STATED IN THE DEED OF CONDITIONS AND ANY LAWYER WILL COBFIRM THIS</p>
<p>no shops here..city centre nearby. dont need a chemist</p>
<p>There is simply no need, loads of pharmacies nearby that all residents can get to easily. Delivery services available too.</p>
<p>There are enough pharmacies in the area we do not need another one. With the pharmacy no doubt there would be a method one programme which will bring too many strangers to the local quiet community. This would also be located across from a busy park</p>
<p>In particular I strongly oppose the provision of a substance misuse service. This is a family community of privately owned homes. This is an insult to those who purchased properties here thinking they'd provide a safe family home.</p>
<p>we have two pharmcies in gorbals and we don't need one in the estate. it is a waste of time and it will bring people coming and throwing thier needles near our friendly park in the area. We have small children who play around the park and we want to keep the area safe and child friendly</p>
<p>There is no need for a pharmacy within our area. There are 2 pharmacy shops locally in the gorbals. Our new gp surgery will also have a pharmacy within the surgery.</p>
<p>Very much so as a disabled resident and also to support the numerous visually impaired residents who have quite a few busy roads to cross to get to the Gorbals pharmacy</p>
<p>I don't think it is necessary to have a pharmacy in the area - there are several amenities close by.</p>
<p>People have to travel to the doctor anyway and can collect prescriptions then or have them delivered. The provision of a methadone programme next to a childrens playpark where the neighbouring area (Gorbals) has serious issues in its pharmacy due to the methadone programme such that they have a security guard, is not going to have a positive effect on this community. I wonder how many pharmacy owners would consider living next to their premises?</p>
<p>No requirement for pharmacy as others within local area. And location right beside children's play area is not suitable for substance misuse service as you end up with some undesirable people around children's play park</p>
<p>2 already in gorbals</p>
<p>I don't see the need with other pharmacies next door in the Gorbals and I don't want undesirables to have a reason to visit our neighbourhood.</p>
<p>I think it would be a great addition to the area. However I would be reluctant to support the application if the pharmacy were to be operating any from of methadone or substance misuse clinic</p>
<p>some people feel that support for drug users will cause issues however if this service is not offered as proposed I feel a pharmacy is a benefit to our area</p>
<p>I feel this would be a definite positive for Oatlands.</p>
<p>I know there has been considerable apprehension in the community about the possible impact of substitute</p>

prescribing / needle exchange services upon the local community. Having listened to several people I feel as though their fears are very largely unfounded. I have visited 3 other Houlihan's branches and there were no problems evident at all.

I would be confident that, if the pharmacy decide to opt in to provide substance misuse services, they would manage these adequately. I do not believe for a moment that there would be a deluge of substance misuse patients from around Glasgow coming to Oatlands to get their prescriptions dispensed.

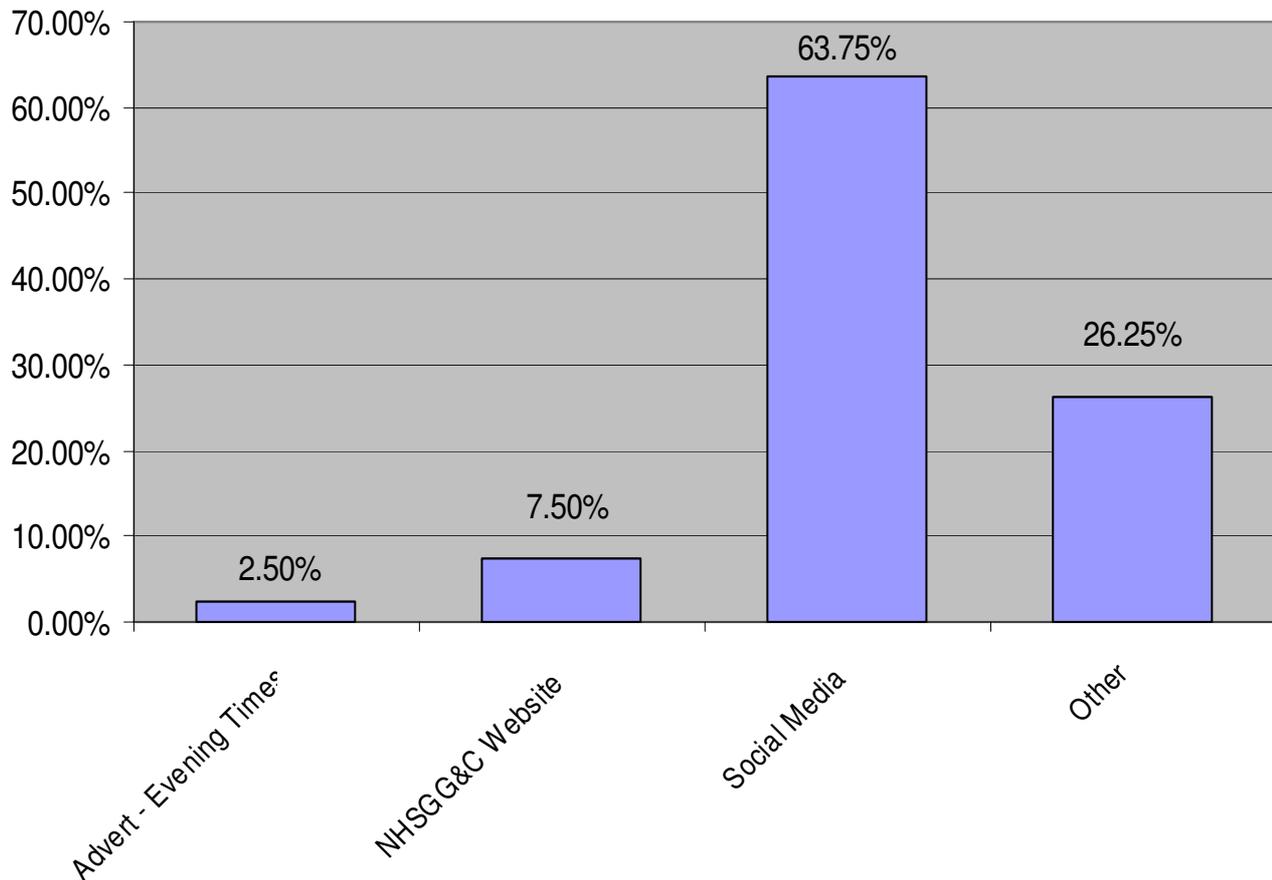
I would support the pharmacy providing the full complement of modern day pharmacy services.

Question 12

How did you become aware of this consultation?

	Answered	Percent
Advert - Evening Times	2	2.5%
NHSGG&C Website	6	7.5%
Social Media	51	63.75%
Other	21	26.25%
Totals	80 **	100%

**** SOME RESPONDENTS CHOSE 2 OPTIONS**



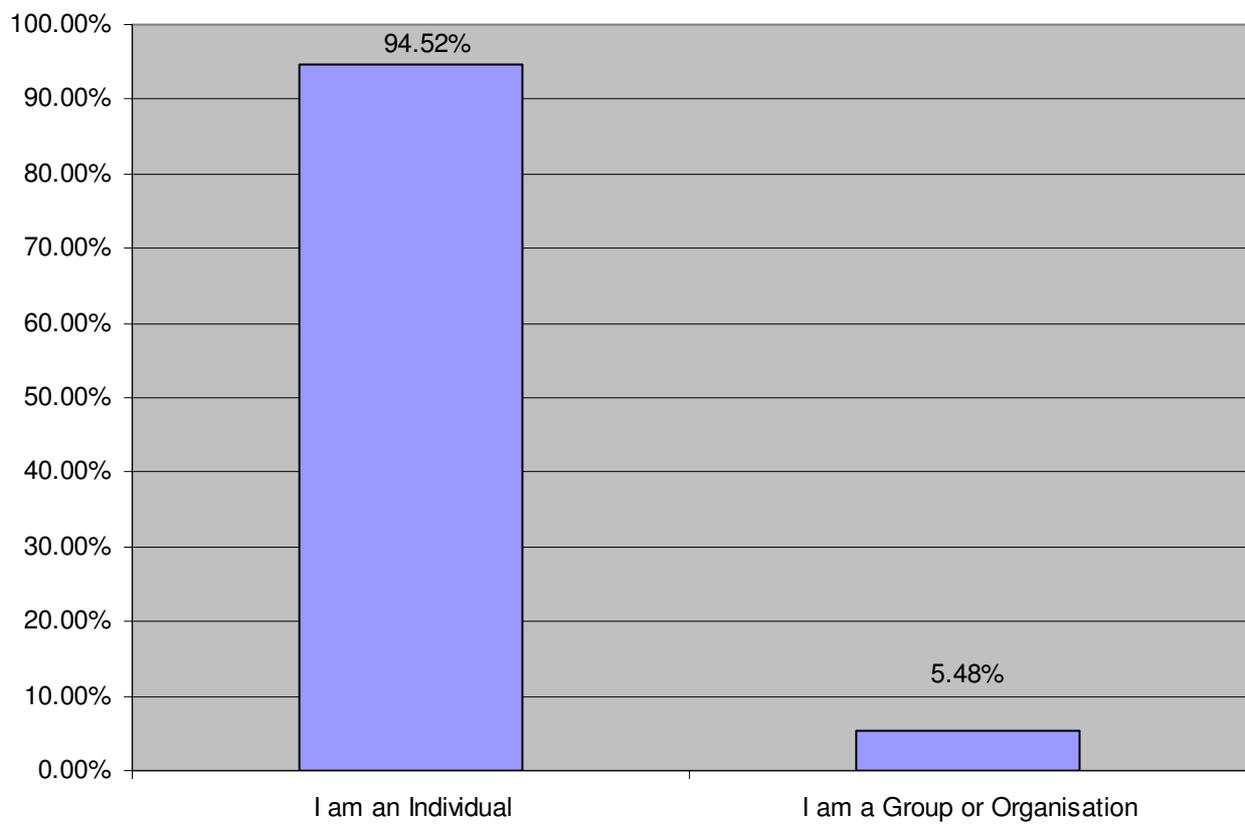
Can you tell us more:

Responses
Online community forum
A neighbour sent it out.
Via Oatlands Development Trust and Community Council
Nextdoor App
We are currently forming the community council which this will be our first issue to address
I found out on facebook
If this hadn't been brought to our notice via a community web site this would have again as happens so often with these ventures it would have slipped under the radar
email / nextdoor website
Our community meeting. Mr Houlihan took us all by surprise. He also insisted that methadone would be sold because he could not refuse anyone the service. Mr Houlihan has no right to inflict his business on us, a young community.
Neighbourhood app
The neighbourhood community group raised the issue with a number of people unhappy.
Local resident
Hemr Houlihan appeared at one of our steering group meetings. Many young people were there and they immediately objected.
Canvassing by applicant
nextdoor neighbour
Local forum where there is strong opposition against any pharmacy in the area.
The pharmacy is being discussed within our community council.
Oatlands Community message board.
Application shared on the Nextdoor app for local residents
Through a community meeting at our hub+ through the next door app. The pharmacy proposing the application came to a local meeting
Oatlands Steering Group meeting.

Question 13

Respondent Information

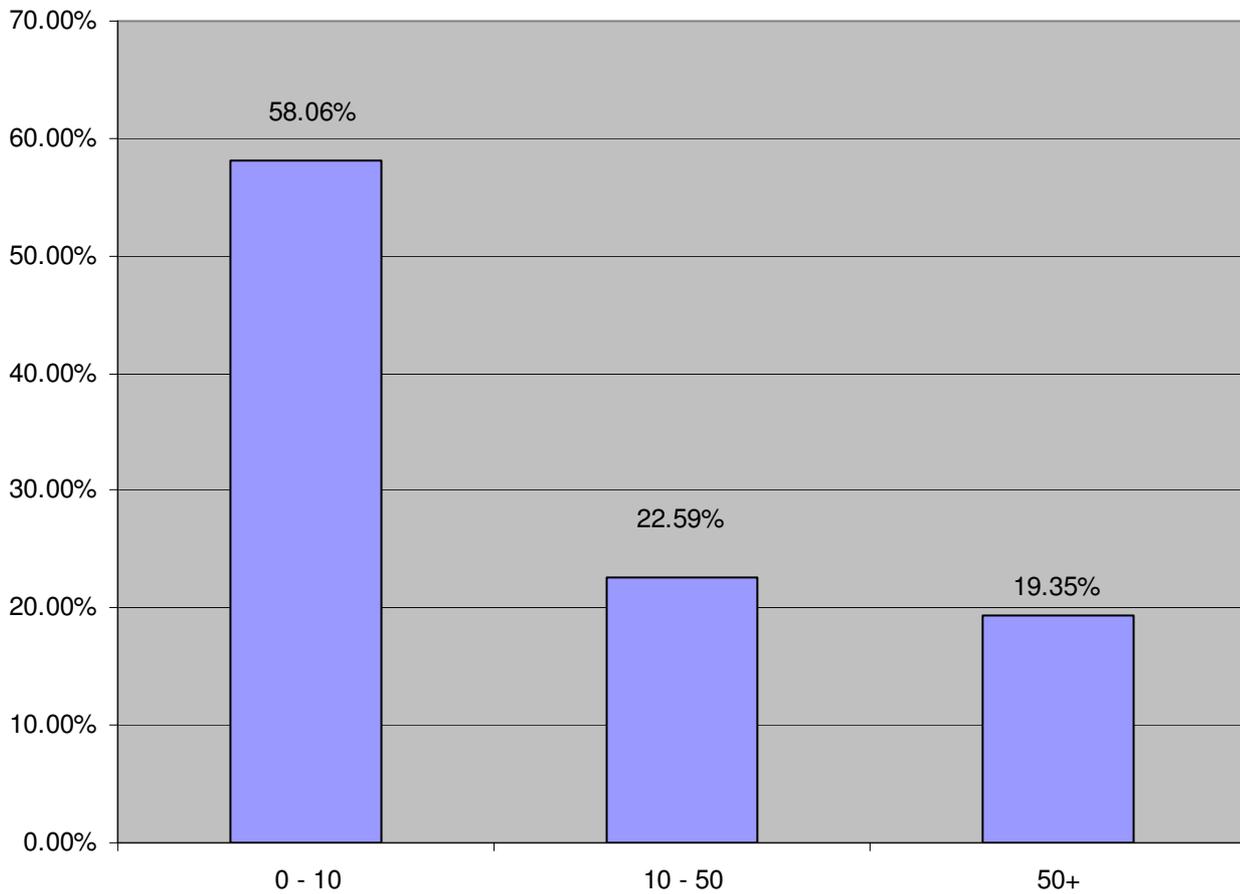
	Answered	Percent
I am an Individual	69	94.52%
I am a Group or Organisation	4	5.48%
Totals	73	100%



Question 14

Please give an indication of how many are in your Group or Organisation

	Answered	Percent
0 - 10	18	58.06%
10 - 50	7	22.59%
50+	6	19.35%
Totals	31	100%



Check-list of actions to be prepared prior to consultation

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	12/9/18	Contracts Supervisor	
Tweets/Facebook to be scheduled	13/9/18	Contracts Supervisor	
Questionnaire to be prepared	12/9/18	Contracts Supervisor	
Micro-site to be developed for Board's internet site	12/9/18	Contracts Supervisor	

Actions to be Completed at Launch of Joint Consultation Exercise

Action	Completion Date	Responsible Person	Detail/Comments
Advert for Newspaper – to appear in newspaper with highest circulation within neighbourhood	01/10/2018	Intended Applicant	Appeared in Evening Times newspaper on 01/10/2018. IA provided a scanned copy of the newspaper to HB on 22/02/2019
Initial Tweet/Facebook to appear on Board's site	01/10/2018	Contracts Supervisor	Tweets scheduled to appear on Board's website on various dates throughout the Joint

			Consultation period
Hard copies of questionnaire to be made available on request	01/10/2018	Contracts Supervisor	Copies available as and when requested
Micro-site to go live	01/10/2018	Contracts Supervisor	Site live on 01/10/2018
E-mail notification to be sent to List of Stakeholders (copy of list attached to Plan)	01/10/2018	Contracts Supervisor	Email to stakeholders sent 01/10/2018
Media Release to be forwarded to Communications Department	01/10/2018	Contracts Supervisor	Communications Department have no record of receiving the Media Release

Actions to be Completed During Joint Consultation Exercise

Action	Completion Date	Responsible Person	Detail/Comments
2 requests for hard copy of questionnaire sent to members of public	8/10/18	Contract Supervisor	1 received back but still to be entered into Webropol
1 hardcopy survey entered into Webropol	29/01/19	Contract Supervisor	

Monday October 1, 2018



Family Announcements

● Public Notices

PROPOSED APPLICATION FOR INCLUSION IN THE BOARD'S PHARMACEUTICAL LIST

NHS Greater Glasgow & Clyde and Houlihan Pharmacy Ltd are conducting a Joint Consultation with the general public as Houlihan Pharmacy Ltd proposes to submit an application to provide pharmaceutical services from premises situated at Unit 2 Block 0, 34 Elmfoot Grove, Oatlands, Glasgow G5 0LR. Houlihan Pharmacy Ltd plans to provide a wide range of pharmaceutical services (full details are provided within the consultation questionnaire) including: Dispensing of Medicines, Minor Ailments Scheme, Chronic Medication Service, Acute Medication Services, Public Health Services. The proposed pharmacy opening hours are: Monday - Friday 9am - 6pm, Saturday 9am - 1pm 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: @NHSGGG A paper copy of the questionnaire is also available and in other languages or large font by calling: 0141-232-1729. General comments in response to this notice may be submitted by: e-mail to - CPDT@ggc.scot.nhs.uk or letter to - Freepost COMMUNITY PHARMACY DEVELOPMENT, West Glasgow ACH, Dalnair Street, Yorkhill, Glasgow G3 8SJ. (NB. Addressee 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 8th February 2019.

CLASSIFIED CALL
0141 302 6000
EveningTimes

TIMES PAST

● Deaths

BARR — STEWART. Peacefully, at Drumcraggan Rest Home on 26th September 2018, Stewart, beloved husband of Ella, much loved dad of John, Margaret and Stewart and a devoted pa. Funeral service will take place at Co-operative Funeralcare, 15 Maxwell Drive, East Kilbride G74 4HG on Wednesday, 3rd October at 12.30pm, thereafter to Rutherglen Cemetery at 1.30pm.

BUCHANAN — NANCY. Passed away peacefully in Trinity Hospice, Blackpool on 17th September 2018, aged 86. Devoted, and much loved wife of Harry. Loving mum to John, Harry and the late Robert. A much missed mother-in-law and grandmother. She will always be in the hearts of those who knew and loved her. Nancy worked as a school dinner lady in over 20 schools, mainly on The South Side of Glasgow. Service and interment will take place at Carleton Cemetery, Blackpool on Monday, 8th October at 1.15pm. Donations in lieu of flowers may be given to Trinity Hospice, Blackpool. Enquiries to Box Bros. Ltd. Funeral Services, Blackpool 01253 791500.

CAMERON — JACQUELINE (JACKIE). Peacefully, at St Margaret of Scotland Hospice, Clydebank on Friday, 21st September, 2018. Jacqueline, much loved daughter of the late Jack and Mamie Cameron, Penrith Drive and latterly Castlebank Court. Funeral Mass on Wednesday, 3rd October at St Dominic's R.C. Church, Bishopbriggs, G64 1DL at 10am and thereafter to Glasgow Crematorium,

KEITH — DAVID (DAVE). Westhill, Aberdeenshire. Peacefully, at Aberdeen Royal Infirmary, on Thursday, 27th September, 2018, David (Dave), aged 90 years. Beloved husband of the late Daisy, much loved father of Alan, loved father-in-law of Jan, dear brother and uncle. Funeral service at Baldarroch Crematorium, Crathes on Friday, 5th October at 11.30am, to which all friends are respectfully invited. Family flowers only please. Donations at exit door for Cancer Research UK.

MILLER — JEAN. Suddenly, on Sunday, 23rd September, 2018, beloved wife of the late James and a much loved mum, gran and great-gran. Sadly missed by Jim, Donna and their families. Funeral service at 1pm on Thursday, 4th October at Daldowie Crematorium, Broomhouse.

● In Memoriam

HUTTON — In loving memory of DAVID, passed away 30th September, 2006, loving father and beloved husband of the late Isobel. *Quietly remembered every day.* — From son John.

In memory
Remember how much you miss the ones you love

To place your intimation
0141 302 6000
www.eveningtimes.co.uk
www.heraldsotland.com
or 200 Renfield Street
Glasgow G2 3QB
(9am-4.30pm)

The Herald
EveningTimes

In Memoriam

Remembering the Anniversary of the death of a loved one ...

... it's not always easy to find the right words at this emotional time.

Let us help you ...

We have produced a booklet with a large selection of verses to help you choose.

To obtain a copy of your free booklet

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PHARMACEUTICAL LIST**

NHS Greater Glasgow & Clyde and Houlihan Pharmacy Ltd are conducting a Joint Consultation with the general public as Houlihan Pharmacy Ltd proposes to submit an application to provide pharmaceutical services from premises situated at Unit 2 Block 0, 34 Elmfoot Grove, Oatlands, Glasgow G5 0LR. Houlihan Pharmacy Ltd plans to provide a wide range of pharmaceutical services (full details are provided within the consultation questionnaire) including:

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

The proposed pharmacy opening hours are:-

Monday - Friday 9am - 6pm, Saturday 9am - 1 pm 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.nhsggc.org.uk/pharmacyconsultations> or **Twitter:** @NHSGGC

A paper copy of the questionnaire is also available and in other languages or large font by calling: 0141-232-1729

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

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

or letter to - Freepost

COMMUNITY PHARMACY DEVELOPMENT, West Glasgow ACH, Dalnair Street,
Yorkhill, Glasgow G3 8SJ

(NB. Addressee 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 8th February 2019.

Timescale	Tweet/Facebook
01/10/18	Responses are invited to a Public Consultation for a proposed new pharmacy in Elmfoot Grove, Oatlands, Glasgow, G5 0LR. More information can be found at www.nhsggc.org.uk/pharmacyconsultations
15/10/18	Public Consultation is underway for a proposed new in Elmfoot Grove, Oatlands, Glasgow. More information can be found at www.nhsggc.org.uk/pharmacyconsultations
12/11/18	Don't forget to have your say about a proposed new pharmacy for Elmfoot Grove, Oatlands, Glasgow at www.nhsggc.org.uk/pharmacyconsultations
21/12/18	Don't forget to have your say about a proposed new pharmacy for Elmfoot Grove, Oatlands, Glasgow at www.nhsggc.org.uk/pharmacyconsultations
21/01/19	Don't forget to have your say about a proposed new pharmacy for Elmfoot Grove, Oatlands, Glasgow at www.nhsggc.org.uk/pharmacyconsultations
01/02/19	Don't forget to have your say about a proposed new pharmacy for Elmfoot Grove, Oatlands, Glasgow at www.nhsggc.org.uk/pharmacyconsultations
04/02/19	Not long now so don't forget to have your say about a proposed new pharmacy for Elmfoot Grove, Oatlands, Glasgow at www.nhsggc.org.uk/pharmacyconsultations
05/02/19	Time is running out to have your say about a proposed new pharmacy for Elmfoot Grove, Oatlands, Glasgow at www.nhsggc.org.uk/pharmacyconsultations
06/02/19	Last few days to have your say about a proposed new pharmacy for Elmfoot Grove, Oatlands, Glasgow at www.nhsggc.org.uk/pharmacyconsultations
07/02/19	Last full day to have your say about a proposed new pharmacy for Elmfoot Grove, Oatlands, Glasgow at www.nhsggc.org.uk/pharmacyconsultations
08/02/19	Last chance to have your say as consultation closes at 5pm for a proposed new pharmacy in Elmfoot Grove, Oatlands, Glasgow. Have your say at www.nhsggc.org.uk/pharmacyconsultations

Local Councillors

Councillor Alexander Belic	Baillie James Scanlon
Councillor Mhairi Hunter	Baillie Soryia Siddique

Member of Scottish Parliament

Nicola Sturgeon MP

Regional List of MSPs

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

Member of UK Parliament

Alison Thewliss

Community Councils

Crosshill & Govanhill	Hutchesontown
Laurieston	Oatlands (Inactive)

Public Partnership Forum

Lisa Martin – Community Engagement Development Officer	
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Voluntary & Housing Associations

AA Group - Talbot	Health Living Centre (Deaf Connections)
Advocacy Project, The	Heart For The City
Age Scotland	Hutchesontown Bowling Club
Alzheimer Scotland	ID
BCD Credit Union	Iona Community, The
Blackfriars Primary School	Kinship Carers (FASS)
Blessed John Duns Scotus	Laurieston 50+ Group
Bridgeton Citizen's Advice Bureau	Laurieston/Gorbals Family Support Group
Bridgeton Community Learning Campus	Let's Go (Momentum)
Bridgeton Lunch Club	Listening Ear - Young Persons Counselling Service
Bridging The Gap	Literacy and Numeracy (Deaf Connections)
Childline Scotland	Loretto Housing Association
Christ Our King Church	mediaco-op
Citizens Theatre	Membership Service (Glasgow Disability Alliance)
Clutha Trust	Mental Health Network (Greater Glasgow)
Coalition for Racial Equality & rights (CRER)	Muslim Day Care Centre
Common Knowledge	New Gorbals Housing Association

Communication Support Unit (Deaf Connections)	Organisational Development and Improvement (GHN)
Counselling (FASS)	Personalised Support Services (Alzheimer Scotland)
CrossReach - Threshold Glasgow	Policy and Plans (GHN)
Crossroads Youth And Community Association	Practice and Perception (GHN)
Crown Street Residents Group	Prince And Princess Of Wales Hospice
Day Care and Day Services (Alzheimer Scotland)	Prince's Trust Scotland
Deaf Connections	Regent Club for the Deaf
Dementia Advisors (Alzheimer Scotland)	Respite breaks (FASS)
Drug Court Team	Rowdy Rascals
Easterhouse Family Support Group	Save The Children
Evidence and Information (GHN)	Scottish Christian Alliance - The Arch Resettlement Project
(Minority Ethnic Drug and Alcohol Project) ESHARA	SEAL Community Health Project
Family Addiction Support Service	Seventh-Day Adventist Community Church
FASS clothing project (FASS)	Simon Community Scotland
Glasgow Disability Alliance	South Community Addictions Team
Glasgow Homelessness Network	South East Area Lifestyles (SEAL) Community Health Project
Glasgow Momentum Programme	South Glasgow Childcare Partnership Forum
Glasgow Rowing Club	Spirit Aid Limited
Glasgow Schools Rowing Club	Sunday Lunch club
Glasgow Simon Community	Support Groups (FASS)
Glasgow South Credit Union	St Francis Centre
Gorbalties 50+	Talbot Association
Gorbals Arts Project	TASK Childcare Services
Gorbals Church	TASK Nursery
Gorbals Elderly 341 club	The Barn Youth Centre
Gorbals Fair	Thenu Housing Association
Gorbals Leisure Centre	Versatility (Momentum)
Gorbals Library	Way to go Café
Gorbals Link club	WEvolution
Gorbals Youth drop in café	Women's Support Project
Hayfield Support Services With Deaf People	

Joint Public consultation for new community pharmacy

NHS Greater Glasgow & Clyde is currently in discussion with Houlihan Pharmacy Ltd (intended applicant) who wishes to open a new community pharmacy at Unit 2, Block 0, 34 Elmfoot Grove, Oatlands, Glasgow, G5 0LR.

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

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

For more information on the community pharmacy application process please visit the Pharmacy Applications page on the Board's website at: www.nhsqgc.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 –



1. Do you think the area in the above map describes the 'neighbourhood' where the proposed community pharmacy will be situated?

- Yes
 No
 Don't Know

Please explain your answer:

2. Do you live within the above neighbourhood?

- Yes
 No

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

Pharmaceutical services	Yes	No	Don't Know
NHS prescriptions - dispensing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Minor Ailment Service - supply of medicines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pharmaceutical Public Health Services including smoking cessation and supply of emergency hormonal contraception	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chronic Medication Service – for people with long term conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance Misuse Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stoma Service - appliance supply for patient with a colostomy or urostomy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unscheduled Care - urgent health matters / supply of emergency prescription medicines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of Pharmacy First Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

- Experience Issues/Challenges
 Have ease of access
 Don't know

Can you tell us more:

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

- Yes
 No
 Don't Know

Can you tell us more

6. What do you think about the intended applicant's proposed opening hours?

Pharmacy opening hours

Monday - Friday 9am - 6pm,
Saturday 9am - 1 pm
Sunday - Closed

Just right too short too long don't know

Can you tell us more:

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

Pharmaceutical services

Yes No Don't Know

NHS prescriptions - dispensing

Minor Ailment Service - supply of medicines

Pharmaceutical Public Health Services including smoking cessation and supply of emergency hormonal contraception

Chronic Medication Service – for people with long term conditions

Substance Misuse Services

Stoma Service - appliance supply for patient with a colostomy or urostomy

Unscheduled Care - urgent health matters / supply of emergency Prescription medicines

Provision of Pharmacy First Service

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

Yes No Don't Know

Can you tell us more:

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

Yes No Don't Know

Can you tell us more:

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

- Yes No Don't Know

Can you tell us more:

11. Do you support the opening of a new community pharmacy in 34 Elmfoot Grove, Oatlands, Glasgow, G5 0LR?

- Yes No Don't Know

Can you tell us more:

12. How did you become aware of this consultation?

- Advert Evening Times NHSGG&C's Website Social Media Other

Can you tell us more:

13. Respondent Information

- I am an Individual
- I am a Group or Organisation - please give an indication of how many are in your Group or Organisation
- 0 - 10 10 - 50 50+

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

Name	_____	Address	_____

Email Address	_____	Town	_____
		Postcode	_____

15. Data Protection

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

- Yes, make my responses, name and address available
- Yes, make my responses and name available, but not my address
- Yes, make my response available, but not my name or address

For postal responses please use: Freepost COMMUNITY PHARMACY DEVELOPMENT, West Glasgow ACH, Dalnair Street, Yorkhill, Glasgow G3 8SJ
(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

8th February 2019

Thank you for taking part in this joint public consultation.

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 Unit 2, Block 0, 34 Elmfoot Grove, Glasgow, G5 0LR

This joint consultation was undertaken in conjunction with NHS Greater Glasgow & Clyde and Houlihan Pharmacy Ltd between 1 October 2018 - 8 February 2019.

Signed by NHS Greater Glasgow & Clyde



Date 16/4/19

Signed by Houlihan Pharmacy Ltd



Date 15/4/2019