

Consultation Analysis Report

Between NHS Greater Glasgow & Clyde and

Sycamore Mill LLP
500 Corselet Road
Old Darnley Mill
Darnley
GLASGOW
G53 7RN

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REGULATION

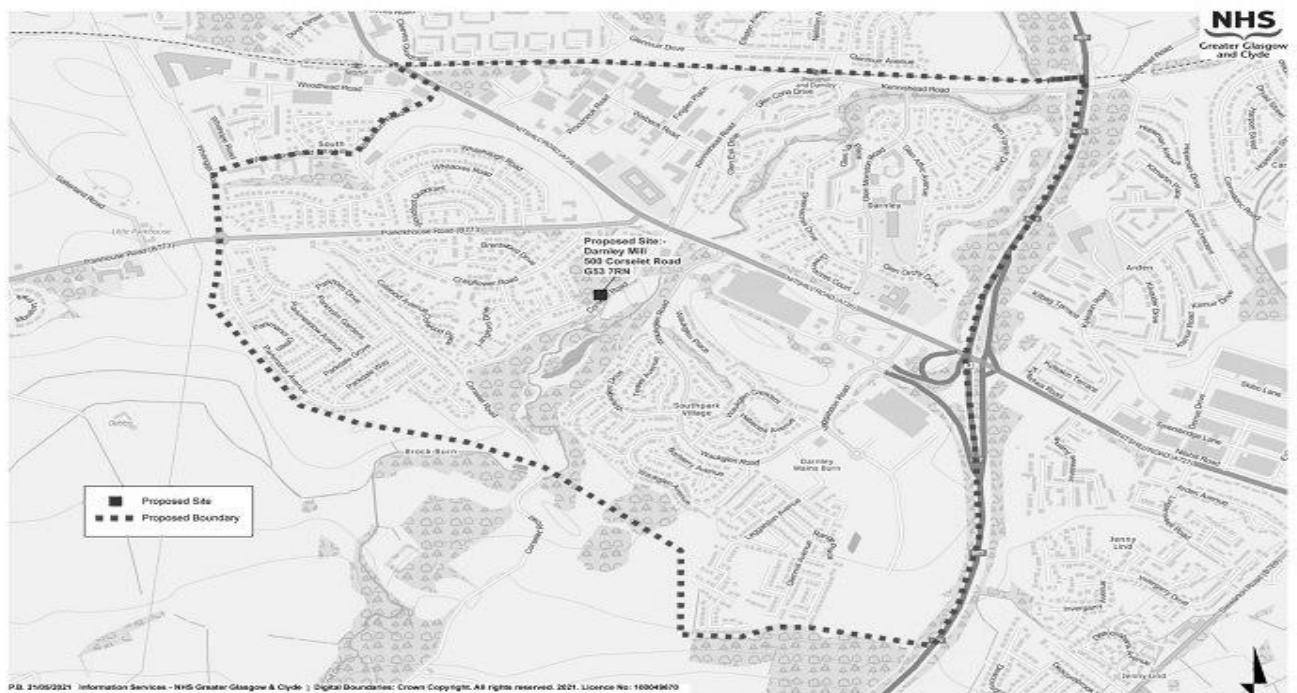
Amendments to the National Health Service (Pharmaceutical Services) (Scotland) Regulations 2009 were made in June 2014, introducing changes to public consultation arrangements in respect of applications to join a Health Board's Pharmaceutical List.

The amended arrangements require an Intended Applicant (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 (outlined on map below) for premises proposed at **500 Corselet Road, Old Darnley Mill, Darnley, Glasgow G53 7RN.**
- Measure the level of public support for a new pharmacy in this area.



Location map of premises and neighbourhood identified by **Sycamore Mill LLP.**

North: From the M77 at the junction with Kennishead Road, follow the railway line until the bridge at Nitshill Road.

West: From Nitshill Road, travel down to the junction with Wiltonburn Road. Follow Wiltonburn Road onto Willowford Road until the junction with Whitriggs Road. Follow Whitriggs Road down to Parkmanor Avenue continuing over open fields and crossing Brock Burn until it meets Leggatston Avenue.

South: Leggatston Avenue to the M77, encompassing Patterton Range Drive.

East: Follow the M77 until it meets the junction with Kennishead Road.

METHODOLOGY

The Health Board and Sycamore Mill LLP initially met on 23rd February 2021. A subsequent Joint Consultation Meeting took place on 9th July 2021 during which the public consultation content, scope, methods of public engagement and commencement date were agreed and a Consultation Plan developed (**Appendix 1**). The consultation commenced on 16th September 2021 and ended on 27th January 2022, a total of 90 working days. The public holidays on 24th September 2021, 27th September 2021, 27th December 2021, 28th December 2021, 3rd January 2022 and 4th January 2022 occurred during this consultation and as such were discounted.

On 16th September 2021 the consultation commenced through the following:

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

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

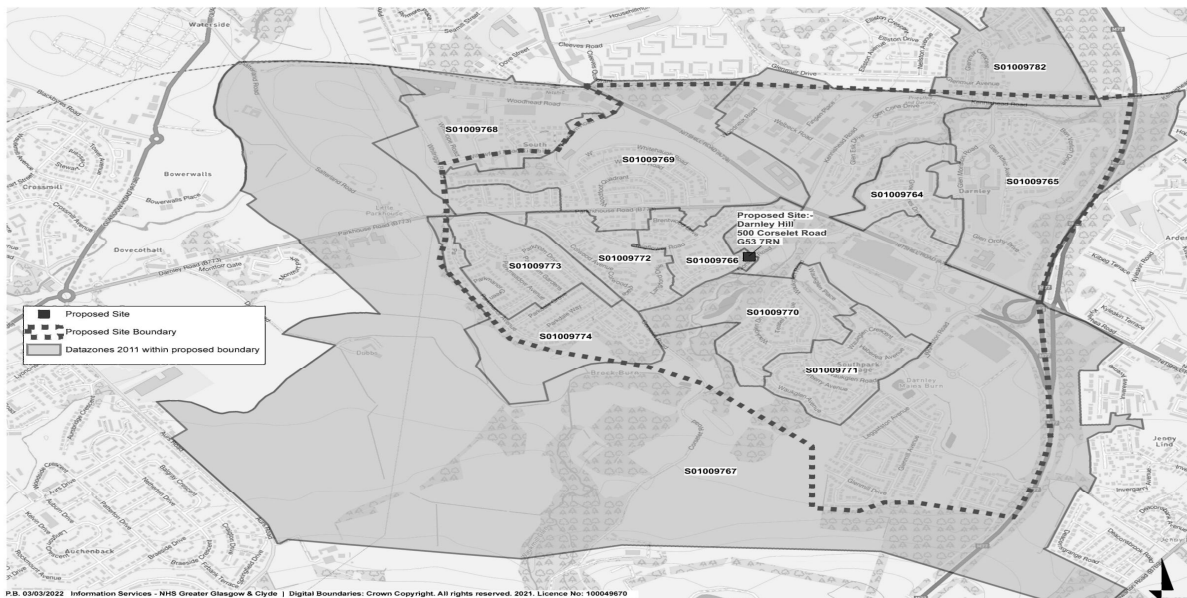
CONSULTATION SUMMARY

In 2020 the population of the neighbourhood identified by the Intended Applicant was 9,091 (Small Area Population Estimate - SAPE). This figure comprised as follows:

- S01009764 = 689
- S01009765 = 974
- S01009766 = 507
- S01009767 = 1507
- S01009768 = 770
- S01009769 = 1116
- S01009770 = 642
- S01009771 = 831
- S01009772 = 676
- S01009773 = 735
- S01009774 = 644

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

As shown in the map below, part of the neighbourhood also fell within datazone SO1009782. The population within these datazones are not included in the total of 9,091 as the majority of the area (and therefore the population) is out with the shaded area representing the Intended Applicant's defined neighbourhood.



During the consultation period: 0 postal questionnaires and 184 electronic questionnaires were received. Of the 184 questionnaires received 99% were submitted from individuals. 50 paper copies of the questionnaire were requested by the Intended Applicant; however there were no other requests from members of the public for questionnaires in paper, large font type or, translated in other languages.

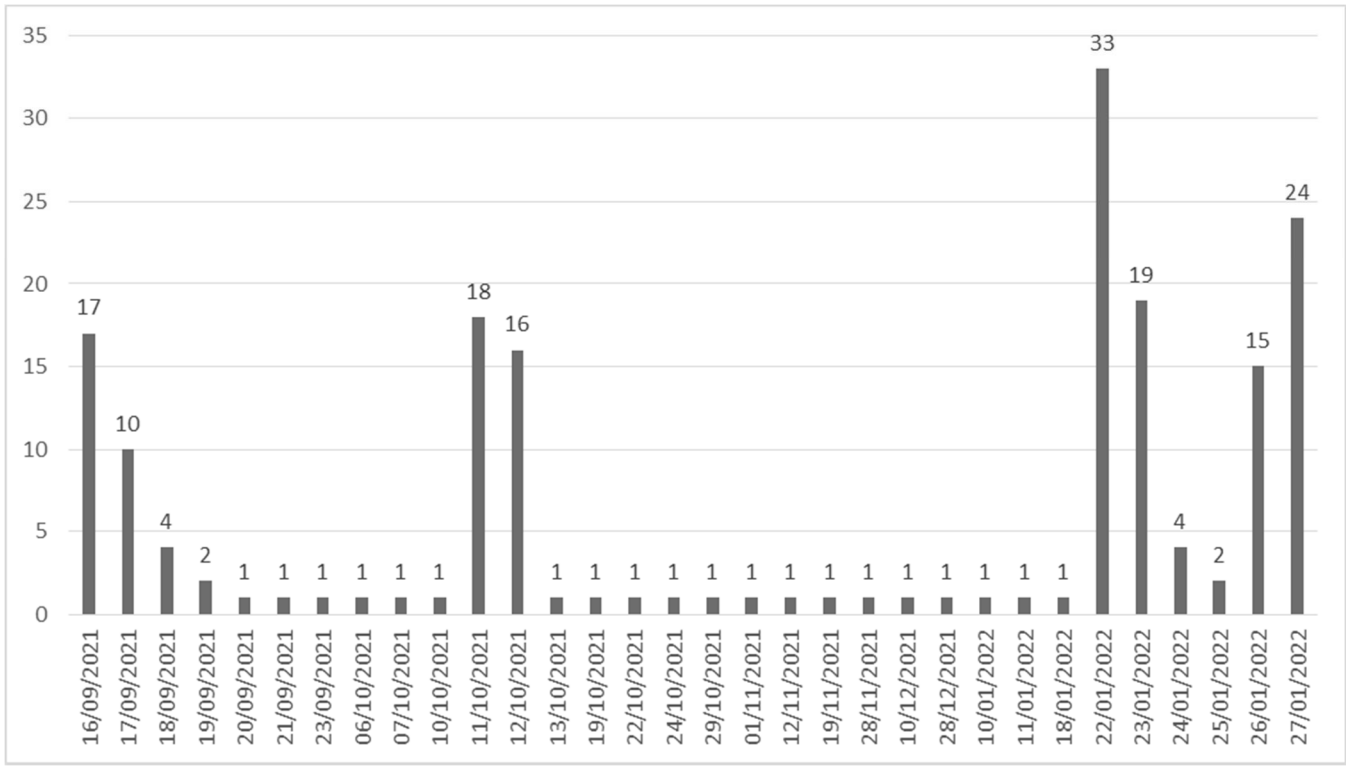
The majority of the survey responders :

- Agreed with the proposed neighbourhood for the pharmacy – 168 **(92.3%)**;
- Agreed this was a good location for a pharmacy – 143 **(77.7%)**
- Live within the proposed neighbourhood - 169 **(91.8%)**
- Agreed existing pharmaceutical services provided to the neighbourhood are adequate – 100 (54.9%)
- Agreed the proposed Monday-Friday opening hours were just right – 127 **(69.0%)**
- Agreed the proposed Saturday opening hours were just right – 114 **(62.3%)**
- Agreed the proposed Sunday opening hours were just right – 119 **(65.0%)**
- Supported the opening of a new pharmacy in Old Darnley Mill – 142 **(77.6%)** and
- Agreed the proposed pharmacy would have an impact on other healthcare providers (either negatively or positively) – 108 **(59.3%)**

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 Sycamore Mill LLP, 500 Corselet Road, Old Darnley Mill,
Darnley, Glasgow, G53 7RN**

Timeline



The above data shows spikes in submission of questionnaire’s on 16/09/21, 17/09/1, 11/10/21, 12/10/21, 22/01/22, 23/01/22, 26/01/22 & 27/01/22.

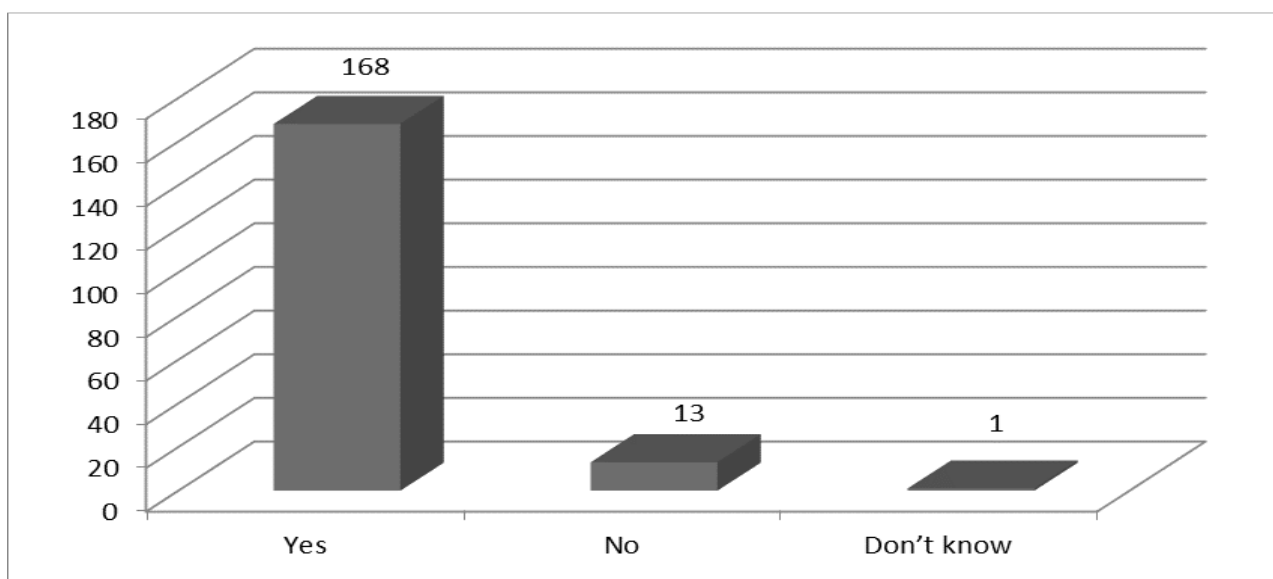
The Intended Applicant advised the Board that the eight spikes were due to Community Group posts, handing out surveys to residents and word of mouth.

Survey Response Information	Total	
	(N)	%
Submitted responses: Public weblink	184	100
Started responding	184	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	168	92.3%
No	13	7.1%
Don't know	1	0.6%
Totals	182	100%



Responses

It hasn't taken into consideration, Nitshill Road towards neighbouring Sainsburys where there is already a pharmacy.

Houlihan's pharmacy in Darnley Mains covers the area to the right quite well. This pharmacy will be of benefit to those in South Nitshill (areas on the other side of Willowford road and Dove Street), and if a Go surgery is also put on the same site.

Area is already covered with pharmacy facilities. No one from Patterson range area is going to by pass Houllihans to go to Corslet Road.

It does not take in the neighbourhood in close proximity which is Millview Place G537RE and the new build estate Darnley Mill crescent G53 7AZ

The area not mentioned is Darnley, Southpark Village and Parkhouse which neighbour this area (x2)

Proposed area covers Darnley, including all of the new developments in the area.

Already a pharmacy within the boundary. It would be much smaller.

Follows the natural boundaries set by the various housing developments

Yes covers area that needs more infrastructure

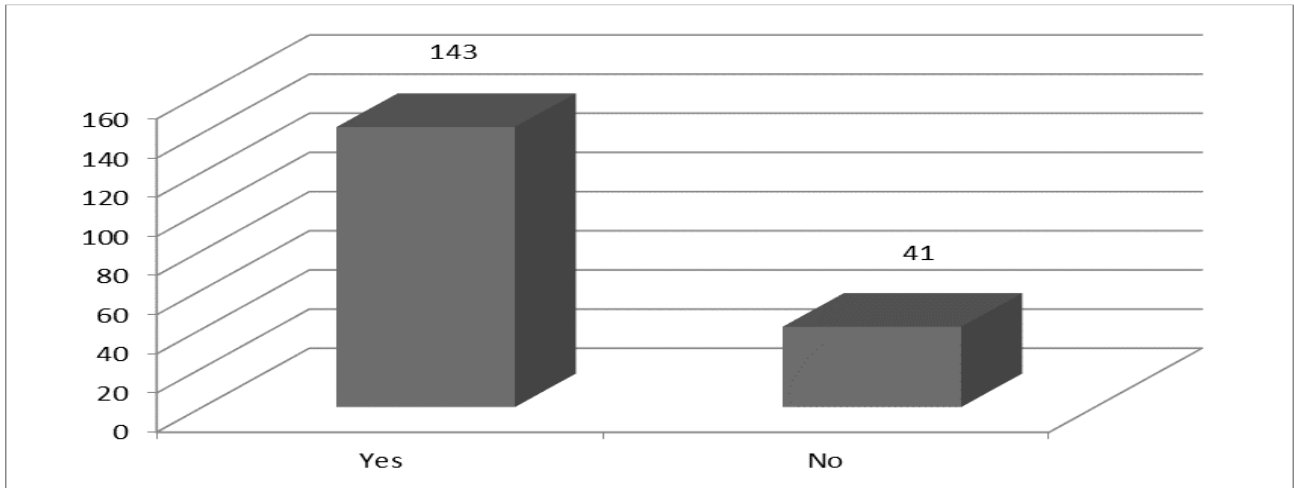
It does

This is a wide area which has pharmacies & health centres near by
Explained well
I live in this area and the areas mentioned are all connected.
It is in the correct area
The proposed location is a suitable central location for those neighbourhoods.
The proposed area accurately depicts the area in which the pharmacy would be situated
Yes according to where it's situated.
The western boundary s as described excludes a small number of houses to the south east of Woodhead Rd. These should be included in the catchment area.
Clear description
Very accurate
I live in the neighbourhood
I think this area is fine, there are some people who would not agree with this though.
I live in this area and that would represent the neighbourhood
The site is the old World of Buffet restaurant and covers the stated neighbourhood.
There are already is a pharmacy
Yes it does, all the details are clear
The description is as above
I live there
All reasonably local.
It's a map of Darnley
It's very convenient
An accurate depiction of the intended market
Covers area well
Yes
As it is local for the neighbourhood. Also easy access to get to the pharmacy.
Yes as the boundary area relates to our community
Seems to cover area
I have recently moved but lived in this area for 15years and I am very familiar with the area and it's amenities.
Yes I believe it does as I am a resident and regularly travel throughout this area multiple times a day.

Question 2

Do you think this is a good location for a pharmacy?

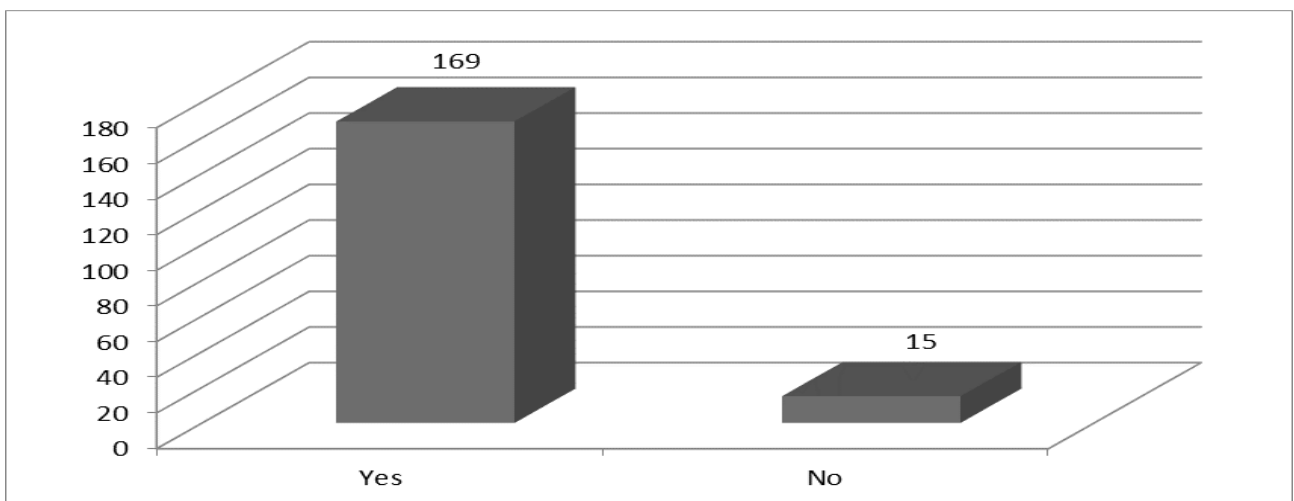
Answer Options	Response Count	Response Percent
Yes	143	77.7%
No	41	22.3%
Totals	184	100%



Question 3

Do you live within the above neighbourhood?

Answer Options	Response Count	Response Percent
Yes	169	91.8%
No	15	8.2%
Totals	184	100%



Question 4

Below is a list of pharmaceutical services currently provided within the identified neighbourhood:

Pharmaceutical Services

NHS Prescriptions - dispensing of acute prescriptions.

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

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

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

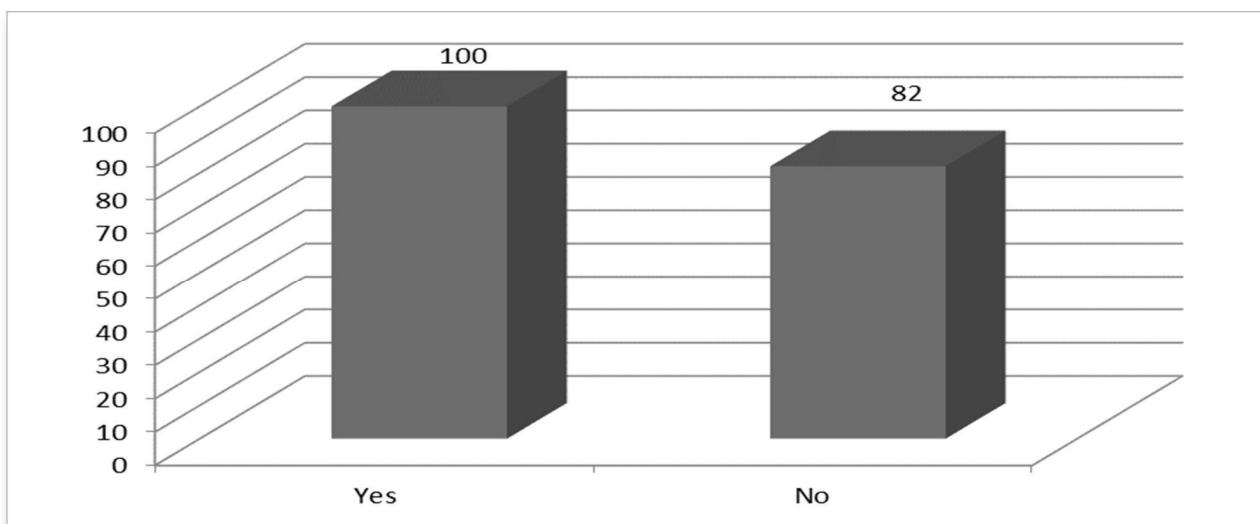
Substance Misuse Services - e.g. Needle Exchange Services, Opiate Substitution Therapy.

Stoma Service – appliance supply for patient with a colostomy or urostomy.

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

Do you believe the existing pharmaceutical services provided to the neighbourhood are adequate?

Answer Options	Response Count	Response Percent
Yes	100	54.9%
No	82	45.1%
Totals	182	100%



Can you tell us if you feel there are any gaps in the services listed above?

Responses
Poor pharmaceutical services from other nearby/local pharmacy's
Minor injuries unit

None whatsoever (2)
No local 24 hrs pharmacy or late pharmacy services.
Although there is a pharmacy literally down the road the waiting time for a prescription is ridiculous.
It would be great to have a pharmacy walking distance from the house.
The area is currently under going major development of new housing bringing more people to the area. Most houses being built are of large size and house large sized families. There's is a need for more amenities in the area. Particularly a pharmacy. The current houihan offers a great service but parking is limited and can be difficult to get to a difficult times as it is on a very busy route towards school/sainsburys and fast food - the new tool station site across from the Houlihan has made it even more difficult to access parking
Hopefully they will offer flu vaccination
No gaps in service since houihans pharmacy is already located in Darnley.
No gaps
Although they say they provide a service, very difficult to access Houlihans as always busy and not easy to get to.
Diabetes
The number of new homes developed recently require adequate services.
Only one pharmacy nearby, Houlihans Darnley and they are always busy
I haven't identified any gaps
I currently travel to Newton Mearns for a doctors clinic. My dentist is in thornlibank. It would be ideal to have somewhere local to go.
A good doctors surgery would be highly beneficial and would resolve pressure on the oversubscribed Pollok health Centre and others
There is only houlihan pharmacy in the neighbourhood which is not sufficient for the needs of the whole area.
The pharmacy first service is provided in the current pharmacies but I feel they are always busy and although the service is provided it sometimes takes time to speak to a pharmacist to get advice
The gap is not in the breadth of service but in its depth. The identified area is home to about 10,000 people and the one pharmacy in the area is not sufficient. Other medical services are also under pressure like doctors, dentist practice.
Pharmacy first plus service
The services provided by the existing shop are very poor, it has changed hands many times over the past few years and has never given a good service during any of the large corporate companies who have ran it.
Late night opening and online orders
No
No, my Pharmacy offers all services listed above and more. They are a great Pharmacy and I don't think there is any need for anything else in the area.
I have no issues with pharmacy services in the area
With delivery of medication from pharmacies becoming the norm there is a delay or almost no communication from GP or pharmacy when the medication is coming and sometimes it can come late. When it's the elderly peoples medication they panic and when you try to phone

Pharmacy they take a long time to respond and sometimes there is no answer. A local pharmacy in this area for the elderly is needed.
I do feel the pharmacy we have is adequate, however, a lot of the time the medication that the pharmacy should have is out of stock which means going to another pharmacy. I feel with the population of Darnley we need another pharmacy.
Chiropody service not nhs open for everyone
Pharmacy is very slow and is unable to keep up with demand I usually just go to boots in silverburn much quicker
Since the Sandyford services have been removed from Pollok, perhaps an idea would be to include sexual health/ reproductive health services in the proposal
There should be the provision of a sexual health clinic for people. Somewhere they can get contraception and speak about serial issues.
Perhaps more support and services to people with long term illness. Also delivery prescription service could be extended to individuals who need it (apart from the elderly). E.g like me an nhs worker who works 12 hr shifts or nightshift, i never have the time to pick up my medication. . I am aware that gluten free foods can be ordered in the pharmacy by what about dairy free? For the lactose intolerant likes myself.
The wait times at these pharmacies are too long I often travel to other pharmacies to get my medicine due to this.
No gaps but an increased number of options is better. The Well pharmacy close to the area is shut on a number of occasions
There is no pharmacy near by and would be a great addition
All of the services provided are adequate for the needs of the community
With the many new housing developments in the neighbourhood area, another pharmacy will help match this increase in demand
NHS and private flu jabs Blood Pressure Tests
Very long waits for prescriptions due to lack of pharmacy options
The services supplied are being stretched due to the volume of new houses being built in the area in question.
I think that my service is not at it's fullest
I don't think there are any gaps but the service in the pharmacy I do go to is not the best and hasn't been for some time and this is purely due to the overwhelming volume of the footfall within.
I believe there is a need for a pharmacy in the area massively.
Travel clinic

Question 5

Do you think the proposed opening hours by the Intended Applicant are appropriate?

Pharmacy opening hours

The NHS Model Hours of Service Scheme requires all Community Pharmacies to open, as a minimum, Monday to Saturday – 9.00am to 5:30pm. They can opt to have up to 2 half days per week – afternoon from 1.00pm. Each pharmacy can close for 1 hour at lunchtime. Any longer opening hours will be provided at the discretion of the pharmacy contractor.

	Just Right		Too Short		Too Long	
Monday to Friday 9:00am - 6:00pm	127	(69.0%)	50	(27.2%)	7	(3.8%)
Saturday 9:00am - 1:00pm	114	(62.3%)	64	(35.0%)	5	(2.7%)
Sunday - Closed	119	(65.0%)	62	(33.9%)	2	(1.1%)

Responses
These hours are not suitable for people who have work commitments during the day. Houlihan's nearby also offers 24 hour prescription pick up.
Don't think it should be closed on a Sunday Nhs is 24/7 and prescriptions are issued from out of hours
If they intend to compete with local pharmacies I think they should offer better services.a houlihans has later opening hours
These are standard pharmacy hours in the area.
Pharmacy stores are needing to open for longer periods of time to provide care and analgesic advice to patients within greater Glasgow and Clyde
Would like late evening opening hours
The area within the immediate radius of the proposed pharmacy is currently made up of private housing, most people are in full time employment We need a pharnacy which has extended opening hours and is valuable out side of 'normal ' working hours
Extended hours would help people who work daytime and people who require medical help out with normal hours
We already have a pharmacy in the area that is opened longer (x2)
Pharmacy should be open Sundays and later hours to accommodate those that work during the day.
Working parents tend to collect repeat prescriptions on a Saturday as it better for them time wise.
Would be nice to have sunday opening
It would be good to have one day where the pharmacy opens later for working families.
Just right
For this to be an effective & welcome addition to the community and to cause the least traffic nuisance & build up at peak times etc (morning & evening rush hour & school times) I think

extended opening hours & open 7days would be a must I don't feel the disruption this would cause with the extra traffic at these times is worth it when there is a pharmacy just along the road
There is already a pharmacy at either end of this road so why is there a need for another? Also it's not just a pharmacy to be opened so why is the survey not for all service last that will be provided ie GP and dental service
open later in the morning to close later in the evening a few times a week
People should be able to access pharmacies 24/7 in my opinion.
No point opening on a Sunday.
Would like Sunday opening half day too.
Should be opened to 7 or 8pm. Allowing people who work to get they're medicines.
Should consider Sunday opening.
We have several pharmacies near by.
The Pharmacy that I use already has longer hours than those that are being proposed.
Sat 9 till 3 Sun 10 till 2 Some people work sat and sun
I think the proposed pharmacy should have the same times as the Houlihan Pharmacy Darnley, as it's more convenient.
There are already enough services with in the Local area
Stagger lunched do not close
Maybe 1 late opening to accommodate those who work during the day?
Would be better if they had late night for people working .
Houlihans already covers out of hours, but would be good to link this pharmacy to a surgery
Would be good if pharmacy could be "opened" for emergency medication only?
There have been times i have ran out of my levothyroxine and had to wait for the pharmacy to open to get an emergency supply. This is important to me as i have my thyroid removed and i can risk missing a day. The pharmacy dosnt have to be open but perhaps similar to an on call?
Should open Sunday for few hours if possible
Good opening hours. In line with surgery opening times. Will be a good addition to the community
I'd suggest leaving it open until 6.30-7pm to account for those who working till 5-6 or for those on a tight schedule
Saturday should be a full day
If possible, the pharmacy can open on Sunday as Houlihan Pharmacy also opens on Sunday
Seems like every other pharmacy hours
Everyone deserves a day off
The opening hours are what you would expect in a busy area.
After working hours and open at the weekend would be valuable.

Question 6

What are your views on the provision of the following pharmaceutical services proposed by the Intended Applicant? Please provide views in the space below.

Pharmaceutical Services

NHS Prescriptions - dispensing of acute prescriptions.

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

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

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

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

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

Unscheduled Care - urgent health matters/supply of emergency prescription medicines.

Number of respondents: **44**

Responses
Substance misuse services may encourage drug taking in the surrounding woodlands, immediately next to the proposed site. This area is used regularly by families and children.
Already provided for in community
No requirement for another pharmacy within residential housing area. There is a pharmacy within retail units just 5 minutes walk from this site.
NHS Pharmacy First Scotland is very useful, and needs to be better promoted.
I think having Houllihans pharmacy so close by there is no requirement for another so close.
These areas are already well provided at local pharmacies
I am concerned after buying a new build in a scenic area that there will be an increase in traffic and risk of loitering with possible inappropriate disposal of litter and other items
This would meet the needs of my family.
Would welcome such services
Adequate service already in place.
Excellant, any access to healthcare/ harm reduction advice and support is excellany for the local area
Delighted they offer these services
Why do we need a pharmacy so close to a new residential area especially with a substance misuse service (x2)
Strongly opposed to offering the Substance misuse and needle exchange service in an area with young families! This service is already provided at pollock health centre.
These services are covered by pharmacies within walking distance of the proposed site and therefore not required.
Not a good area for needle exchange. Already have 2 pharmacies in close proximity of intended site
regular repeat prescriptions

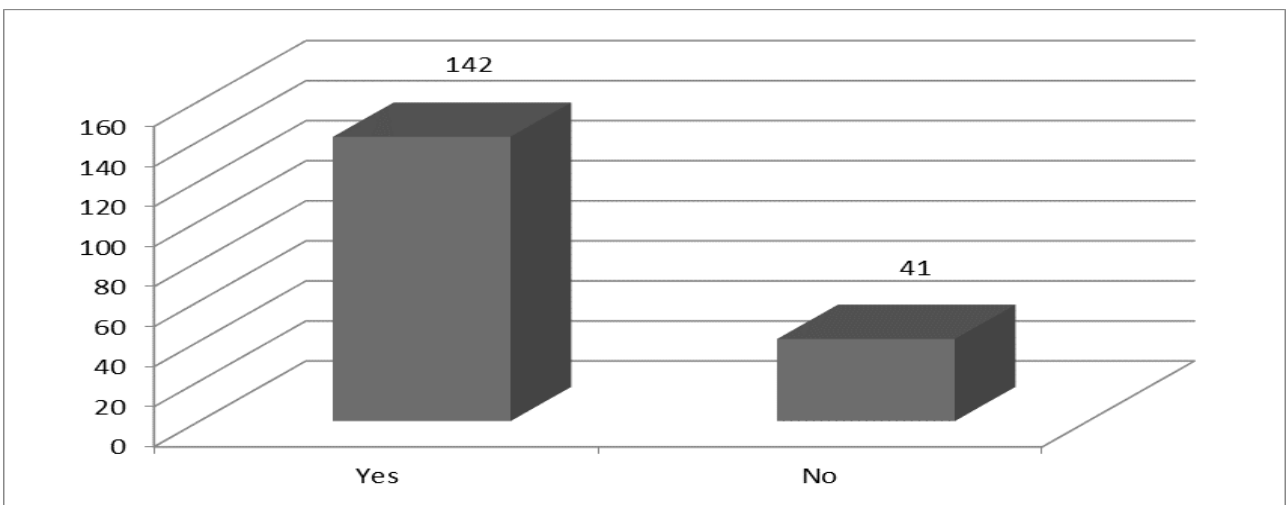
Adequate for me.
As long as the services provided can be easily accessed, its fine. Pharmacy First is a great idea as it will allow me to go to the Pharmacy rather than my GP.
Yes this would help as the pharmacy next to sainsburys in difficult to access due to traffic volumes
Excellent, provision of services provided are standard and are suitable
I feel these services are already readily available at several locations in this & surrounding area
The provisions listed above are adequately covered by other local pharmacies
All the above would be useful in our neighbourhood.
All essential services that I'm glad someone closer can offer
Suffice
The road in and out of the Darnley mill is too narrow and already busy with just residents to add more traffic for people using this would only add to the already busy street and there would be a higher risk to pedestrians, kids playing doff walkers etc. There is a pharmacy only 2 minutes down the road that provides the exact same as what is being proposed above so unsure why this is necessary.
What is required is the community at this time.
Great / Good services (x6)
Not required as these are already being offered within the area.
All of these services are already provided by pharmacies
Services are fine
Concerned about the needle exchange. Having just bought an expensive property across from the proposed pharmacy, I worry about undesirable individuals coming to the area and using the woodland area for drug use.
Will be a great addition to the community pharmacy services and increase patient access to care.
Great idea as long as people on methadone don't cause trouble in what is a quite area .
I have serious concerns about substance misuse services being a part of the pharmacy. This is a residential, family area and the route past on Corselet Road is used by young children going to and from school as well as this being the entry point to the Dams to Darnley Country Park. I would feel unsafe with or without children when there are addicts frequenting the premises and being in the locality. I believe this would affect the quality of life if the local residents and may also affect property prices.
Good service for UTI
Unnecessary as there is a pharmacy next to McDonald's etc at Darnley Mains.
Sounds great to me
They are adequate and provide reasonable serviced to the community
Already provided
I believe that the provisions in place are enough to combat majority of the health issues in Glasgow
The services listed above are necessary to service the diverse population of Darnley and the surrounding areas. Furthermore, they will help relieve some of the strain on the health service, particularly general practice. There is also further service expansion possible for example with

<p>the pharmacy first plus service, which as I understand is not currently offered in the area. This would be particularly useful in the proposed location in a health centre.</p>
<p>The number of services provided makes the pharmacy at 500 Corselet Road a strong competitor against other pharmacies in the area, and can potentially be the primary pharmacy for Parkhouse estate area. However with more services such as NHS and private flu jabs & Blood Pressure Tests, it will give the pharmacy a better chance at competing.</p>
<p>Good wide use of services. Helps locality build as community.</p>
<p>This is a good range of services being provided as it cover the basics and more, catering to every need</p>
<p>Will provide extra care & service to the community</p>
<p>I think the services mentioned above are important for the community.</p>
<p>I think it is invaluable and would be a welcomed list of services in a growing area with increased housing and families.</p>
<p>These services would greatly help me and my family.</p>
<p>Exactly what is needed in a pharmacy.</p>

Question 7

As the area continues to expand and residents look to enhance their overall health and well-being, do you support the opening of a new pharmacy in the Old Darnley Mill?

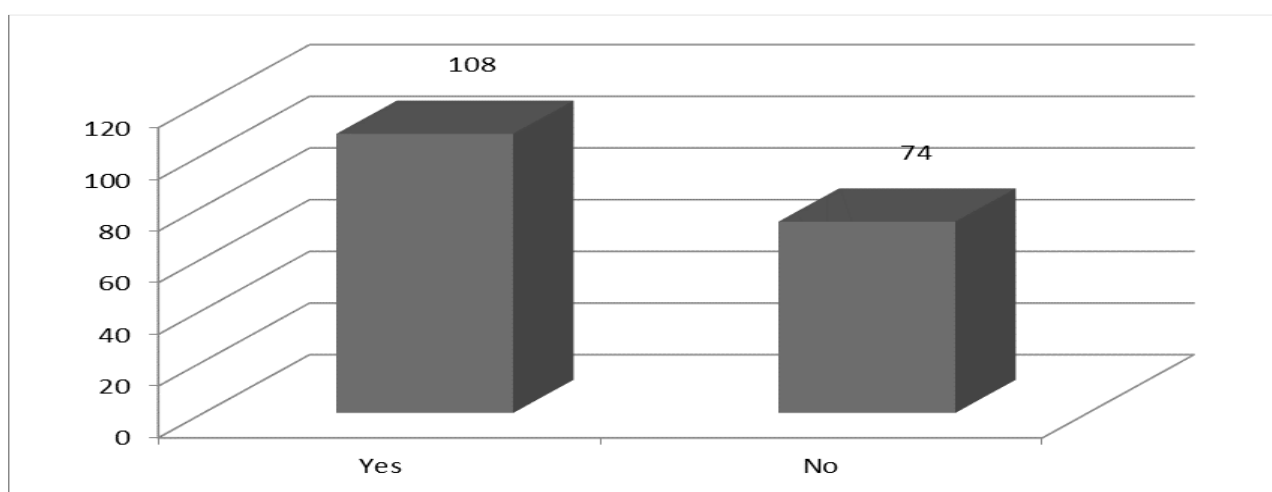
Answer Options	Response Count	Response Percent
Yes	142	77.6%
No	41	22.4%
Totals	183	100%



Question 8

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

Answer Options	Response Count	Response Percent
Yes	108	59.3%
No	74	40.7%
Totals	182	100%



Responses
GP's continue to send patients away from surgeries. Any extra help is appreciated
There is already a pharmacy in the area
Feel that the residential area will have too much traffic within such a small road, loitering within vicinity that private house owners do not want.
I currently use the Houlihan pharmacy which is in the drawn boundary area. I live very close to Darnley Mill and would welcome a pharmacy nearby, however do have concerns whether it is necessary given the proximity of other pharmacies in the area.
It will take business away from existing pharmacies if given permission and if people will travel further to this new pharmacy
It will likely cause existing services that provide a better service to lose business and get result in them reducing service or withdrawing services.
I don't know how it may impact on other businesses but it would provide a valuable service to residents particularly those who do not drive and may find accessing some of the others difficult.
Would be a positive one. The other pharmacy in the area are far too slow and inefficient.
Will be easier for people to access healthcare advice and support as it seems to be impossible to see a gp in the local area.
It will help with the expanding community

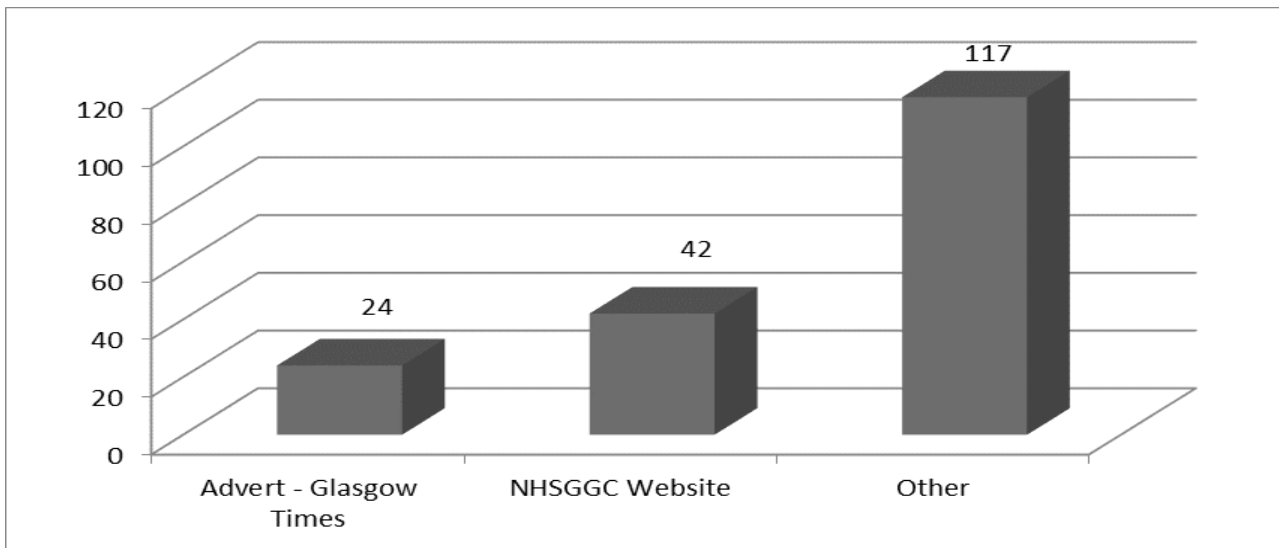
We already have an established pharmacy with longer opening hours on the facility (unless it's getting moved here!) and a health centre close by at Silverburn (x2)
There is already adequate services provided by both houihans pharmacy and pollock health centre.
Negatively for the other pharmacy in the area.
Can only help by taking away pressures from GP. Also, makes sense if its going to be in with other medical services
Provide more services is always beneficial and cut car journeys
The expanded local community needs additional services especially the young families vulnerable people and older people.
Impact positively as more patient choice for getting their medication and also another much-appreciated source for the Minor Ailments scheme
There is no requirement for another pharmacy when there is one located 5 minutes walk away. Local residents will be concerned about foot and pedestrian traffic using the proposed pharmacy and addicts accessing services where there are children regularly walking to and from school and playing.
Positive impact. Help distribute demand.
as the area expands a new GP and Pharmacy would be a good addition to the area.
Positive impact due to availability/ accessibility to pharmacy first
Will take off work from GPS and will also take off the burden from some horrendous pharmacies in the area
It will be a welcome and positive contribution.
Can only have a positive impact to assist and work in partnership with the other named NHS funded services.
Will allow for patients and GPs another option for their prescriptions
We have several pharmacy in the walking and driving area and the pharmacy location will cause serious access issues and traffic buildup due to limited access and space to drive.
Enough pharmacy services in the area
The only impact would be the pharmacies that are not doing their own work to the standard it should be.
Positive impact due to increased houses built in area over last 10-15yrs
Positive impact (x13)
I think it enhances the provision of such services in the area.
Due to the fact there is a shortage of these services
There is another pharmacy within the retail section at Glen Morrision Road. There is no need for another one.
A new dental practice is needed
Area in need of a local GP surgery. Will make the area more of a community.
The pharmacy at Darnley Mains is already quiet, an extra pharmacy will make it even quieter. There is also a Boots located in Silverburn.
Positively, this area is mainly full of young families meaning more prescriptions.
With the number of pharmacies in the south side area, it could open up the sense of competition and the number of options for the consumer. Can be seen as a positive as you're providing more accessibility to the patient

<p>With the proposed location inside a health centre, the pharmacy can form an integral part of the health care team and relieve some of the stress on primary care services by providing high quality pharmaceutical care. The pharmacy team can help direct people to the appropriate care. With the location in a health centre, the most vulnerable in the community will have easy access to their medicines and their local pharmacist. With the expanding population of Darnley, existing pharmacies in the area would not be affected. To summarise, the new pharmacy would enhance the current primary care offering in the area.</p>
<p>Negatively impact</p>
<p>The pharmacy will help relieve work pressure of other pharmacies and health clinics as Darnley area will expand and more residents will move into the area</p>
<p>Will only benefit</p>
<p>Positive impact as GP's have another pharmacy they can send patients to and patients may have shorter wait times for medication.</p>
<p>Positive impact on the community's care</p>
<p>This will have a positive impact as this will promote further NHS services to open up in that area also (x2)</p>
<p>Can never have too many options when it comes to healthcare</p>
<p>the area is growing at such a pace we need the service that it will provide</p>
<p>It will be positive as it will give patients another option and less waiting time for prescriptions</p>
<p>It will positively affect nhs services</p>
<p>It will positively impact other services as it means that the doctors can easily send their patients to the pharmacy</p>
<p>The waiting times on other pharmacies will shorten. If one pharmacy doesn't have the medication required you can still access another local pharmacy.</p>

Question 9

How did you become aware of this consultation?

Answer Options	Response Count	Response Percent
Advert – Glasgow Times	24	13.1%
NHSGG&C Website	42	23.0%
Other	117	63.9%
Totals	183	100%



Other, Please describe

Posted in local residents group.

Facebook (x36)

Shared on local community page / group (x3)

Residents social media platform (x2)

Word of mouth (x8)

Community page. Not very well advertised otherwise

Social media (x2)

Planning application

Twitter

Residential page

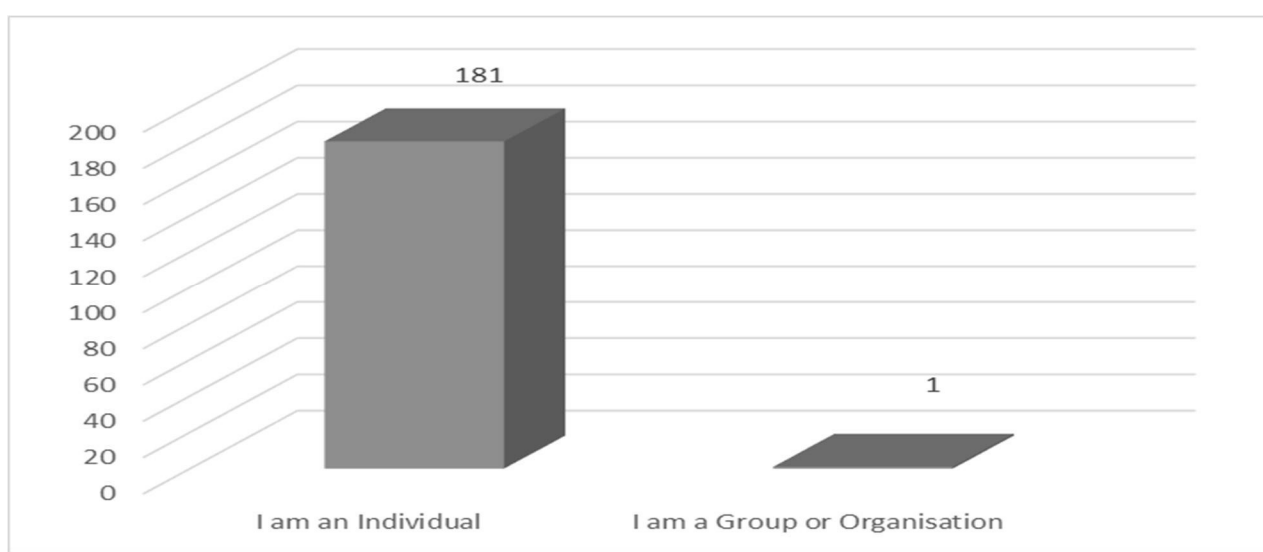
Word of mouth from another pharmacy since we have several very close already.

Local community not happy about it and are inform all community groups
Local resident seen flyer on lamp post
I live in the area
Checking GCC website
One of our neighbours told me.
Friends (x3)
Colleague from group chat
From one of my work colleagues who lives in the area.
Through an acquaintance

Question 10

Respondent Information

Answer Options	Response Count	Response Percent
I am an Individual	181	99.5%
I am a Group or Organisation	1	0.5%
Totals	182	100%



Responses

Representing a local family with 3 young children.

The name 'Sycamore Mill' also tramples over local history of the building. Not much thought has gone into this - it would be an affront to the history of the place.

The traffic in & around this proposed site already causes congestion delay & frustration not to mention terrible road surfaces due to the sheer volume of traffic which causes severe damage to vehicles & even more chaos when it eventually gets repaired..I do not think this is a service which is needed at this location due to this reading& that these same services are already available

This road leading into this facility cannot cope with the increase in traffic, Corselet Road is way too narrow to cope with the traffic demand.

We are at present dealing with a new housing estate in this area and with 50 houses the amount of cars coming out of this area alone is far too much for Corselet Road.

This was a green belt area with a natural park for wildlife and walking, the increase in traffic this facility will bring will have a detrimental effect on the area and park.

I'm also concerned about traffic coming and going via corselet road. The current traffic lights set up doesn't look like it would cope with the amount of traffic coming to and from the pharmacy.

Parkhouse community forum

I do not agree this is a good place for a pharmacy. There are 2 pharmacies all within walking distance and have much better opening hours. I do not agree this is a good place to encourage needle exchanges or substance abuse substitutes and believe this would encourage anti social behaviour within the country park.

JOINT CONSULTATION PLAN (FINAL)

Appendix 1

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	13th Sept 21	Contracts Supervisor	Final draft placed with Glasgow Times (Natalie Mills, Natalie.Mills@localiq.co.uk) on 15 th Sept 21 for printing on 16 th Sept 21.
Advert for Newspaper – to appear in newspaper with highest circulation within neighbourhood	13 th Sept 21	Intended Applicant	Glasgow Times Thursday edition.
Tweets/ to be scheduled	6 th Sept 21	Contracts Supervisor	Schedule set up on Twitter.
Questionnaire to be prepared	3 rd Sept 21	Contracts Supervisor	Draft questionnaire sent to Raheel & Zain on 19 th Aug 21
Micro-site to be developed for Board's internet site	6 th Sept 21	Contracts Supervisor	Site developed on Board's website.
Hard copies of questionnaire to be made available	6 th Sept 21	Contracts Supervisor	Available on request

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	16 th Sept 21	Intended Applicant	Advert placed in Glasgow Times Newspaper 16 th Sept 2021
Initial Tweet/ to appear on Board’s site	13 th Sept 21 16 th Sept 21	Contracts Supervisor	Tweets put in prior to JC date changing to 16 th Sept 2021 – Re tweeted as of 16 th Sept 21.
Micro-site to go live	16 th Sept 21	Contracts Supervisor	Site made live on Board’s website
E-mail notification to be sent to List of Stakeholders (copy of list attached to Plan)	16 th Sept 21	Contracts Supervisor	Link forwarded to Callum Lynch, Community Engagement Development Officer, Older People and South Locality, Planning and Transformation Team, Glasgow City Health and Social Care Partnership to forward onto his Glasgow City HSCP, South email distribution list(s).

Actions to be Completed During Joint Consultation Exercise

Action	Completion Date	Responsible Person	Detail/Comments
Post on community group	16 th Sept 21	Intended Applicant	IA posted information about JC on community group
Hard copies of questionnaire to be made available	6 th Oct 21	Contracts Supervisor	50 copies collected from CPDT on 21st December 2021.
Tweet to appear on Board's site	7 th Oct 21	Contracts Supervisor	Tweet day 14 appeared on Board's site.
Post on community group	11 th Oct 21	Intended Applicant	IA posted information about JC on community group
20 working day download and copy of updated JC Plan to be sent to IA	15 th Oct 21	Contracts Supervisor	20 working day Webropol report downloaded and sent to IA with updated copy of JC Plan.
Tweet to appear on Board's site	29 th Oct 21	Contracts Supervisor	Tweet day 30 appeared on Board's site.
40 working day download and copy of updated JC Plan to be sent to IA	12 th Nov 21	Contracts Supervisor	40 working day Webropol report downloaded and sent to IA with updated copy of JC Plan.
Tweet to appear on Board's site	10 th Dec 21	Contracts Supervisor	Tweet day 60 appeared on Board's site.
60 working day download and copy of updated JC Plan to be sent to IA	10 th Dec 21	Contracts Supervisor	60 working day Webropol report downloaded and sent to IA with updated copy of JC Plan.
Tweet to appear on Board's site	13 th Jan 22	Contracts Supervisor	Tweet day 80 appeared on Board's site.
80 working day download and copy of updated JC Plan to be sent to IA	13 th Jan 22	Contracts Supervisor	80 working day Webropol report downloaded and sent to IA with updated copy of JC Plan.

Tweet to appear on Board's site	20 th Jan 22	Contracts Supervisor	Tweet day 85 appeared on Board's site.
Tweet to appear on Board's site	21 st Jan 22	Contracts Supervisor	Tweet day 86 appeared on Board's site.
Post on community group	22 nd Jan 21	Intended Applicant	IA posted information about JC on community group.
Tweet to appear on Board's site	24 th Jan 22	Contracts Supervisor	Tweet day 87 appeared on Board's site.
Tweet to appear on Board's site	25 th Jan 22	Contracts Supervisor	Tweet day 88 appeared on Board's site.
Tweet to appear on Board's site	26 th Jan 22	Contracts Supervisor	Tweet day 89 appeared on Board's site.
Knocking on doors in the neighbourhood with surveys	26 /27 Jan 22	Intended Applicant	IA handed out surveys to the neighbourhood.
Tweet to appear on Board's site	27 th Jan 22	Contracts Supervisor	Tweet day 90 appeared on Board's site.
90 working day download and copy of updated JC Plan to be sent to IA	27 th Jan 22	Contracts Supervisor	90 working day Webropol report downloaded and sent to IA with updated copy of JC Plan.

Thursday September 16, 2021

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Goods Vehicle Operator Licences

GOODS VEHICLE OPERATOR'S LICENCE

MACCRELAN GROUP UK LTD of 555 KEN PARKWAY EAST, MIDDLEMARCH BUSINESS PARK, CONVENRY, WEST MIDDLESEX, CV7 9PE is applying to amend an existing licence as follows:

To add an Operating Centre to keep 4 vehicles and 5 trailers at - 6 Balfour Way, Thorncliffe Park, Uddington, Glasgow, G71 5PE. Owners and occupiers of land (including buildings) over the operating centre's who believe that their use or enjoyment of that land would be affected, should make written representations to the Traffic Commissioner at 11 Hill Street, House, 106 Blandford Lane, Leeds, LS9 6NF, stating their reasons within 21 days of this notice. Representations must at the same time send a copy of their representations to the applicant at the address given at the top of this notice. A guide to making representations is available from the Traffic Commissioner's office.

Other Notices

PROPOSED APPLICATION FOR INCLUSION IN THE SCOTLAND'S PHARMACEUTICAL LIST

NEW Greater Glasgow & Clyde and Scottish NHS LLP are submitting a Joint Consultation with the general public on Scotpharm NHS LLP proposals to submit an application to provide pharmaceutical products from premises situated at 128 Charlotte Road, Old Dalrymple Hill, Glasgow, Glasgow, G63 7YGL. Scotpharm NHS LLP plans to provide a wide range of pharmaceutical products. Full details are provided within the consultation questionnaire below.

Closing of tenders, NEW Pharmacy First Scotland, Medicines Care & Review (MCR), Acute Medication Services, Public Health Services

The proposed pharmacy opening hours are:
Monday to Friday: 9:00am-5:00pm
Saturday: 9:00am-1:00pm
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:

<https://www.nhs.uk/consult/plannewpharmacies> or 'tel:0141 884-1888'

A paper copy of the questionnaire is also available and is in other languages, large font or braille by calling: 0141-884-0461

General comments in response to this notice may be submitted by Email: OPD@nhs.uk

or Letter: **Propose COMMUNITY PHARMACY DEVELOPMENT**
(Please Address as Proposed consultation, must be in capital letters as shown in above provided address)

PLEASE NOTE: this consultation will run for 80 working days. We will not be able to consider comments received after 19th January 2022.

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The Herald
The Herald
The National
Sunday National

WORD VERSION OF NEWSPAPER ADVERTISEMENT (N.B Same text appearing in Glasgow Times advertisement)



PROPOSED APPLICATION FOR INCLUSION IN THE BOARD'S PHARMACEUTICAL LIST

NHS Greater Glasgow & Clyde and Sycamore Mill LLP are conducting a Joint Consultation with the general public as Sycamore Mill LLP proposes to submit an application to provide pharmaceutical services from premises situated at 500 Corselet Road, Old Darnley Mill, Darnley, Glasgow, G53 7RN. Sycamore Mill LLP plans to provide a wide range of pharmaceutical services (full details are provided within the consultation questionnaire) including:

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

The proposed pharmacy opening hours are:-

Monday to Friday: 9:00am-6.00pm Saturday: 9.00am-1.00pm 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, large font or braille by calling: 0141-201-6041

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

Email: CPDT@ggc.scot.nhs.uk
or Letter: Freepost COMMUNITY PHARMACY DEVELOPMENT

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

PLEASE NOTE, this consultation will run for 90 working days. We will not be able to consider comments received after 5pm on 27th January 2022.

Timescale	Tweet/Facebook
16 th Sept 2021	Responses are invited to a Public Consultation for a proposed new pharmacy in 500 Corselet Road, Old Darnley Mill, Darnley, Glasgow, G53 7RN more information can be found at www.nhsggc.org.uk/pharmacyconsultations
7 th Oct 2021	Public Consultation is underway for a proposed new pharmacy in 500 Corselet Road, Old Darnley Mill, Darnley, Glasgow, G53 7RN more information can be found at www.nhsggc.org.uk/pharmacyconsultations
29 th Oct 2021	Don't forget to have your say about a proposed new pharmacy for 500 Corselet Road, Old Darnley Mill, Darnley, Glasgow, G53 7RN at www.nhsggc.org.uk/pharmacyconsultations
10 th Dec 2021	Don't forget to have your say about a proposed new pharmacy for 500 Corselet Road, Old Darnley Mill, Darnley, Glasgow, G53 7RN at www.nhsggc.org.uk/pharmacyconsultations
13 th Jan 2022	Don't forget to have your say about a proposed new pharmacy for 500 Corselet Road, Old Darnley Mill, Darnley, Glasgow, G53 7RN at www.nhsggc.org.uk/pharmacyconsultations
20 th Jan 2022	Don't forget to have your say about a proposed new pharmacy for 500 Corselet Road, Old Darnley Mill, Darnley, Glasgow, G53 7RN at www.nhsggc.org.uk/pharmacyconsultations
21 st Jan 2022	Not long now so don't forget to have your say about a proposed new pharmacy for 500 Corselet Road, Old Darnley Mill, Darnley, Glasgow, G53 7RN at www.nhsggc.org.uk/pharmacyconsultations
24 th Jan 2022	Time is running out to have your say about a proposed new pharmacy for 500 Corselet Road, Old Darnley Mill, Darnley, Glasgow, G53 7RN at www.nhsggc.org.uk/pharmacyconsultations
25 th Jan 2022	Last few days to have your say about a proposed new pharmacy for 500 Corselet Road, Old Darnley Mill, Darnley, Glasgow, G53 7RN at www.nhsggc.org.uk/pharmacyconsultations
26 th Jan 2022	Last full day to have your say about a proposed new pharmacy for 500 Corselet Road, Old Darnley Mill, Darnley, G53 7RN at www.nhsggc.org.uk/pharmacyconsultations
27 th Jan 2022	Last chance to have your say as consultation closes at 5pm for a proposed new pharmacy in 500 Corselet Road, Old Darnley Mill, Darnley, Glasgow, G53 7RN. Have your say at www.nhsggc.org.uk/pharmacyconsultations

Stakeholder Notified – Email/Post**Member of UK Parliament**

Chris Stephens MP

Member of Scottish Parliament

Humza Yousaf MSP

Local Councillors for Ward 3 - Greater Pollok Ward Councillors

Councillor Saqib Ahmed

Councillor Rashid Hussain

Councillor David McDonald

Councillor Rhiannon Spear

Regional List of MPs

Pam Duncan-Glancy	Anas Sarwar
Sandesh Gulhane	Paul Sweeney
Patrick Harvie	Annie Wells
Pauline McNeill	

Community Council

Lever & District

Darnley & SouthPark Village

Pollok

Pollockshaws & Eastwood

Darnley, Arden, Carnwadric And Kennishead Community Council

Glasgow City Health and Social Care Partnership

Callum Lynch, Community Engagement Development Officer

Stakeholders (Others)

Avi's Nisa Nitshill Post Office	Noble Art Boxing Club
Cleeves Primary School	Open Air museum
Darnely Primary School & Visual Impaired Unit	Pollok Baptist Church (SCIO)
Darnley United Free Church	Pollok Credit Union

Girvan & District Horse Riding Club	Pollok Civic Realm Library
Greater Pollock Community Addictions Team	Rossdale Resource Centre (Glasgow South)
Glasgow Child Pilot	Sanctuary Scotland Housing Association
Homeless Addiction Teams	Sandwood Language and Communication Resource
ILC Mosque	Southside Housing Association
Lavren Credit Union	St Angela's Primary School
Meadowburn Care Home and Day Care Centre	St Bernard's Primary School
Nitshill & Hurllet Bowling Club	

Email sent to Callum Lynch, Community Engagement Development Officer for the Older People and South Locality Planning and Transformation Team who liaised with stakeholders directly (Glasgow City South HSCP will not share information on stakeholders as per GDPR).

Joint Public Consultation for New Community Pharmacy

NHS Greater Glasgow & Clyde is currently in discussion with Sycamore Mill LLP (Intended Applicant) who wishes to open a new Community Pharmacy at 500 Corselet Road, Old Darnley Mill, Darnley, Glasgow, G53 7RN.

Before Sycamore Mill LLP 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

Northern Boundary

From the M77 at the junction with Kennishead Road, follow the railway line until the bridge at Nitshill Road.

Western Boundary

From Nitshill Road, travel down to the junction with Wiltonburn Road. Follow Wiltonburn Road onto Willowford Road until the junction with Whitriggs Road. Follow Whitriggs Road down to Parkmanor Avenue continuing over open fields and crossing Brock Burn until it meets Leggatston Avenue.

Southern Boundary

Leggatston Avenue to the M77, encompassing Patterton Range Drive.

Eastern Boundary

Follow the M77 until it meets the junction with Kennishead Road.

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

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

Yes No

Please explain your answer:

2. Do you think this is a good location for a pharmacy?

Yes No

Can you tell us more:

3. Do you live within the above neighbourhood?

Yes No

4. Below is a list of pharmaceutical services currently provided within the identified neighbourhood:

Pharmaceutical services

NHS Prescriptions
dispensing of acute prescriptions..

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

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

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

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

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

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

Do you believe the existing pharmaceutical services provided to the neighbourhood are adequate?

Yes No

Can you tell us if you feel there are any gaps in the services listed above?

5. Do you think the proposed opening hours by the Intended Applicant are appropriate?

Pharmacy opening hours

The NHS Model Hours of Service Scheme requires all Community Pharmacies to open, as a minimum, Monday to Saturday – 9.00am to 5:30pm. They can opt to have up to 2 half days per week – afternoon from 1.00pm. Each pharmacy can close for 1 hour at lunchtime. Any longer opening hours will be provided at the discretion of the pharmacy contractor.

	Just right	Too short	Too long
Monday - Friday - 9am to 6pm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Saturday - 9am to 1pm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sunday - Closed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Can you tell us more:

6. 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 – serial prescribing.

NHS Pharmacy First Service -
This service replaced the Minor Ailment Service and Pharmacy First Services. A service provided by the Community Pharmacy when a patient presents with a minor illness. All NHS commissioned Patient Group Directions e.g. Trimethoprim for Urinary Tract Infection (UTI). Pharmacist prescribing clinics in line with local requirements and subject to agreement.

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

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

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

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

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

Please provide views in the space below:

7. As the area continues to expand and residents look to enhance their overall health and well-being, do you support the opening of a new pharmacy in the Old Darnley Mill?

Yes No

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

Yes No

Can you tell us more:

9. How did you become aware of this consultation?

Advert – Glasgow Times

Other

NHSGG&C's Website

Other (please describe):

10. Respondent Information

I am an Individual

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

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

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

ALL COMPLETED FORMS MUST BE RETURNED BY 5pm on

27th January 2022

Thank you for taking part in this joint public consultation.



Greater Glasgow
and Clyde

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 500 Corselet Road, Old Darnley Mill, Darnley, Glasgow G53 7RN.

This joint consultation was undertaken in conjunction with NHS Greater Glasgow & Clyde and Sycamore Mill LLP between 16th September 2021 & 27th January 2022.

Signature: 

NAME: RAHEEL BHATTI.

Raheel Bhatti On Behalf of Sycamore Mill LLP

Date: 26/4/2022

Signature: 

NAME: Janine Glen

Janine Glen On Behalf Of NHS Greater Glasgow & Clyde

Date: 03/05/2022