



Consultation Analysis Report

Between NHS Greater Glasgow & Clyde and

TC Trading (Scotland) Ltd
4 Blackford Road
Paisley
PA2 7EP

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REGULATION

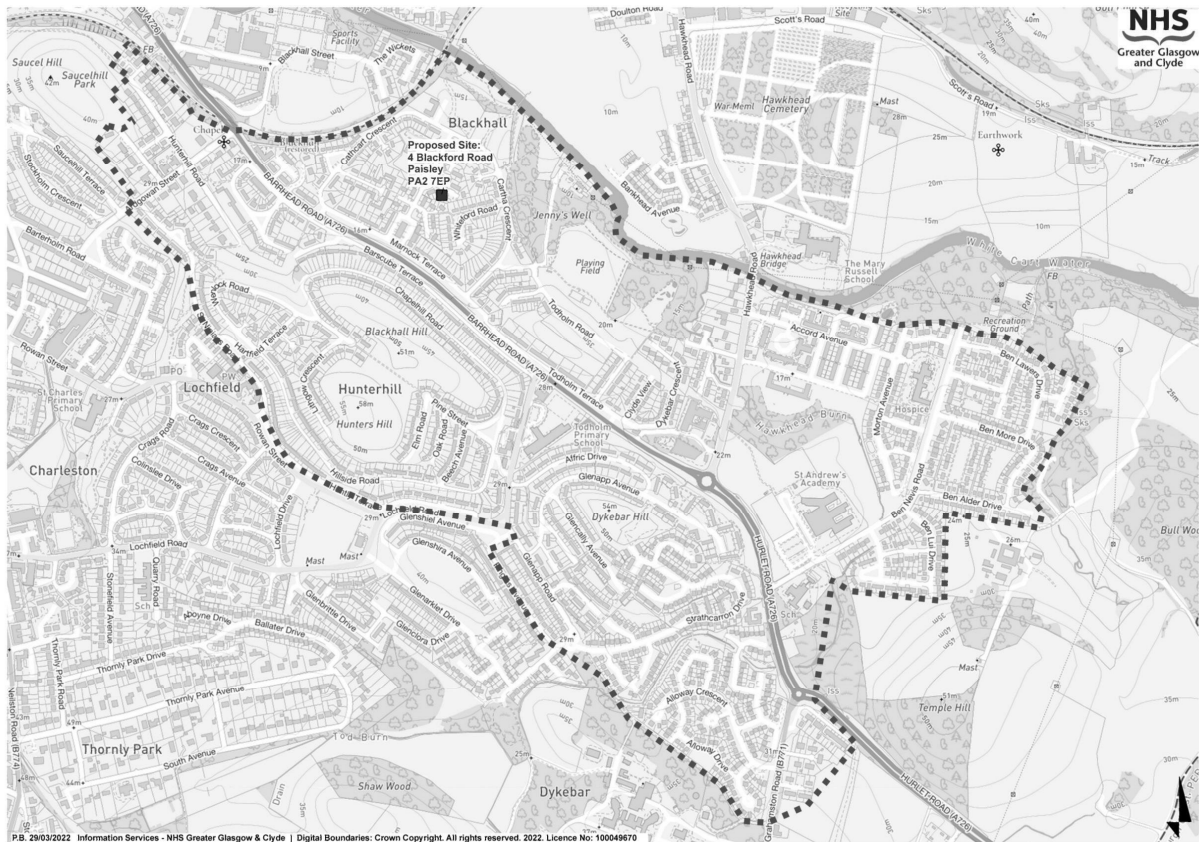
Amendments to the National Health Service (Pharmaceutical Services) (Scotland) Regulations 2009 were made in June 2014, introducing changes to public consultation arrangements in respect of applications to join a Health Board's Pharmaceutical List.

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

CONSULTATION PURPOSE

The aim of the public consultation was to:

- assess the views of local people as to whether they believe there was adequate access to pharmacy services within the neighbourhood identified by the Intended Applicant/s (outlined on map below) for premises proposed at **4 Blackford Road, Paisley PA2 7EP**
- measure the level of public support for a new pharmacy in this area.



Location map of premises and neighbourhood identified by TC Trading (Scotland) Ltd

North boundary

In Hunterhill at Ardgowan Street, go to the top of Ardgowan Avenue starting at the edge of Saucelhill Park and follow the park (behind the houses) until it meets Hunterhill Road (including Hunterhill Avenue). From Hunterhill road, cross the green / waste ground between Colette Reilly Coaching and Number 2 Ardgowan Street until it meets Ardgowan Street and Barrhead Road, following the train tracks (encompassing Weaver Terrace) to reach the White Cart Water.

East boundary

From the White Cart Water, travelling east crossing over Hawkhead Road then green / waste area and following the river to meet the back of Ben Ledi Avenue (if you follow the river east you come to a stream/ small piece of water, which follows around the edge of the estate). Tracking south we snake around the Hawkhead estate from Ben Ledi Avenue, follow the edge of the estate (the green /waste area) until you reach Ben Alder Drive. Follow the green / waste area between the edge of Ben Alder Drive (encompassing Ben Wyvis Drive but excluding William Stewart Farm) until you meet the roundabout at the Hurlet A726. From the A726 Hurlet roundabout, travel east until the south end of Grahamston Place, follow the edge of the houses (green / waste area) until the opening of Dykebar Hospital at Grahamston Road.

South Boundary

From the southern tip of Grahamston Road at Dykebar hospital boundary, cross over green / waste area until you reach the roundabout at Strathcarron Road, travel west onto Finglas Avenue, following this to its meeting with Glenapp Road. From Glenapp Road onto Lochfield Road and then turning right into Huntley Terrace. Following Huntley Terrace westward until its meeting with St Ninian's Road. St Ninians Road to its meeting with Ardgowan Street.

West Boundary

Ardgowan Street into Ardgowan Avenue to meet up with north boundary on edge of Saucelhill Park.

METHODOLOGY

The Health Board and TC Trading LTD initially met on 24th January 2022. A subsequent Joint Consultation Meeting took place on 5th April 2022 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 6th June 2022 and ended on 13th October 2022, a total of 90 working days. The public holidays on 1st August 2022, 23rd September 2022 and 26th September 2022 occurred during this consultation and as such were discounted.

On 6th June 2022 the consultation commenced through the following:

- Joint Consultation Plan – final (**Appendix 1**)
- Paisley Daily Express Advertisement (**Appendix 2**)
- NHSGG&C Social Media Programme (**Appendix 3**)
- Stakeholders notified by NHSGG&C (**Appendix 4**)
- Questionnaire - appearing on Board Website (**Appendix 5**)
- Business Card, Banner, Poster, Webpage & Facebook link(s) (**Appendix 6**)

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.**

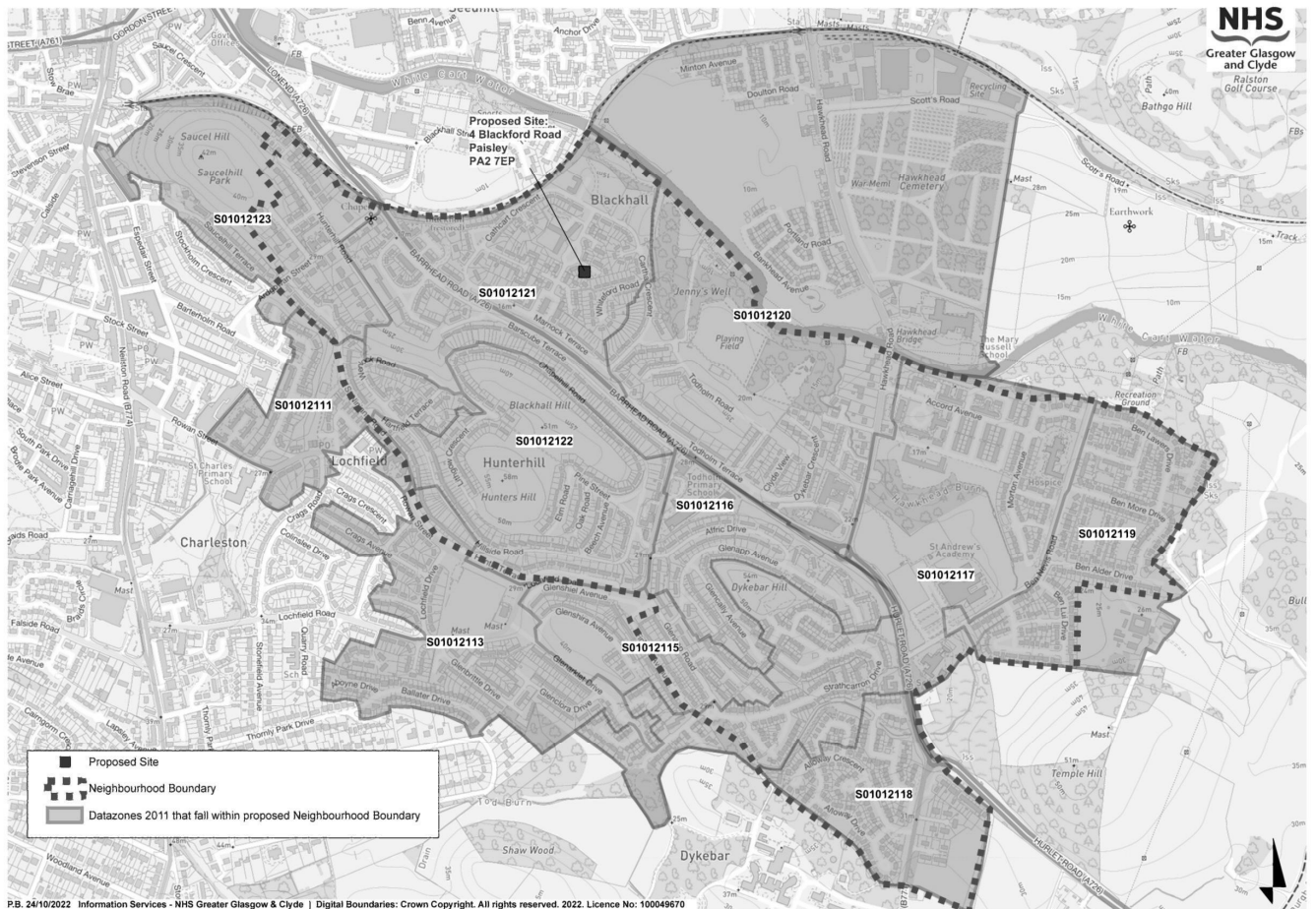
Details of further activity undertaken during the Joint Consultation Exercise is detailed at Appendix 1

CONSULTATION SUMMARY

In 2020 the population of the neighbourhood identified by the Intended Applicant was 8,580 (Small Area Population Estimate - SAPE). This figure comprised as follows:

S01012111 = 692	S01012117 = 1443	S01012121 = 1053
S01012113 = 939	S01012118 = 634	S01012122 = 705
S01012115 = 514	S01012119 = 841	S01012123 = 484
S01012116 = 569	S01012120 = 706	

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: 42 postal questionnaire and 324 electronic questionnaires were received. Of the 366 questionnaires received 99% were submitted from individuals. 50 paper copies of the questionnaire were requested by the Intended Applicant/s; 6 paper copies were requested by members of the public, and 20 large font copies were requested by Sight Scotland. We had no requests for the questionnaires to be translated into other languages.

The majority of the survey responders:

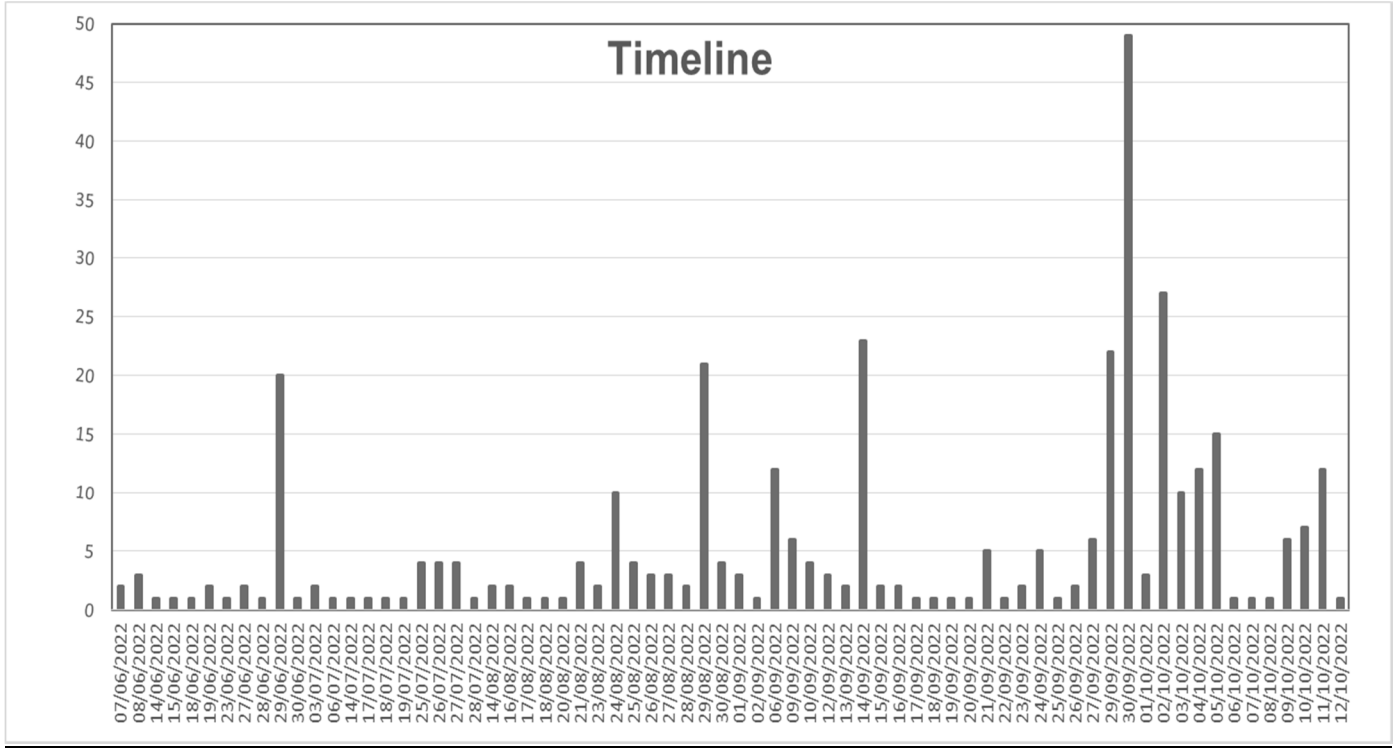
- Agreed with the proposed neighbourhood for the pharmacy – 334 (93.8%);
- Live within the proposed neighbourhood 332 (92%);
- Agreed the proposed Monday opening hours were adequate - 325 (92%);
- Agreed the proposed Tuesday opening hours were adequate - 328 (99%);
- Agreed the proposed Wednesday opening hours were adequate - 319 (90%);
- Agreed the proposed Thursday opening hours were adequate – 317 (90%);
- Agreed the proposed Friday opening hours were adequate – 315 (84%);
- Agreed the proposed Saturday opening hours were adequate - 290 (97%);
- Agreed the proposed Sunday opening hours were adequate - 204 (79%);
- Agreed the proposed pharmacy would have positive impact on other healthcare providers:
 - GP's – 305 (86%)
 - Community Nursing - 283 (84%)
 - Other Pharmacies – 279 (77%)
 - Dentists – 224 (71%)
 - Optometrists – 205 (67%)
 - Other – 220 (75%)
- Disagreed that existing pharmaceutical services provided in/to the defined neighbourhood were adequate – 286 (80.8%);

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

Both parties noted agreeing to this report that responses despite being completed by the Intended Applicant (IA) on behalf of some respondents, appeared personalised and made independently given the range of opinions expressed and vocabulary used.

**Joint Public Consultation for TC Trading (Scotland) Ltd,
4 Blackford Road, Paisley PA2 7EP**

Timeline



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

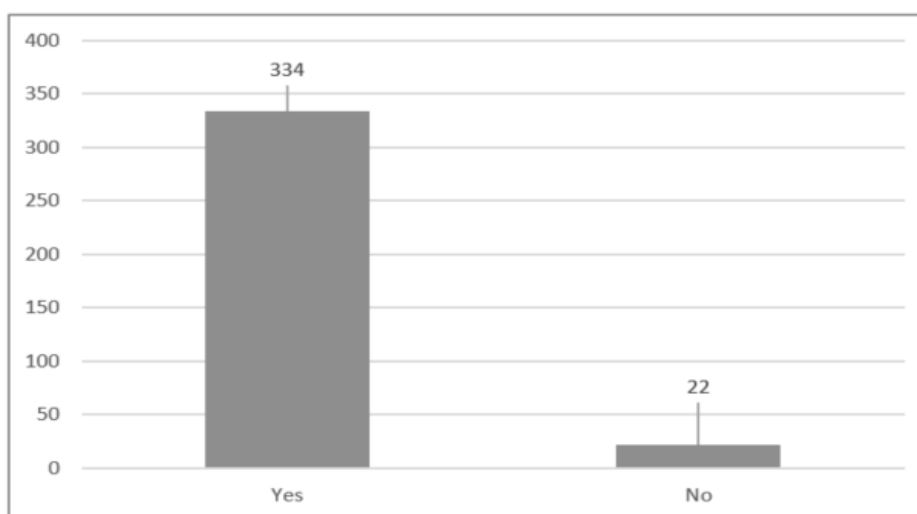
The Intended Applicant (IA) confirmed the spikes on 14/09, 29/09, 02/10, 3/10, 4/10, 5/10, 9/10 & 11/10 were due to them canvassing in the area. The Board can identify the spike on the 30/09, as this was the date the Community Pharmacy Development Team (CPDT) input the postal questionnaires to Webropol. Neither the Board nor the IA are able to identify the spikes on the 29/06, 24/08, 29/08 or 11/10.

Survey Response Information	Totals	
	(N)	%
Submitted responses: Public weblink	324	89%
Submitted responses: Postal	42	11%
Total number of survey's – Started Responding	366	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	334	94%
No	22	6%
Totals	356	100%



Responses
Live locally and identify
Yes, it's very central for the pharmacy to cover these areas.
Accurate / pretty accurate map / includes the area in the proposal (x5)
It encompasses several neighbourhoods and communities. But it describes the area.
lived in the area all my life and that takes in the area
Seems to be quite central to most boundaries.
Very clearly mapped
There is no alternative in the area, with the nearest being at the town end of the Barrhead Road or Neilston Road.
It seems to take in the local area
It could even be extended to include the new houses on hawkhead. road
Covers the neighborhood
Missed out loanend which has a large pharmacy serving people in the area just at the boundary along with neilston rd

It covers the areas without a local pharmacy. Abbey chemist appears overwhelmed with orders.
The map is self explanatory.
Far too wide an area
doesnt include morrisons or abbey docs and chemist at abbey
everyone shops at morrisons which isnt on this map for some reason
my doctor at anchor mill isnt on here
i shop at morrososns but i csnt find it on the map aswell. i use the petrol station
Local knowledge from 20 years.
why does it cut out my gp surgery at anchor mill? i think theres also surgeries on neilston road that isnt on map
Yes I feel it is correct / pretty much its correct / The area described is correct (x3)
My street isn't mentioned at all
Good defined area seems they have marked out right route
Because it does
Pretty much.
I've lived off Barrhead Road all my life.
Because I work in the area as a personal carer (2)
That's hard to explain. And a silly question. Especially as I live here. You are asking me why I consider something my community
Brought up in Stockholm crescent so no this area very well (x2)
Glenburn not near the location.
We have lived here for over 20 years. Hopefully that satisfies the question
If it does not, what does.
Convenient access for elderly, inthe hub of the community. And no crossing busy roads.
No, should be extended to include new housing at Hawkhead road opposite cemetery and extending towards train station.Understand there is a new footbridge over the cart to blackhall which will link up
Do we really need another pharmacy when there is one 5 minutes away
Not sure where Blackford Road is exactly, don't going be of use to my area, would have been better situated at Barscube Terrace Shops
Live all their lives
Because I live in the area
New houses being built on Dykebar Hosp grounds over next few years. Just over 600 of them all requiring a local pharmacy.
Very detailed and summarises the area perfectly
Covers whole locality
I stay in ■ and having chemist nearer with 3 kids would be really good

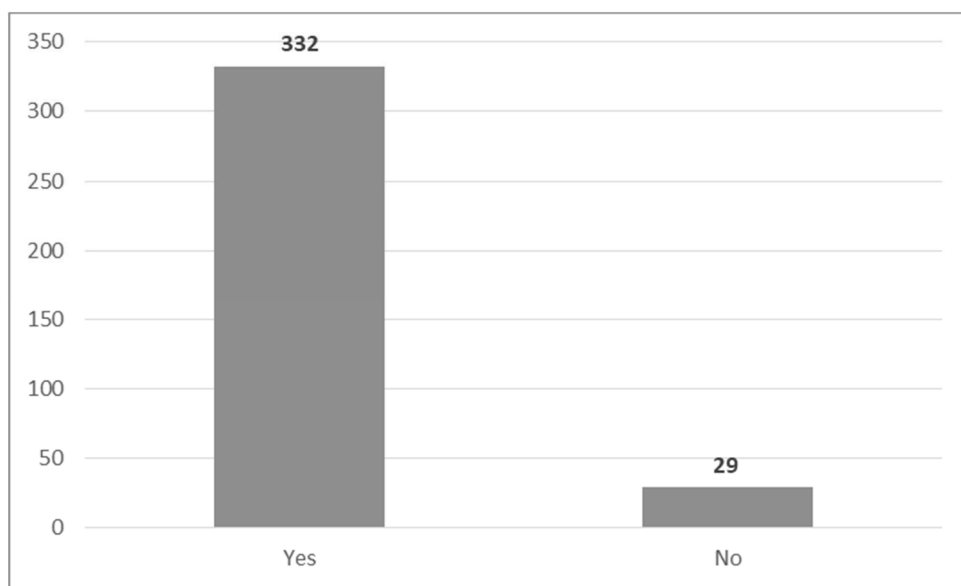
Geographically it looks correct to me
why isn't Neilston Road on this
I DON'T THINK THAT A PHARMACY SHOULD BE IN SUCH CLOSE PROXIMITY TO THE SURROUNDING HOUSES. DUE TO THE VERY NATURE OF THE BUSINESS, IT WILL OBVIOUSLY ATTRACT PEOPLE WHO ARE TRYING TO FIGHT ADDICTION..... I DON'T THINK 20 TO 30 YARDS FROM A CHILDREN'S PLAY AREA IS ACCEPTABLE.
That's the area
The area has a new shop proposal at its heart.
It's a massive area with not a lot of chemists central to everyone.
I use Abbey Chemist and my GP is next door. It's not there. Also my supermarket Morrisons is missing!!?
I think the map defines the area.
Yes, this is a good representation of the area that could be served well by a community pharmacy. Having lived here for many years and now employed in this area.
I grew up here and my father still lives here
Blackhall, Dykebar, * and Hunderhill are all separate individual neighbourhoods.
Because I live here for 67 years
Same as the wife, lived here for years / lived for years (x2)
To this application it does
area are smaller. But as a whole yes
Don't want junkies hanging about our street so they can get their meds So it's a BIG NO from everyone in Blackford Road
lived here for 65 years
Neilston Road is in the neighbourhood
there or there about
The neighbourhood is an expanse and expanding so this will cover new build areas
Limited crossing points from the "south" across Barrhead Road, North of Barrhead Road is the "natural" neighbourhood
According to your description, I live in the north boundary... in Blackford Road
Lived there for 47 Years
I live within the dots all my life. Neilston Road isn't in it. Seems like it's the school boundaries so it's the neighborhood set by the council.
Any part of it can be reached very quickly by car but is also within walking distance .
Happy with the neighbourhood
concise and clear explanation
Anchor Mills Surgery is missing!
I live in Charleston so I'm outside
We live in this area

It is ideal and central to almost anyone who lives or visits the surrounding areas
no cuts out half of hunterhill and blackhall
Neighborhoods are difficult to explain. They are not governed by lines on a map but by how residents feel. So Neilston road isn't my neighborhood.
Yes. To an extent.
I love within the map. That's 3 neighborhoods.
should include morrison's shopping supermarket
Yes I agree that this is a neighbourhood and unfortunately due to wait times I'm leaving the neighbourhood
Glenfruin crescent
seems randomly drawn. should include neilston road.
I have worked in the area for quite some time and have a firm grasp of what roughly is and isn't the neighborhood. I actually live just outside of it, but work in and use the pharmacies in it.
I would say it's 3 neighbourhoods but it's the school catchment area. I live in Lichfield just outside this area
This area's cover a huge area in all areas listed. All areas from town to top of Barhead Road.
There is no other chemist near me to get medication other toileters.
I'm from Hunterhill Area (2)

Question 2

Do you live in the neighbourhood, shown above?

Answer Options	Response Count	Response Percent
Yes	332	92%
No	29	8%
Totals	361	100%



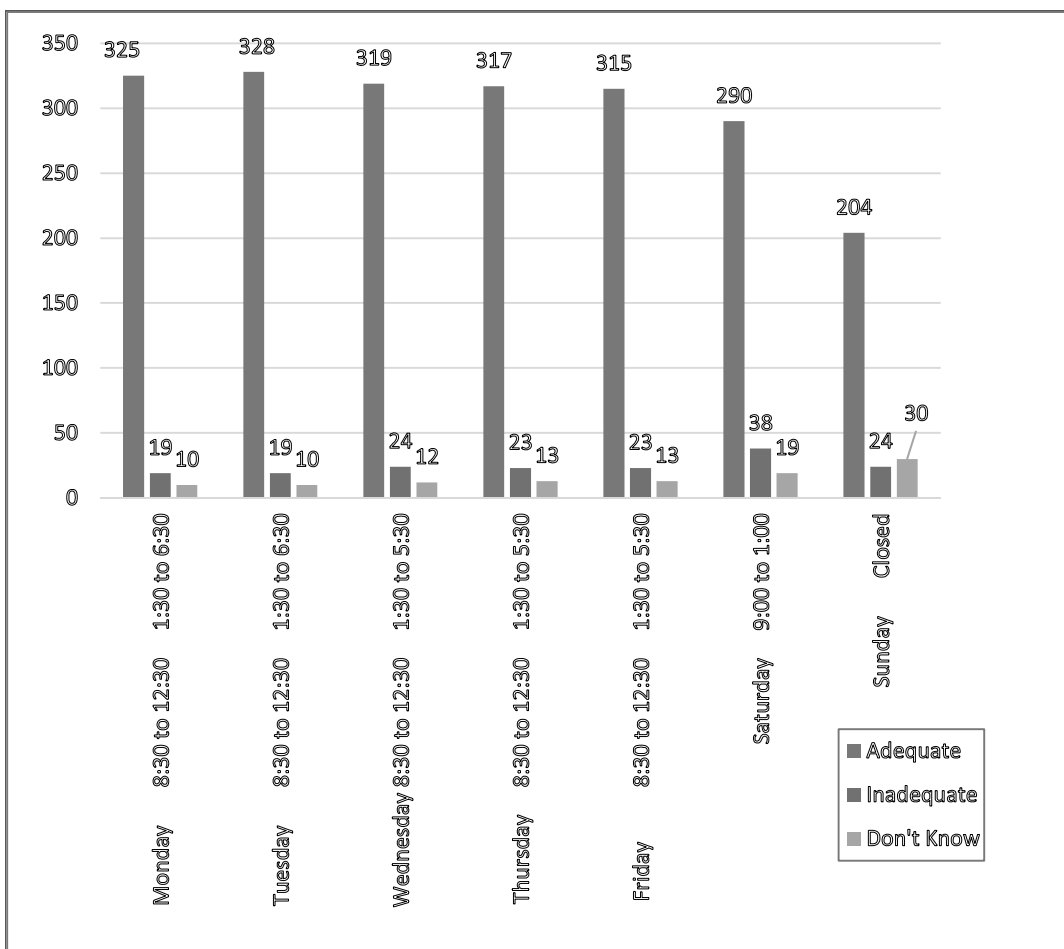
Question 3

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

Pharmacy opening hours

The NHS Model Hours of Service Scheme requires all Community Pharmacies to open, as a minimum, Monday to Saturday – 9.00am to 5.30pm. They can opt to have up to 2 half days per week – afternoon from 1.00pm. Each pharmacy can close for 1 hour at lunchtime. Any longer opening hours will be provided at the discretion of the pharmacy contractor.

			Adequate	Inadequate	Don't know	Total
Monday	8:30 to 12:30	1:30 to 6:30	325	19	10	354
Tuesday	8:30 to 12:30	1:30 to 6:30	328	19	10	357
Wednesday	8:30 to 12:30	1:30 to 5:30	319	24	12	355
Thursday	8:30 to 12:30	1:30 to 5:30	317	23	13	353
Friday	8:30 to 12:30	1:30 to 5:30	315	23	13	351
Saturday	9:00 to 1:00		290	38	19	347
Sunday	Closed		204	24	30	258



Responses
The pharmacy we have close by is always busy you can wait upto 45min for a prescription if you opt for the 24hr system it can take 7days I think there's a need for another chemist (x2)
Normal shop hours should apply. If locals can buy alcohol up to 10pm why can't we get prescriptions without a trip to town
The ones using pharmacy the most older people hours are covered for them during the week and folk who may not be able to get during the week, have Saturday for picking up prescription.
I live in this community and also work [redacted] on [redacted] ([redacted]) This would benefit the residents and staff greatly.
The later opening 6:30pm is beneficial for the area as there are no pharmacies which are open later.
Maybe open on a Sunday for a few hours at least
More hours on a Saturday
Surely closing at lunch time is a bit disappointing and inconvenient.
I think it's a great idea as I myself find travelling for my prescriptions difficult and I know there's alot of older people within the neighbourhood that need to travel outside of their neighbourhood for it. Also the abby chemist loanend is slow and often takes longer to get your medication.
What about a possible late night
Good opening times for people who may not finish working until 5
A new chemist is ideal as Abbey chemist is shocking ,but this location is too near children's play park .main Rd at bars queue would be ideal .
6.30 and 5.30 seem very late, they could finish earlier like 4 and stay open later 1 evening.
I think all pharmacies should be open to 6pm midweek to allow dispensing of any emergency items issued by gps while on call. 9-1 is adequate on a Saturday
Hours are good , covers people finishing work at 5 on Monday and Tuesday.
Part time pharmacy not needed best idea is incorporate with gp surgerys or supermarkets
Would maybe be more beneficial if the lunch breaks were staggered to allow better public service.
Hours are fine but it's a pharmacy inside of a housing estate which wouldn't work Hunterhill can have its bad days and good but attracting more drug users and drug dependents into the estate will just cause more problems your basically giving them a golden ticket to be able to get smashed in the area
A Sunday service once a month would be good.
chemist at abbey doesnt shut at lunch and also open all day on saturdays
i use 24 7 machine so opening hours dont affect me though
why does it shut at lunch . my local abbey pharmacy is open all day even on a saturday
Full day Saturday required for people who work during the week (x2)
my chemist is open until 6pm and is open at lunch

does not take into account people who work various shift patterns and can only get to pharmacy at particular times. At least one later opening would be beneficial (ex 7 or 8pm closing time)
Ideal times.
I think pharmacies should open on a Sunday
Looks good but would maybe be better if it was open over lunchtime if possible
Another independent pharmacy in the area would be much needed. Lloyds and Boots pharmacies are regularly closed completely or operate on very short hours. A recent study found these multiple groups are fifteen times more likely not to offer their contracted hours.
Pharmacy opening hours til 6pm in keeping with in hours GP hours is very helpful for patients collecting late prescriptions needed the same day.
Easy access to the elderly
Services in some do not seem to be meeting standard expected of pharmacy
Should be open later later in the week.
Maybe a late open chemist would be good.
Should it be later, not sure. But a new Che. Ist would help the community.
Saturday should be slightly longer than 1
It must be considered that there are quite a lot of pharmacies in the surrounding area, Abbey , Anchor, Well, Lloyd's and Boots to name a few. As long as they bring something to the table it can only be a good thing
It must be considered that there are quite a lot of pharmacies in the surrounding area, Abbey , Anchor, Well, Lloyd's and Boots to name a few. As long as they bring something to the table it can only be a good thing
Would not consider this pharmacy in the "neighbour hood"of.glenburn. too far.
Not wanting this proposal to go through. This will encourage drug addicts to hang around.
Needs a good supplying chemist
Very convenient.
I live [REDACTED] where you want to put the chemist. Live with my man ,we have lived here for 3 years and we have been up and down with the out door close with all the news and graffiti over our close . We really don't want ex drug users or to give people more of an excuse to stand smoking and loitering at our front door . It's a good idea but not when some people live right next to the sed place you are going to put it. So I disagree with your location.
Currently use well at broomlands st because it's near doctors but unhappy I have to leave area and cannot access a pharmacist closer incase I need to use minor ailments. Unhappy they are closed on a Saturday (x2)
Think these are reasonable opening hours
This will cause more traffic in the area and parking then becomes an issue
With the demands now a longer Saturday opening may benefit workers.
As Abbey Chemist have made numerous errors in mines and others medication, I would welcome a new pharmacy that does dosset boxes and is not too far to reach to is on a bus route

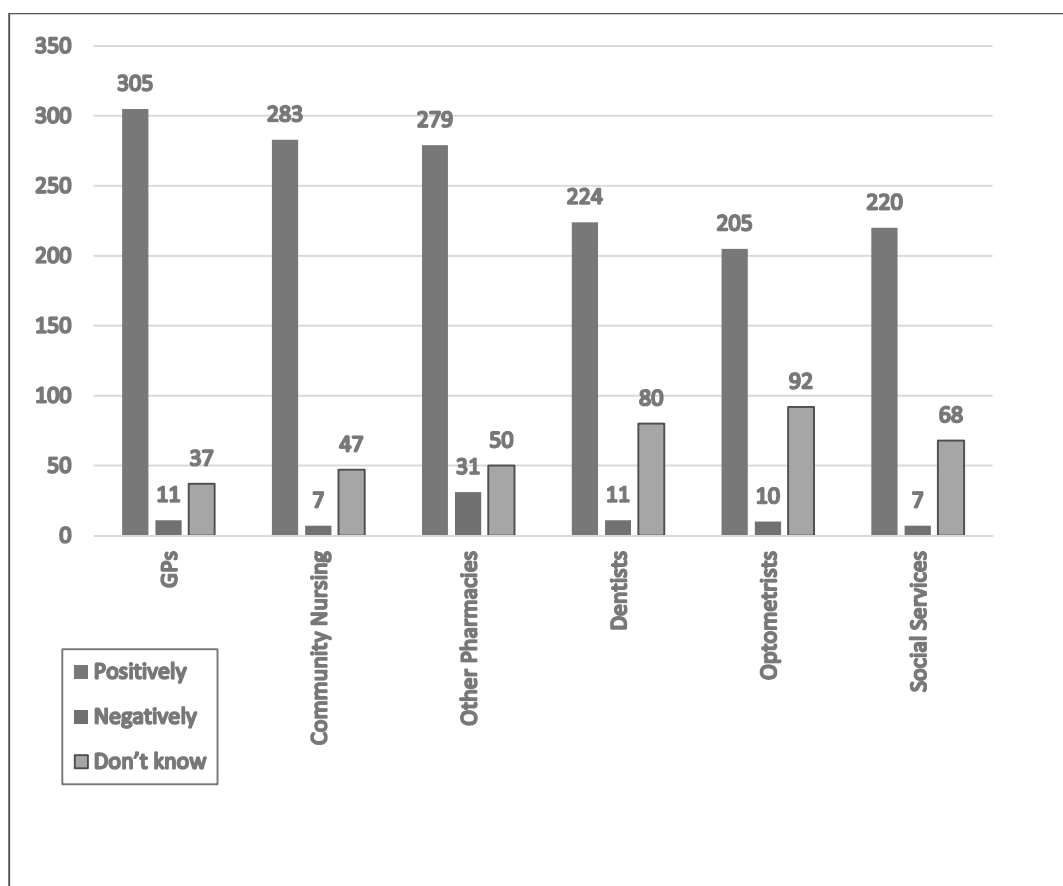
I think this would be a great idea. Opening up before 9 for work/college/school, and staying open that bit later for after, and being open on a Saturday would make so many peoples lives easier.
Seems to match others
Should be 6.30
I would love a pharmacy in the area. Abbey is too far to walk
Well I think the times are OK after all the staff have to have a lunch break
Pharmacy's should be open until at least 9pm in the evening and also on Sunday.
The opening hours are good
No vital services should be shut for lunch. Lunch time is when people are free from work to be in need of local pharmacy. Pharmacist need lunch but not all have a Dispensing Chemist employed to cover
Opening and closing times in line with what to expect from a community pharmacy
I think those hours are perfectly fine
my pharmacy does not shut for lunch lloyds neilston road
Later opening on Saturday afternoons would be better
I DONT THINK THAT A PHARMACY SHOULD BE IN SUCH CLOSE PROXIMITY TO THE SURROUNDING HOUSES. DUE TO THE VERY NATURE OF THE BUSINESS, IT WILL OBVIOUSLY ATTRACT PEOPLE WHO ARE TRYING TO FIGHT ADDICTION..... I DONT THINK 20 TO 30 YARDS FROM A CHILDRENS PLAY AREA IS ACCEPTABLE.
Hours seen fine, although maybe for those who work could you look at a extended evening , as 1830 close may not proceed enough time for those who commute
People get sick at weekends and need community pharmacies like every other day of the week
I think it's a great idea current pharmacies in the same area cannot cope with workload and are a let down
Hours are acceptable / good / fine / okay (x4)
We need an emergency chemist in the local area.
my usual pharmacy at abbey is open all the time during lunch . i make use of the 24 hours a day robot so the opening hours dont relli make a difference to me but a new pharmacy should not be allowed to shut for lunch. why shut at 5.30 when mine at abbey shuts at 6??
The service is required. Although I understand the need for half days it means people have to travel quite a distance to a service. Although the service they are offering is a 100% better than current provision
A pharmacy that's open late at least one night a week would be useful (x2)
Should be open until 5pm,and after
seems ok
Hopefully they open.
late evenings would be good. Struggle to get an open chemist when the surgeries are open for late appointments
Maybe open in the evenings for workers

Longer on Saturday & Sunday would be good
This will cover people working also
Would prefer later opening on a Saturday / for people working (x3)
The hours allow for those working to still access it.
Prefer longer hours on a Saturday or Sunday opening
Ok for me but those working might prefer longer hours
Would be handy
All day Saturday would be better, but a vending machine would suffice.
i use the abbey and they open all day on a saturday
Workday like a Sunday opening
Prefer open longer on a Saturday for people working
Maybe Sunday opening would be good
Monday to Friday is fine People who work Saturdays need access to pharmacy to suit
why shut at lunch? seems daft .
not sure why theres a gap at lunch time
Maybe longer on a Saturday but as a retired person this suits me fine
the opening house should be later to accomodate people who work shifts ie not the normal mon-frid 9-5
should open on sunday. most pharmacies nearby are open at lunchtime
Seems pretty standard. Anything way out with the model hours are unnecessary.
This is a great opportunity for the elderly and people who live in Hunterhill, as it saves a journey into town, especially in the winter
This would bring all areas together. Help elderly as bus routes not adequate enough. Be good for people who work.
Sometimes my daughter who works late so sometimes she is not in time to collect my medication.
Do not mind a 1 hour closing

Question 4

Do you think the Intended Applicant's proposed Pharmacy will impact (either negatively or positively) other NHS funded services like:

	Positively	Negatively	Don't know	Total
GPs	305	11	37	353
Community Nursing	283	7	47	337
Other Pharmacies	279	31	50	360
Dentists	224	11	80	315
Optometrists	205	10	92	307
Social Services	220	7	68	295



Responses

The NHS is being run down due to the pandemic it would take the strain off creating more jobs (x2)

Abbey chemist is rushed off its feet, overwhelmed, understaffed and prone to mistakes. Often out of very basic meds too.

This area southeast of paisley needs another pharmacy. Lonend pharmacy has all the business but they in my opinion don't cope very well. Service can be very slow any time I've gone into here for prescription medication pickup.
Later opening will allow for all above NHS funded services to continue after hours.
Only pharmacy at present in that area is not fit for purpose. Long ques indiscrete staff I travel out with to get my routine prescription as I'm sick of them shouting my prescription for all to hear
Would be a benefit to all in the neighbourhood
It will compete with Abbey Chemist at Lonend
Think it is a positive thing. Would be helpful to a large area of the local community.
I can't see an issue with other service providers being inconvenienced by a new pharmacy. However there is another local pharmacy who may find their market share diminish. From personal experience the pharmacy in question sometimes appears to be overly busy and not able to provide a timely service.
Support for local community and highlight any concerns to social services that are brought to pharmacy attention
Nothing like this in the area it could be convenient for a lot of people eg bus and petrol costs
It's a big enough area to provide a service especially for young mothers with children and the elderly who find it difficult to travel further to neilston road or abbey pharmacy which has an inadequate bus link
Location is definitely not ideal .
The only other pharmacy in the area is always very busy
It may reduce nearby pharmacies income but would also reduce their workload which would be better for patients. With expansion of pharmacy first this would be beneficial for patients as pharmacies should be first point of contact for sore throats, shingles, impetigo, mild eczema, insect bites, hay fever etc. oharmacy are often so busy with their dispensing work that it leaves them little time to do pharmacy first properly and develop their skills and. Knowledge
Negatively to pharmacies as I have found the pharmacies recruiting at this time are struggling. I am currently trying to find work in pharmacy. As community pharmacy is falling apart its difficult
Why introduce a new pharmacy when the one in loanend has improved just keep developing it
The public may pop into their pharmacy for advice before contacting other services. This may take some of the pressure of other services.
Hours are fine but it's a pharmacy inside of a housing estate which wouldn't work Hunterhill can have its bad days and good but attracting more drug users and drug dependents into the estate will just cause more problems your basically giving them a golden ticket to be able to get smashed in the area
my chemist at abbey has 24/7 machine can go anytime day or night to collect so why have another pharmacy in this area
plenty pharmacies in paisley
Increasing pharmacy cover would benefit practices and patients mostly as increasing demand is causing lengthy delays at local pharmacies.
theres plenty chemists nearby less than 1 mile

Anything to help the local GPS and pharmacies
Ideal for occupants within this area.
All pharmacies start off with great ideas and promises. Mostly it all gets too much for them and services start to suffer/mistakes are made. I often find pharmacy staff have an unfortunate manner towards customers
It will help
A new pharmacy will help other pharmacies that cannot supply some medicines
The pharmacy is needed because Abbey is very busy
Other local chemist far too busy and taking longer for prescriptions
Would help all services and especially pharmacies as all I can see are busy pharmacies so this would allow pharmacists to provide a better service
The pressure placed upon existing pharmacy contractors due to Lloyds/Boots closing or shortening hours at short notice is sometimes overwhelming. Patients require a consistency of access to pharmaceutical services.
We are aware of the significant strain and increased workload local pharmacies have faced and this is reflected in increased turnaround time, incomplete prescriptions and back and forward between surgery and pharmacy for patients. Long queues outside pharmacies have been the norm and any additional service would ease this demand and improve the patient journey.
It can only improve waiting times
Hunterhill area in particular has never had a good bus service a pharmacy in area would enable people to get help and advice without having to go on first instance to doctors and prescriptions can be sent to pharmacy
A new pharmacy would go a long way to making a pharmacist accessible. It's a long way to Neilston road and Abby is extraordinary busy.
Having had conversations with the practice manager, she doesn't think much of Abby. Neither do I. I don't go there anymore.
A chemist there would be good.
Take the pressure off local chemist's who seem to struggle.
Went into Abbey to hand in my script. 20 min wait to hand it in. 20 min wait to be told they didn't have it. Fairly typical.
I spend so much time chasing up prescriptions for clients a new chemist would be really handy. One that's organised, has less waiting times and can get changes to boxes, error free and on time medication to clients would be great.
A delivery service isn't much good if the medication is often incorrect. I regularly get old medication, recycled boxes and even other people's medication being delivered to clients. I've come to the decision that all the local chemist's are just too busy.
Take business away from other pharmacies but they have a bad service. Poorly run. Hopefully they shut
If you take business away from my pharmacy hopefully they will be quiet enough to answer the phone. And if not I'm off.
I take my prescription elsewhere now. Usually somewhere close to work. It's a joke trying to get Abby to order, dispense and have ready my prescription within a week. I just collect from the GP now. And go else where.

Don't going you can have enough of Social Services be it medical or whatever
A new chemist would be great. Currently chemist's are overrun. That's apparent by the poor service
Having the pharmacy, near by is going help in all aspects.very beneficial for the community.
New pharmacy might help reduce pressure on existing pharmacies and offering an other avenue for people with minor ailments issues so they dont need to go to GP
Local pharmacies are oversubscribed and have lengthy wait times for fulfilling prescriptions
Anything that can take pressure off the services in the local area can only be a good things. With the increase in population forecasted for the area in the future this is needed to maintain a proper service for all.
I think it'll help a lot of different agencies out as it'll take some pressure off because people can access a pharmacy within walking distance instead of having to rely on public transport which isn't very good.
New pharmacy would be useful. Can't always park at Abbey and Neilston road is the same. Delivery service is good.
I don't believe it would affect other pharmacies because they are too busy and overrun
Abbey are abysmal. Somewhere else to go would be a relief
Abbey aren't great. They won't deliver mine and it's far to walk
Others pharmacies will be raging
It would be good. Abbey are too busy. Took ages to get my child a consultation with the pharmacist. Now I just buy medication in Morrison's.
Abbey always lose my childs prescription. I have to access them weekly and they never have it organised. Very unreliable.
A local pharmacy potentially could alleviate pressures on all the above services.
By providing another local pharmacy in the community will ease the pressure on the existing outlets
Nearest chemist Abbey is over stretched. They may find a drop in service. This will have a positive effect on people using their service ie reducing constant queues/more drug stock meaning reducing number of visits back for out of stock items. Better chance of one to one service
Another community pharmacy will positively impact other NHS funded services as it will enable patients to access a pharmacy that is closer to their homes and therefore shorten the delay in prescriptions being handed in and dispensed. It also means that prescriptions can be sent from other services more quickly to the pharmacy and again shorter the delay in patients receiving their medication.
Only other pharmacy on main road is always over run and under staffed. Had mistakes I my orescriptions as well as shortages.
This will be beneficial because abbey is often queued out
Positive impact on pharacies as they are too busy and never organised.
I think a pharmacy would be beneficial for all of the above
Abbey and Well are very very slow at getting you your prescription. I Chop and change between both. I wish there was an alternative as both take days days to dispense medication.

theres plenty pharmacies in the area. theres 3 or 4 on neilston road where lloyds is. i use the lloyds
New pharmacy will help
I don't really consider any chemist in my neighborhood
Abbey are a joke. Just too busy and totally disorgased. The worst thing they do is ask for your address Infront of loads of other patients, then discuss your medication Infront of them too. Unbelievable.
This will take the pressure off other pharmacies in the area and simplify getting emergency prescriptions for some people having a service much closer in and within walking distance
Refused delivery from Well during covid. They refused even though they know I'm housebound. I didn't go back. Abby are better but not by much, takes them a week to dispense my pills and a few deliveries to get them to me. They never answer their phone.
Anything to cut waiting times and stop return visits to the chemist. They are overrun and another pandemic of covid will break them. They let me down during the pandemic, I just won't go back. Many of neighbors feel the same. Same with the doctors bit we have no choice with them.
I don't see Neilston road on the map. And I really don't consider it part of my neighborhood.
The girls in Abbey are lovely, but they are simply too busy. They seem to contact the GP reception alot. They might have a good relationship with Abbey mp, but they certainly don't with Anchor. I dispair going to the chemist. Always full of hustle, disorganised and blaming the GP surgery.
All services are at breaking point. There is no pharmacy within this area within a reasonable distance of the houses within the areas of dykebar etc. this would impact the community on such a positive manner from young to working adults to elderly.
I DONT THINK THAT A PHARMACY SHOULD BE IN SUCH CLOSE PROXIMITY TO THE SURROUNDING HOUSES. DUE TO THE VERY NATURE OF THE BUSINESS, IT WILL OBVIOUSLY ATTRACT PEOPLE WHO ARE TRYING TO FIGHT ADDICTION..... I DONT THINK 20 TO 30 YARDS FROM A CHILDRENS PLAY AREA IS ACCEPTABLE.
Carers will be able to seek advice closer to home, GPs are always looking for more pharmacies, district nurse wont have to travel so far for meds and just in case drugs. Might also give other pharmacies a bit of breathing space for blister packs and methodone etc which are always very busy and sought after
Better for patients and other service users
Competition for other pharmacies as the new one closer to home with easy parking etc
my chemist at the abbey is great. its open longer, does not shut for lunch and i can use the 24 hour robot anytime
Having the provision can support the other sectors.
This is a huge area not served by a pharmacy. Residents will be able to come here for all health advice, taking pressure off of GP and other health services.
Abby are a nightmare. It took them 3 days to get mu antibiotics sent out to me, everytime I deal with them its a disaster.
Abbey chemist lied to me about where my script was They blame the GP, but the surgery can plain a day see where it was scanned into.
never had a positive thing to say about Abbey Chemist.

A new pharmacy would make the GP job easier as the current one must be a total pain.
The sooner a new pharmacy opens the better
Always a ridiculous long wait. Ive complained several times and have other people about the methadone patients skipping the que, swoling drugs and swearing. The pharmacist does absotully nothing, Ive put a written compliant into Abbey but they didnt reply
Pharmacies just seem to be struggling with everything my pharmacy well, has a different pharmacist ever day. Never the same one twice.
Services are 100% inadequate I have to walk for 40 mins 3 times a week for medication
take strain off GPs + current pharmacies
Any addition would be welcome as the area is mostly old people
I cant get an appointment with a GP or see a pharmacist at Abby without booking an appointment in 3 weeks, or waiting 45 mins (Abby pharmacy)
Abby has such a long wait and you have to come back again and again.
There are a few services in the community apart from deliveries, and they are a hit or miss (from Abby)
A new pharmacy would be good.
NHS is disintegrating esp in the community. A new pharmacy would help.
Anything to help the GPs they seem overrun as do existing pharmacies nearby
Cant get a GP appointment and this clogs up the pharmacy
Other pharmacies wont like it
Hopefully an organised pharmacy will help the GPs who are struggling
Hopefully take business to manageable levels as Abbey cant handle level they do even eve their vending machine
Been a customer for years at Abbey but every visit I have become more frustrated. If your script is made up, the staff have huge difficulty finding it. However, this is unlikely as usually I have to contact the pharmacy & GP surgery at least twice each, back and forth.
A pharmacy will be a good thing
Abbey wont answer their phones, repeatedly phone and no answer when I do they are always rude.
Abby phoning is a disaster, they took ages last time to dispense my medication. Through the pandemic they took ages to dispense my transplant medication, to the point I had to take my script else where. I lost trust and wont go back, it wasnt just the time but the way I was treated
There nothing else around
I don't know how I feel about a pharmacy in the street... parking is already an issue.
The more help the better especially with the age group in this neck of the woods
Accessing a pharmacy is difficult for me. Abbey is awful, I won't go there and nailston road is 2 busses there and two back. This would be handy
Hopefully this makes the pharmacies that deliver to the area better. I say deliver as accessing them is pretty difficult and usually involves a prolonged wait, if they are open. Boots have let me down repeatably. I now GP to glenburn.

<p>With over 1000 new homes in the area things will only get worse. And it's dire now. A new pharmacy would ease the massive congestion at current pharmacies that are too far. A real local pharmacy would be a great addition for our neighborhood</p>
<p>I was let down recently by my chemist. The doctor sent through an antibiotic and I phoned to see if they had received it. They had but not processed it yet, They were going to deliver it once done so. Waited until 5pm then phoned eight times. They didn't pick up the phone. So I phoned the next morning....still not processed so I went down to pick it up. 40 mins of queing later I had part of my antibiotics. They asked if I wanted the balance delivered. I said no thanks, I would be passing on Thursday and pick up the remainder of 3 days. Called in on Thursday afternoon to be told [REDACTED] had it and it was being delivered this afternoon. Returned home no missed delivery as my husband works from home. Called back to Abbey on the Friday, asked what happened and they dispensed the balance pretty much Infront of me, so it hadn't been done yesterday or tried to be delivered. This is a typical experience from Abbey.</p>
<p>Other local pharmacies are so busy there is obviously a problem, particularly with long queues and lost/missing prescriptions. I think we need more pharmacies to help alleviate this.</p>
<p>Use Lloyd's. Always need to return usually for Libra sensors but sometimes insulin. So my bi monthly prescription always takes a minimum of 2 journies.</p>
<p>Won't use Abbey. All bad experiences as they are just too busy. Now use Hoolhans in Darnley. It's far but reliable</p>
<p>I use glenburn. It's far away but they are reliable. I refuse to go to Abbey or well Neilston. A new pharmacy would be great as I can't access any of the additional services from glenburn. The others I have no faith in.</p>
<p>My father had to get a dosette box. None of the local pharmacies would do it even though we were a long time customer. So we go to Mackies. But they actually do it in Cardonald. Everything is fine until the box has a change. It seems that I have to chase up the change repeatably, to the point my father was taking excess metformin until the end of his prescription cycle, then the change came into effect. The doctor wasn't happy and tried to get a local pharmacy to take him on as a dosette patient. None would take him on the second occation of asking.</p>
<p>I don't think any intended pharmacy can have a negative impact.</p>
<p>The more pharmacies then the more that can be served and often people prefer to see the pharmacist first do they are getting busier</p>
<p>Abbey is over run so this would be positive</p>
<p>Regularly have to endure Abbey chemist. It's far far too busy, it's out with the neighborhood and the service is pretty dire.</p>
<p>Anything that takes business away from Abbey is a good measure, they are extremely busy, and can't cope. A new pharmacy local to us would be great. It would be more convenient and hopefully a better service. With 1000 new homes being built in the area things are only going to go from awful to insufferable.</p>
<p>The amount my surgery have difficulty with Abbey anywhere else would be a blessing.</p>
<p>Abbey must make a mint, but don't really do much. Their service is poor and everything is based beside the health center. There is nothing actually in the community. No health agendas nothing. Just being able to speak to a health professional would be a step in the right direction.</p>
<p>Went to Abbey always slow.</p>

theres quite a lot of pharmacies in my area . i count atleast 10 near me
Everywhere we go these days it's so busy, doctors are busy and we can't get an appointment, pharmacy is the place to go for emergencies and when something is wrong with our health.
I am an optometrist myself and we always have people come to us referred by pharmacists. So I suppose it's similar for other health professions.
I am not sure if the opening of another pharmacy is good for the business of the existing ones but it's good for the people and the competition. Competition makes services better.
It will benefit GPs who need to send prescriptions to a local chemist. Save time for the elderly and infirm who would otherwise need to travel for this service
An addition of another pharmacy will be beneficial in alleviating other overburdened services
don't want it affecting my own pharmacy
I've had nothing but negative and difficult experiences with the nearest chemists.
This would be great for the community. Giving a different option to visit a chemist nearby in my neighborhood.
Hope it wakes up the local chemists as they are awful. So I see it has having a good influence on them.
reli could do without more methadone here. that's a worry
Don't see a new pharmacy having much difference
Will relieve the burden on abbey
The pharmacies are inundated so this will help
Maybe some competition for abbey will be good so hopefully they will work at their customer service
Should be positive as it's offering a service that is alleviating waiting times as abbey is a very busy service
Waiting about in the cold is awful if you have asthma. there is never room inside in Abbey to wait, never mind the walk there. I hope a new pharmacy will have significantly shorter waiting times, stock of my inhalers and no balances.
i have just done a google search and i have counted up to 17 pharmacies in paisley...why do we need yet another?
As a practice pharmacist and community locum I feel I can provide some insight into what is happening. Over the last 6 years I have found the pharmacies on Neilston road to be becoming more complacent, less professional and harder to deal with. This has been significantly worsened by the pandemic. In particular Well pharmacy on Neilston road is a pharmacy that regularly has problems with shutting, late pharmacist, splitting a pharmacist between that branch and Glasgow Road. They seem to have had about 5 pharmacists in 5 years, each for about 6 months, with the gaps being filled in by locums. The staff are always off sick and they seem to be very few. They never answer their phone. They don't make prompt changes to patients medication. They refuse services like EHC and smoking cessation regularly. The practices in the area have made a decision to stop sending patients to Well for services. This in turn have made people turn to Abbey, who are now so busy that they are completely overrun. They don't have capacity for more. Finding a pharmacy in the area to take on methadone, bup or any supervision is very difficult. Add in weekly dispensing of tablets be it in boxes or skillets is

almost impossible. With new houses in that neighborhood being planned at over 700 there is definitely a need for a new pharmacy.

There is a need for a local pharmacy in this area

It will provide, a, great comfort for sick children and easy access, for parent's of elderly /infirm.

This would promote the area to new tenants and small buisises to the area.

I think its a Positive thing

Question 5

Below is a list of pharmaceutical services currently provided by other Community Pharmacies in/to the defined neighbourhood.

Pharmaceutical services

NHS Prescriptions
Dispensing of acute prescriptions

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

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

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

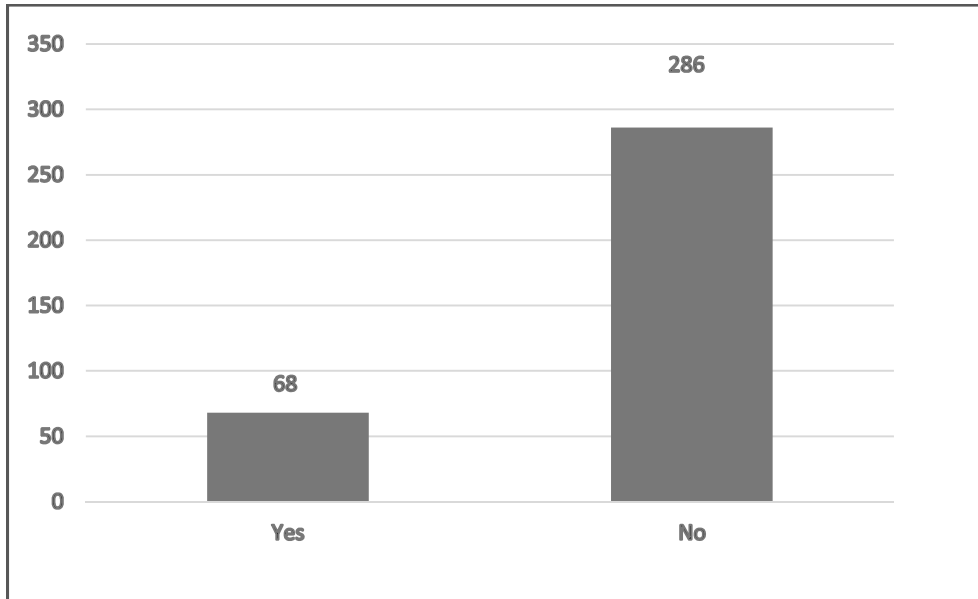
Substance Misuse Services
e.g - Needle Exchange Services, Opiate Substitution Therapy

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 in/to the defined neighbourhood are adequate?

Answer Options	Response Count	Response Percent
Yes	68	19%
No	286	81%
Totals	354	100%



Number of respondents: 222

Responses
Only adequate if you have a car and can drive & I am thinking ahead to when I am older and have to rely on public transport if still fit & able, the bus service where I live does not go past the chemist I use regularly enough and I only use it because it is beside the supermarket I shop in at the moment. Alternative chemists are located too far in either direction although buses available
In our existing chemist patients that come in for substance misuse come in groups it is overwhelming as they are loud and have no respect for others who are also using the chemist (x2)
Not adequate. Service is very slow for LONEND PHARMACY.
Their to busy
Local pharmacy Abbey Chemist seem to struggle with demand
The current provision in the area is sub standard. Each and every pharmacy is under staffed, over worked and low on morale. This is negatively impacting patients and GP services. Essential services such as acute prescription dispensing is very timely. This needs to change.
Always room for medical services
Pharmacies are getting busier with repeat prescriptions
they are far too busy and waiting times are bad we need another chemist in the area
Not all people have transport to these other places. All very impersonal.
I have personally moved to a pharmacy about 4 miles away because the service at the local pharmacy wasn't quite up to scratch. This was about two years ago, so it may have improved.
Often long wait times and prescriptions unmade when they have had them for days
This pharmacy would be closer to home especially when you need immediate medication

Some are too far away on poor bus links
NO SUBSTANCE MISUSE OR METHADONE SERVICE, ENOUGH MONEY SPENT ON ████████ WHO DRAIN WORKING PEOPLES TAX/NI WHEN THEY HAVE NEVER CONTRIBUTED INTO SYSTEM! MOST OF THEM 5+ years on methadone programme lol.....wasted millions on this programme!!
Not with all the new houses that have been built
Abbey pharmacy, the nearest pharmacy to this area is very busy and I feel at times verging on being overwhelmed work load wise
The chemist I use is always busy and you have very long waits for prescriptions.
Put in morrison's where the local people shop if you needed to expand more accessible not next to a children's play park and car home
The service has to be beneficial to all members of the public.
Many old people live in the Blackhall area and are unable to access other facilities without help.
Hours are fine but it's a pharmacy inside of a housing estate which wouldn't work Hunterhill can have its bad days and good but attracting more drug users and drug dependents into the estate will just cause more problems your basically giving them a golden ticket to be able to get smashed in the area
A pharmacy in the community is needed.
my chemist at abbey does these all
abbey pharmacy is my local down the road
A bus/car journey is presently required for most residents to nearest pharmacy
chemists nearby give this service
Long waits, missing prescriptions
Dont know.
I have no issues with current services
I'm not sure
Lloyds in the high st is better than Abbey
Always queues due to volumes of patients and often stock is not in stock in Abbey. Abbey refused to return a script to a patient even though they couldn't supply the medicines. Been forced to go out with the neighbourhood to get my meds because service in abbey is poor but then now require them to be delivered but have twice received medicines for the wrong person
The current pharmacies don't have the resources to cover the neighbourhood
Too busy / Other pharmacy's are always so busy (x2)
Currently use pharmacy next to king at surgery when I collect script but I'm currently unwell so cannot get there and abbey is too far to walk
Repeat prescriptions could be improved by abbey. They have denied they have my prescription but the surgery confirms they do but it was then to Gauze St which is not convenient.

Other times they have lost it and I have to do the running about so I decided to collect my prescriptions myself from the doctors. 3 times I have been left without pain killers at weekends
There is a lack of pharmaceutical services in the defined neighbourhood. I know of a number of local residents who have travelled to pharmacies out with the neighbourhood only to find them closed. In one case this involved a trip to A and E.
high demand, lengthy queues and increased turnaround time for prescriptions. We receive multiple complaints from patients about the wait for prescriptions.
Pharmacy very busy. Prescriptions can take twice as long as they used to.
Only use every 2 months and I go to the west end pharmacy
Due to it being harder to access a gp I find it increasingly more difficult to access pharmacy first and now huge queues
Currently I use boots in Netherhill Rd. Before this I used Abbey. But years of constant failure of being able to dispense my medication I moved. I sometimes went days without my heart medication, or they would give me a few days supply while they went and reordered it. Then when my actual prescription came from the doctors that I inevitably had to collect myself and hand into the pharmacy I would have to repeatedly call back for medication owed, each time in a que for 20mins. Pathetic.
Now I go elsewhere.
Big area, big population and pharmacies are all away over on Neilston road
Not my experience but neighbors having problems getting prescription on time
I tried to do smoking cessation with Abby. I went twice, and the ques were so massive I just didn't go back. I ended up getting patches from the nurse, then Abby took 2 days to dispense them. Thankfully I gave up but Abby really didn't facilitate in the slightest. It's just stressful dealing with them. With the new estate opening it will make them even more rediciliouly busy.
There aren't really any in the neighbourhood. Abbey in consider outside. It's more town centre.
Abbey have made me go without insulin in the past. I now have to take my prescription to silverburn when I go to tesco. A pharmacy within the neighbourhood wouod be good. Abbey are actually outside, and no good.
Hopefully a new chemist will be manned by a chemist who actually cares.
Ques out the door. Always in disarray
I go to boots and work through the week. I collect my medication and they are pretty good. But I have to get 2 buses to get there, or cycle over as they don't deliver on a Saturday. But the last couple of Saturdays they have been shut leaving me without my medication. Hopefully a new chemist will take the pressure off them so they can then open. I used to go to Well but they seem to have problems getting staff and a chemist as well, but are disorganised.
I have to walk far to get to a chemist. Then it's a wait, bother, badly managed, always got excuses, call back for part of the tablets etc.
Absolutely not.
One pharmacy for about ten thousand people isn't adequate.

In fact, one chemist for essential 2 massive doctors practices with 20 doctors isn't adequate. There should be at least 2 more chemist's in the community not near the doctors surgeries.
Unable to cater for demand
Poor service.
They are miles away. Too far and bus isn't great. Delivery service isn't great either if you want to speak to a chemist.
Because it can be difficult for some people in the community to get to other pharmacy's, if they have difficulty in mobility or other health issues. And not always have the help, from family or friends.
I do not feel there are enough pharmacies in the area plus new housing it will make it more difficult (x2
We were given the wrong medication from the pharmacy in Neilston rd luckily i am a retired nurse and recognised the mistake , that's why we are using frasers in Barrhead
I don't know if they are adequate or not
Abbey chemist is a joke. Too many methadone patients who get preferential treatment. Waiting times for scripts are too long. It takes close to two weeks to get a script delivered for home delivery customers despite it being picked 5-6 days earlier.
I have said no to this question because I dont know if the services are adequate or not, not being a regular user of them and i dont know what additional services are needed. There should be a don't know option here
Local Provision currently already queued out the door
Need more pharmacies that will dispense dosset boxes and maybe deliver at a regular time each week.
My son is on 3 different prescriptions monthly and I have to travel to Asda to get them as there isn't a pharmacy nearer where I stay that's accessible at the times I'm available to go, or not on a busy main road. It's also local to my family members if I can't pick up but if I had one in walking distance I could be picking up prescriptions for my son before school after school after work on my way home.
Yes but it has not always been so
Too far. Not enough car parking.
How can they be adequate when some aren't open. Some never have stock and are hard to access if you have walking problems.
Only one serving the neighbourhood and it's too busy. I have left without medication for 4 days and 2 days another time by abbey, lonend because they failed to order my repeat after my phone call and it never arrived snd gp said it was never ordered. Had to get an emergency script from my gp to cover this. Was refused an emergency by Abbey Chemist because they insisted on a bar code from the doctor
Avoid Abbey as it's very busy. Huge ques
I use the town center pharmacies. I avoid Abbey
Abbey are absolutely hopeless. I dread using them. And have to every 2 weeks as I have diabetic children.
My child has gone without insulin overnight due to Abbey.

<p>Sometimes they text you to say your prescription is ready. But it's not. They haven't even started it. 45 mins later you are handed half of it and told to come back at a later time as it's not in stock.</p>
<p>Abbey are abysmal. they regularly let us down.</p>
<p>I've complained to both the diabetic team and the practice and I think Abbey pharmacy should close as it's so poorly run.</p>
<p>2 weeks ago our household had to isolate as my diabetic child tested positive for covid. Abbey refused to deliver insulin and strips. The kids father [REDACTED] had to leave work early ([REDACTED]) to pick up his son's medication. Unbelievable.</p>
<p>Services are awful. Constantly have to return for medication as it's never ready and has to be ordered in AGAIN.</p>
<p>Abbey and Neilston are too far. Glenburn delivers my inhalers. And I go or phone there if I have any problems.</p>
<p>Too far. Miles away. Always very very slow. Rarely is it ready.</p>
<p>My problem is the distance. Lloyd's are happy to deliver, but if I want to go there it's very far. 66 bus takes ages and my feet can hurt. A chemist around the corner would be very welcome.</p>
<p>Are there any? None nearby.</p>
<p>Prescriptions take too long and queues too long</p>
<p>Abbey are just too busy. Impossible to speak to a pharmacist, have to que for ages to get a counter person first.</p>
<p>They just aren't. I'm continually frustrated at he lack of service. The surgery and pharmacy it seems have little communication. It's a constant fight for my childs medication.</p>
<p>Absolutely inadequate. Itsa constant struggle for my disabled childs medication. I have to phone constantly. Drive down constantly etc. A new pharmacy would be a relief. I know others in the area feel the same. Abbey are a disaster, who let me down constantly.</p>
<p>This new pharmacy will provide local residents access to receive an improved local service in this well populated area</p>
<p>Only one chemist in this area is now not adequate with recent new housing and future new housing. Pharmacy services are now encouraged rather than visiting GP</p>
<p>The workload of other community pharmacies continue to grow and has resulted in longer wait times and difficulty in contacting the pharmacy by phone. Another pharmacy be of benefit to residents, particularly those who find that there community pharmacy is struggling to keep up with demand</p>
<p>Often my mother's prescription which is normally delivered by abbey isn't which leaves me chasing it up and having to go and collect it. Luckily I am nightshift and able to collect at times to but otherwise she wouldn't be able to collect herself leaving her without essential medicines. When I sometimes go to collect they cannot locate it which takes more time</p>
<p>Everything is too far, but even then the closest is rubbish. My prescription is never ready, they never have stock even though they have had the prescription for weeks. The worst is when they ask elderly to call back the next day as their prescriptions are never ready. In the 40 mins I was waiting for my own they told 3 elderly to return tomorrow as they hadn't the stock for theirs. Absolutely atrocious.</p>

Not only is the pharmacy badly run and managed it's ludicrously busy.
Not adequate. everything is based around the health center that's very difficult to access.
Went to Abbey for smoking cessation. Told to come back in a week. Came back. Told to come back in a week. Came back, had my first consultation, told it was to stop cigarettes not vaping and cigars. Went to GP. GP said he wasn't surprised.
All are too busy and far away.
I think the existing ones are too far away especially since the bus service here is 1 per hour.
Service is slow as the pharmacy is run off it's feet.
Have to wait a long time in abbey for my script. Have to wait at least 25 mins.
Massive area. Loads of people, Neilston road is too far to walk for me. 30 mins there and 30 back.
There really aren't any. Shops at Neilston aren't accessible. Abbey is the wrong way. I use Mackie on the way back from work.
A delivery service isn't sufficient.
The abbey chemist is very very busy... wait a long time in queue
i use these at lloyds
Sometimes difficult to get through on the phone to abbey. Sometimes big queues. Sometimes large waiting times which is difficult because I'm disabled
Often forget to deliver fridge items when items delivery. After the refit the shop is too small and claustrophobic. The service is totally inadequate in terms of the population it serves
Too far from where I live and also from where my 93 year old mother lives.
They just aren't
It's plain to see that Abby aren't great. But what's worse is they are extremely busy they have no competition and really aren't approachable. I just wouldn't go to them for advice.
Huge area where the chemist huddle around the doctor surgeries. The ones on Neilston road are so close they should be considered as one. Spread them out, make them where people actually live making them accessible.
When wait times are 45 min plus. Just not adequate. It's always drop off and come back later please.
Absolutely they aren't 1 chemist for such a huge area is no good.
I DONT THINK THAT A PHARMACY SHOULD BE IN SUCH CLOSE PROXIMITY TO THE SURROUNDING HOUSES. DUE TO THE VERY NATURE OF THE BUSINESS, IT WILL OBVIOUSLY ATTRACT PEOPLE WHO ARE TRYING TO FIGHT ADDICTION..... I DONT THINK 20 TO 30 YARDS FROM A CHILDRENS PLAY AREA IS ACCEPTABLE.
The closest ones to me require car travel, the new service will let me walk to it
There isn't a pharmacy local to the area
Closing early no staff no stock
Too spread out especially if client doesn't have a car.
There's not enough for the size of area.

my chemist at abbey offers all this
The area in the map does not have an appropriate number of pharmacy for the population. Will assist over stretched gps.
Abbey pharmacy in a really disorganised and inadequate, perhaps because they are overworked. This may help
others offer a delivery service what do abby offer, good service, no prompt service, no
make mistakes, yes, Ive got the wrong strength before, and there is always an owing.
Absolutly not. Stressful dealing with the pharmacy, followed by a few days of * waiting.
Adequate is not a word I associate with Abbey.
doesnt matter if this pharmacy has had the prescription for one day or one week its always a 30min wait for your prescription, eventually it gets given to you after a load of excuses.
Abbey are the worst chemist ever. Every week I go get my * dossette box, every week I have a 30 min wait for it to be checked. Thats after waiting 30 mins in the que. It could be delivered but I wouldnt trust them to do it every week.
they arent in my neighbourhood, I have to go to Abby or Neilston which is town or 2 buses to Neilston Rd
I get a repeat prescription every 28 days and every time Abby messes up the starting date.
ques out the door and delays of 7+ days for repeats
Since 2018 Abby pharmacy has constantly made a mess up of delivering my prescriptions. I use mackies who seem to be reliable.
Takes too long to get prescription.
Abby is too busy, they cant cope. I have to wait ages, and return for part prescription for both myself and my wife
nothing but deliveries
I rarely use the pharmacy, but anytime I have they are alright, bit slow, but alright
I have to use existing pharmacies n the area. They are very difficult to phone and well pharmacy is a disaster. Carers avoid dealing with them altogether
The pandemic showed us how little resources this area has and its counting on.
It takes 5-10 days to get a repeat, in adequate
too slow, inadequate, did stop sending, but had to que every week, got distressed and gave up
If you look correctly at the map, there are no pharmacies or GPs.
Have to get a bus to Neilston Rd, pharmacy doesnt always have prescription completed at lloyds
Well Neilston Rd has ques all the time of 20mins plus also they never open on time should be 9am more like 11am if at all. I now got to Boots. They arent much better and shut every saturday
went to pick up medication on Saturday 14 and 20th of August from Boots. They were shut, tried to get a small supply from the Town centre, staff confirmed they were were doing it all day. Not open and not great when it is open
I dont see Abbey or Neilston Road as part of our neighbourhood.

wife gets 4 weeks of trays at a time, drops and insulin, always return to abbey again. They are too long they always have a wait of 30mins. loads of people working but they seem reluctant to serve
Stand outside the pharmacy and watch the disgruntled patients.
other than a delivery service what is offered?
Takes far too long for a prescription Abbey just tells you a story about where the prescription is. Total nonsense as I have a 12 month CMS prescription that I still need to go in then wait 40 mins.
Absolutely not. They cannot cope
While I dont use them myself, I know others thin k that the area is underfunded.
3 day waits and ques for 30mins arent ok. The vending machine only works for certain packages.
Well, Abby and Boots are all useless. I cant stand the excuses they make for not having my script ready.
There are no pharmacies in the area defined
No we have nothing local
There's a pharmacy down the road. Also multiple on neilston road.
Abbey wait time is too long. One my grand kids wasn't well and my wife waited so long for a minor ailment that asked how long it would be and the staff were chatting amongst themselves and staff were arrogant so my wife ended up paying for it
There really aren't any in the neighborhood. Abbey I've had too many really bad experiences,.they are too busy and the others are miles away.
Definitely not adequate, never were.
See above experience. Abbey are too disorganised even with their robot, and their pharmacist just shrugs off complaints as he knows there is nowhere else to go.
I leave my neighborhood and go to a Glasgow one. The local ones are crap.
Bus is no 66 isn't always on time. 15 min walk. But you always go back the next day.
Well in Neilston rd services has deteriorated because new staff who are not competent. Service is slow. Often items not available. I'm on inhalers every 2 months but often they don't have in stock so I have to return
Lloyd's pharmacy. Minimum 15 min wait,even if you have pre ordered it.
It's 15 mins walk there and back. So that's essentially an hour of your day. Not really great if your working. It seems to me most pharmacies forget that. People actually work. A pharmacy in blackhall Rd that's well run would be great. Nip in pick your prescription up. Somewhere handy with parking. Zero parking on Neilston road on a week day. And getting your kid out and in the car is pretty awful.
Definitely not. Let down by Well quite alot. Never have my prescription ready. Usually it's 3 or 4 journies to get it along with a few phone calls. I've got to the point of ordering early and I just don't expect everything to be in stock. I keep at least 4 weeks of medication in my cupboard as I just can't depend on them. They seem to have no staff. The ones that they do have are clueless. I'm not sure if anyone is trained to work there. I think they have had eight pharmacists in five years. Inasked for a delivery and was given a flat no. I hate going to them.

Went to Well. Refused the morning after pill. Didn't have time. Got it from the GP.
Absolutely not adequate. Well Neilston rd is under so much strain and now lots of changes of staff and the standard is atrocious. Had so many issues in the last year with lost prescriptions. Dosome boxes often not ready and told to come back in hour and it wasn't ready so waited a further 25 mins and was treated with arrogance. Was then told they couldn't find it. And the reason it wasn't ready was because they had no metformin in stock. I don't drive so I had to stay around Neilston rd with a 2 year old in the rain then had to take shelter in a cafe and spend money.
Due to this experience had to move to Mackies in Glasgow which is further away and I can't drive so my sister had to collect most times.
Also lots of items not in stock, they didn't have an antibiotic for cellulitis for my dad and they couldn't advise when it would be in so again i had to go to another pharmacy,
Had always had good experience when Dorothy was there but can see the change now and not for the better. I have physically seen a change in the demeanour of the staff and they now seem down beat.
See above.
I use Glasgow road Well. Que times are short, but they insist in sending my script to England for dispensing. Everything takes too long. Inwent to use the stop smoking service. There was little conseltation or encouragement when I told them I was struggling. Stopped after a few weeks. Then a nurse phoned me about it and I'm back on it.
I have to wait 48 hours for a local chemist to dispense my prescription once handed in
Refused paracetamol for my sick child. Bought it instead. Cheers Abbey, you live up to you reputation.
To access a pharmacy I have to travel out of my neighbourhood by car. Also to reach one on foot would be beyond the ability of many pensioners.
Abbey rarely have my medicines ready. They don't answer the phone or correspond to emails. They are nice people but totally inundated with business.
Always a queue and often have to return because to there is no space to wait in abbey and it's smaller now due to the machine been built
3days I waited in Abbey for my prescription for an antibiotic ear spray. apparently they couldn't do it quicker as the doctor hadn't marked it as urgent, and they couldn't find the prescription to hand back to me. So I waited for my text message but my ear had burst by then. The GP wasn't happy at all.
So yes, Abbey are definitely inadequate and I won't go back.
I need to get a bus to the one on lonend because of the hill whereas blackford road is a short walk away
Long queues at abbey as no other choice in the area and Neilston rd could be defined as in the area. Parking at Neilston difficult too.
Prescriptions never in time and don't seem to keep accurate records of my cms prescription telling me I haven't collected in 4 months
Not enough pharmacies for the area
Regularly have to return for a balance, you can't get to speak to a pharmacist within a reasonable time. Did 11 weeks of the smoking cessation service at the beginning of the year, should have been 11 10 to 15 minutes each time. Never took less than 45 mins by

<p>the time I quued then spoke to someone. Didn't really see the pharmacist. Had to return a few times for patches as they didn't have my ones they started me on.</p>
<p>10 min drive by the time you get parked. 30 min wait, followed by a 30 min three way argument with the chemist, surgery and me. Then 5 mins home.</p>
<p>Ps. Can't ever get through to Abbey on the phone and they don't reply to emails.</p>
<p>If you were a regular user of the pharmacies in the area would soon realise how inadequate they are. The Neilston road ones are too far 40 mins walk, they aren't much better if they are open.</p>
<p>Takes me 1h to get to a pharmacy if I walk. Bus isn't frequent less than 1 an hours.</p>
<p>Delivery service is poor. And I have to chase it up regularly. But a delivery service isn't the same as accessing the pharmacy for a service like getting headlice treatment or calpol for a fever. The new pharmacy will make life much easier.</p>
<p>Pharmaceutical nor GP services are adequate.</p>
<p>Massive population that's going to get 600 more homes. Rediculous that it has few pharmacies. In fact I really don't feel any are in my neighborhood.</p>
<p>Living in [REDACTED] for me it's a 40 min walk to Neilston road. It takes two buses or half walking, half bus. There and back. So it's minimum 2 hours when you put in wait times, and the bus timetable. Now try that with 2 kids one in a pram. Blackford is closer and hopefully the service will be better, and you can actually speak to a pharmacist for a minor ailments consultation. Currently pharmacists don't have time for this.</p>
<p>40min wait. Have to come back tomorrow. Always difficulty to deal with.</p>
<p>brilliant service by the abbey even more so since the excellent robot 24 hours machine. i use it after work when normally pharmacy is closed</p>
<p>We have to wait in a queue for so long to hand in a prescription of medicines that are needed urgently and then we have to wait more days for them to get ready. Very unhappy with local services (x2)</p>
<p>Nearest pharmacy is a distance away and a local distance away. Neilston is a distance away especially when you have to carry messages. buses are unreliable and costly</p>
<p>Every pharmacy in the area seems to be so busy these days , waiting times are awful we don't get the service we used to get in the past. The staff looks stressed every time I enter a pharmacy and they don't seem to pay attention any more.</p>
<p>Everything used to work fine in the past but there were so many problems with my prescriptions the last few times. My meds weren't ordered , I had to go a few days without , when I finally got them there were items missing. The pharmacist did a prescription for me but it seems every time I go now there is an issue.</p>
<p>I'm not on any medication so I am quite happy with my occasional purchases from pharmacies</p>
<p>Services are stretched to the very limit of peoples capacity and anything to ease this for those concerned will be a great help</p>
<p>no issues</p>
<p>They are crowed around the bottom of Neilston road or right beside the surgery. They should be spread out.</p>
<p>Having 3 within spitting distance of each other is ludicrous, they could almost be treated as one. They are crowed around the bottom of roads and should be moved further out.</p>

A delivery service is really a third rate health care provision. There really isn't anything in the community apart from doctor visits and chemist delivery. I have to go out of my area to get these services.
Having a pharmacy first consultation then being told to call back in a few hours just isn't good enough. This happens every time.
theres plenty pharmacies in the area. must be 12 or 13 near by
Too busy now (abbey)
Overall I'd say it's inadequate
This is a massive area and people have to travel and in the winter it will be much worse
Well Neilston rd often get it wrong and are short staffed. Went to collect a dosette box and they were closed for 1 hours and the sign on the door said they were short staffed. Communication between doctor and pharmacy is poor.
My daughter gets anti-depressants and dr increased the dose so gave her an interim prescription for 2 weeks until it could go in the dosette. When I collected them and took the 4 boxes to my daughter they still had the old strength in them and 2 weeks later she still hasn't received it so is now back on the lower strength. Even though my daughter phoned to ask if it had been updated and she was told yes.
Too long waiting poor counter service
Again abbey is so busy because it's the nearest and then is Neilston rd
If I was phoning on a Monday for my CMS script to be ready on the Tuesday then I had the rigmarole of it not being ready and it's still to be checked. I would have to then wait. Even though I raised a complaint it still was not ready when they said it would be.
Always a queue a mile long. Often get a text and then go and the script is not ready after waiting 3-4 days then have to wait sometimes at least 45 mins. I'm able to stand but often elderly can't like my dad and have to wait outside in all weather.
With the robot I'm fearful of using out of hours incase I cannot get my medicines
They just aren't. Horrendous waiting times. Small waiting areas. Pharmacy is cramped into a small area. Never have stock. Can't do smoking services as it's just too busy.
Was given the incorrect strength of atenolol by Abbey and tried to get through on the phone several times, maybe around 3-4 times. When I eventually got through the pharmacist said it was impossible for them to have made a mistake because of the robot. The pharmacist refused to send out the correct strength of my medicine so my daughter had to go collect it in person. She then had to wait about 40 mins.
I wasn't annoyed about the error but it was the rude Pharmacist and blameless attitude.
We now use a different pharmacy.
only one pharmacy plus the hours aren't sufficient
i feel the other 17 pharmacies provide these services
They don't always have prescribed medication in stock
Hunterhill needs its own chemist as their are too many ques, at other chemists in town
Pharmaceutical services too busy. Having this on our dorstep would help elderly keeping them in touch with there community and friends.

It will be good for the neighbour Hood for sure x

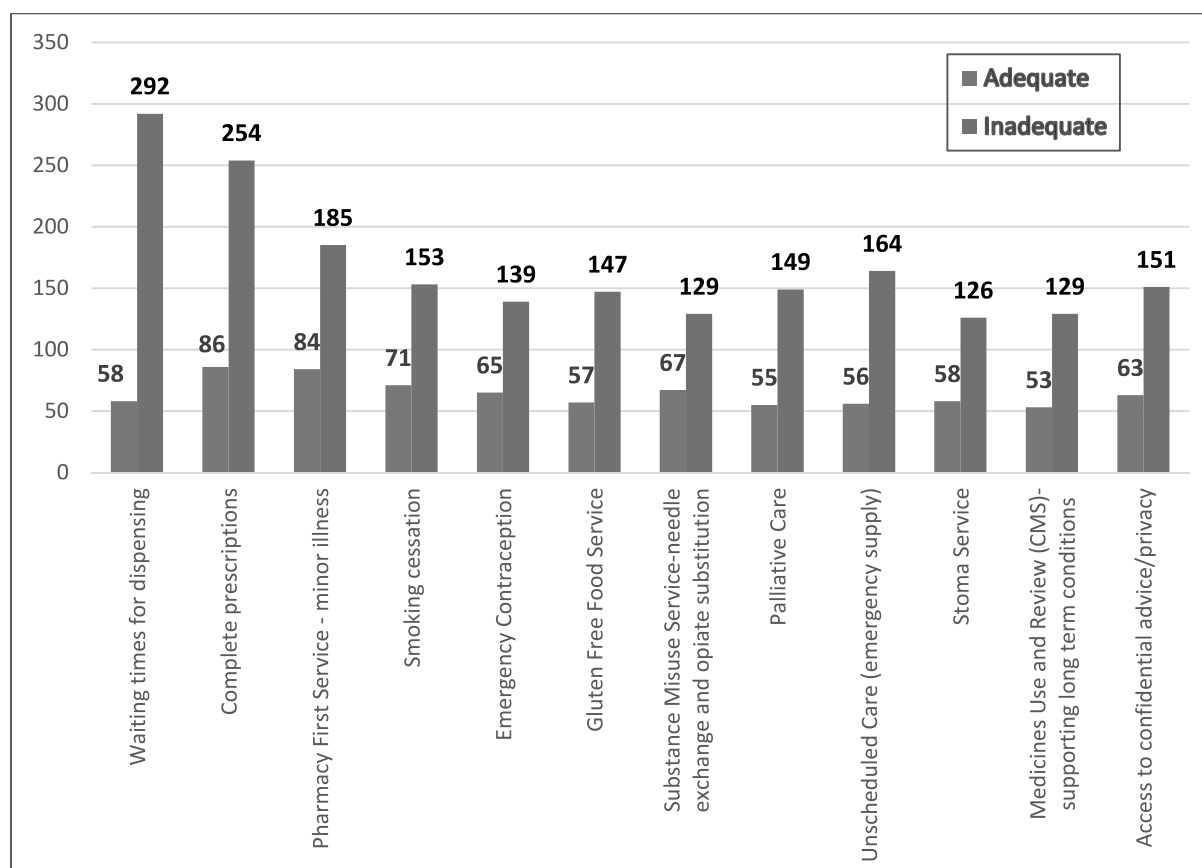
The local chemist in Lonend is always too busy with long waiting times for prescriptions and at times if prescription from Doctors that are delivered to them are still not ready after 3 days or they can not find them

Its always very busy with long ques

Question 6

What is your current level of satisfaction/dissatisfaction with current provision, where adequate is satisfied and inadequate is dissatisfied?

	Adequate	Inadequate	Total
Waiting times for dispensing	58	292	350
Complete prescriptions	86	254	340
Pharmacy First Service - minor illness	84	185	269
Smoking cessation	71	153	224
Emergency Contraception	65	139	204
Gluten Free Food Service	57	147	204
Substance Misuse Service-needle exchange and opiate substitution	67	129	196
Palliative Care	55	149	204
Unscheduled Care (emergency supply)	56	164	220
Stoma Service	58	126	184
Medicines Use and Review (CMS)-supporting long term conditions	53	129	182
Access to confidential advice/privacy	63	151	214



Responses
Cannot comment on lots of services listed but feel that as the area is widespread and a variable population and with the lack of public transport to the area these services would be beneficial and especially now with the cost of living increased a more local pharmacy would be beneficial if in walking distance
Some of these service do not apply to myself or has no impact (x2)
My mother choose to die at home. Had to regularly drive to glenbrn for her meds
Can only comment on the first two services as never used others services listed.
I have a friend who stays in the area and her daughter had a rash which needed looked at. She went to 3 different pharmacies within the area and was told to see a pharmacist she had to wait over an hour, with one pharmacy the waiting time was over two hours. This is unacceptable in my view. The inevitable happened- the girl got distressed and the parents took her to the local A&E. Totally unnecessary and avoidable considering covid pressures at the time.
People needing more medical service's every day therefore a new Chemist would give much needed support
I have not used all these services personally, so some of them are difficult to answer.
Thankfully I haven't had the need to use any of these services that is why I can't give an answer
Have not used the majority of these services so have said adequate.
Inadequate to service I dont use
Loanend provide the community with a good service also abbey chemist other side of the abbey as over spil
Cannot comment on most of the provisions but overall the local service is desperately inadequate.
Since I have no need at this time for other provision I am unable to comment further.
Hours are fine but it's a pharmacy inside of a housing estate which wouldn't work Hunterhill can have its bad days and good but attracting more drug users and drug dependents into the estate will just cause more problems your basically giving them a golden ticket to be able to get smashed in the area
abbey chemist provide all these
i can collect any time as i use thier 24 7 machine outside
i use some services listed at abbey 10mins away
all adequate
Long waits and return visits
Lack of space in the pharmacy is a problem. I also object to waiting in a queue for ages, meanwhile addicts wander in and past the queue to get their methadone....create a place for them only. Saves their dignity and our frustration
I'm not sure about most of them
Don't use most of these services

Not using other services because of forced delivery but would use pharmacy first if new pharmacy opened
Services can be slow and have waited on occasions for 40 mins and there is a lack of confidentiality. Minor ailment service could be improved
Only use some of the services so can't comment on them all
Wasn't offered an emergency supply when they couldn't locate my prescription
Having to repeatedly go back to Abbey when needles are not in stock and not offered any alternative. Lack of care and bad attitude at times too
Having a pharmacy located within the neighbourhood would be wonderful. Easy consistent access to all of these services is much needed.
We have excellent experienced pharmacy staff locally but the demand cannot be met with current provision. Queues and waiting times are a barrier to smoking cessation, patients asking again to come back to GP rather than wait in pharmacy, pharmacy first is limited in what they can offer and local pharmacists have expressed that they cannot deal with all matters due to limit on time/staffing. Any increase in pharmacy services is likely to have a positive benefit for patients and for local GP practices
I have no opinion on any other services apart from the ones i use. I use the current and only pharmacy in the area for my regular medication. Most months i have to wait days longer than the 72 hours. I have called the pharmacy numerous occasions to enquire why its late and i always get told it is because they are very busy.
Only use the dispensing procedure
Accessing my repeats is ok with abbey because I do it in advance but if I have a gp appointment for anything else I will actively avoid abbey because of waiting times I. Massive queues inside and outside
Can't answer most of these as I don't use them
If Abbey have anything to do with a service it will be disappointing.
Can't tick above boxes no experience of
Absolutely inadequate from Abby regarding smoking cessation. I just wouldn't recommend them.
I got let down every time by Abbey. They are just far far too busy to give an adequate service. Their vending machine has helped, but it's still 30 mins to pick up non venting machine items. And coming back time and time again is too much traveling when you don't have a car.
A delivery service is no good to those that work. But a service that isn't organised and has my medication in stock fully isn't much better. Why do Abbey push a delivery service and offer to organise my repeat, when they can't cope with what they are doing as it is.
Waited 45 mins for my prescription. Have to come back on Monday for the second part of it. Everytime.
Why do Abbey insist on speaking about personal stuff at the till.
The area could do with a couple of new chemist's. Not just one.
I also hate the drug addicts hanging about Abbey. They are intimidating, rude and can be aggressive.

Can't ever see the chemist. Just get offered a delivery service.
I've never used the stoma or smoking service. But I'm guessing they are terrible. If you can't do the basics of getting a box of tablets in a bag, your probably useless atthe other stuff.
Having lived in my neighbourhood for all my life. I have to go out of it to access a GP, pharmacy or dentist. Rich areas don't have the same problem. Just poor areas. I live over a mile from a pharmacy. This chemist will cut that in half. Ps. A bus ticket is expensive.
We don't need anymore undesirables and drug addicts in the area, we have plenty already and too close to a primary school in the event of lost meds or dirty needles
Current system to get your repeat prescription is obscure to say the least. Pharmacy and GP practice appear to be singing from different hymn sheets (x2)
No good service here
Pharmacies are too busy, to hard to access, always calling back. Never on time.
Speaking to a pharmacist not a counter person is impossible. Having everything the first visit is rare. Que upon que.
In my experience, waiting times for prescriptions being made up, is being affected. Because of the amount of people in one chemist . Can be a strain on that pharmacy..
Really dont want a chemist right at my front door , it is a good idea but no thanks at all.
Forced to use Neilston rd because current pharmacy is closed but service isn't that great (x2)
Services are ok but that's because we are using a pharmacy pretty far but i would be happy if there was one providing good seevices in the neighborhood as we are getting older.
Don't use any of these services, so can't comment
Smoking cessation - being disabled I'm not In The position to keep going in to chemist. I want champix to re stop smoking. GP won't supply it. Chemist want me in weekly - I'm immunosuppressed, I don't go where I don't have to since cv19 or remove my mask in the presence of others outwith my home in indoor settings
I have answered adequate for the services I have used but inadequate for the rest of the services, but only because my family or i have never had need to use any of them so i cant honestly say if the provision is adequate or not.
Do not want substance abusers to have an excuse to be in my community.
Increased population due to new houses extra provision is required
They are making serious mistakes with peoples medication and someone is going to get seriously l'll or die due to carelessness
Not sure
I cannot comment on all the categories because they do not apply to myself. I feel the area would be well supported by another pharmacy. The location is very good and easily accessible by car, bus and within walking distance.
Too far and too busy
Always have to call back. That means another car journey, petrol, parking, que.
Tried to access smoking cessation but waited too long to be seen therefore didn't pursue it. Emergency supply issue as per last question. Wasn't offered confidential area to chat
Always a que. Always a balance, so you have to que for that.

<p>It's embarrassing listening to the GP surgery and pharmacy argue about where my children's prescription is. It's never made up and can never be found, even though it always turns out the pharmacy has received it</p>
<p>My child has gone without insulin overnight due to Abbey.</p>
<p>Sometimes they text you to say your prescription is ready. But it's not. They haven't even started it. 45 mins later you are handed half of it and told to come back at a later time as it's not in stock.</p>
<p>I've had to go to hospital to get diabetic strips for my child.</p>
<p>They text us a code for the machine. It didn't work. We complained the next day, no apology.</p>
<p>I've complained to both the diabetic team and the practice and I think Abbey pharmacy should close as it's so poorly run.</p>
<p>2 weeks ago our household had to isolate as my diabetic child tested positive for covid. Abbey refused to deliver insulin and strips. The kids father [REDACTED] had to leave work early ([REDACTED]) to pick up his son's medication. Unbelievable.</p>
<p>Services are awful. Constantly have to return for medication as it's never ready and has to be ordered in AGAIN</p>
<p>Neither adequate or inadequate. Just too far.</p>
<p>I go to glenburn now. Well just aren't on the ball.</p>
<p>Absolutely inadequate for pharmacy first.</p>
<p>I don't like chemist that dish out methadone I just don't like going in to one</p>
<p>Always a que, always a return journey for missing medication. Always.</p>
<p>I have no issues with the current provider as I order repeat prescriptions on line and collect from an automated machine however I have seen people having to wait in ques</p>
<p>Cant comment on unused services</p>
<p>There is scope for improvement in all areas by existing community pharmacies. The most significant being complaints of longer wait times and difficult in speaking to a member of staff by phone</p>
<p>Need 2 wait ages for any prescription</p>
<p>Went to Abbey. Too busy.</p>
<p>To say I'm angry is an understatement. Abbey just fobbed me off. They seem to do this alot to other customers while I was there. Untill I complained about how i was treated, being told to repeatable come back. Waste of time.</p>
<p>The worst part was when my GP gave me the rescription, Abbey didn't have it in stock and I had to return for part of it. But they lost my prescription! Had to ask me what they owed me. Absolute car crash of a chemist.</p>
<p>I don't have any particular views</p>
<p>Abbey is smaller now robot is in place so more chance other people can over hear.</p>
<p>Tried to access to pharmacy in abbey but they told me to go to another pharmacy and the other wasn't happy.</p>

Nothing's adequate.
A lot of these don't apply to me
some services i dont use so had to say adequate like stoma?
Abbey is small so conversation can be overheard
Had to move from abbey because of multiple errors and subsequent arguments which caused a lot of inconvenience. Had to go to another pharmacy outwih the area because of this because of this poor service. Unfortunately I cannot get deliveries because they reached saturation point which worries for the future as at some point I may not be able to drive and the bus service is awful
Had to opt for delivery option because although im fit and able to collect the wait times of 45 mins are too long to wait and parking is terrible
I have had to get taxis to chemists on a Saturday afternoon to get emergency medication for my mother. I also think the existing services are very pressurised and some times there are long queues.
Went into Well for minor aliments for my kid. Ended up leaving and buying from a shop. Prescription que was a 1h wait. Same to speak to the pharmacist. Seems pointless to ask questions tona pharmacist when they clearly don't have time.
I DONT THINK THAT A PHARMACY SHOULD BE IN SUCH CLOSE PROXIMITY TO THE SURROUNDING HOUSES. DUE TO THE VERY NATURE OF THE BUSINESS, IT WILL OBVIOUSLY ATTRACT PEOPLE WHO ARE TRYING TO FIGHT ADDICTION..... I DONT THINK 20 TO 30 YARDS FROM A CHILDRENS PLAY AREA IS ACCEPTABLE.
Pharmacies are all too busy as they are providing more and more community services instead of GPs
Pharmacies are failing their contracts
Can't comment on the rest
I haven't experienced some of the above so couldn't answer as they weren't applicable.
quicker getting my meds since they did a refurb
Nhs and other supporting services are over stretched.
I believe the closest pharmacy service to this area is nearer to the town centre/Glasgow Road/Neilston Road. There is a large amount of elderly and immobile residents in this area that would greatly appreciate a pharmacy closer to hand.
I don't know the answers to most of these questions as they don't apply to me
Abby are too busy to cope.
Abbey couldnt do worse if they tried.
waiting times, totally inadequate complete - always have balances.
If I would take my * prescription else where I would.
If I had a prescription in to a pharmacy why does it take 2 weeks to get dispensed. The GP takes 72 hours to write it so why does it take so long?
Totally inadequate waiting times 100% Abby can be up to 45 mins for a simple consultation
use pharmacies on Neilston Rd always huge waiting times, and repeat services are atrocious

Totally inadequate in the area.
At abby we have to go back contently, que for what we couldnt get the first time.
Too far to walk and cant get through on the phone. And when you do, no one has a clue, you have to phone 5 times and tell the same story 5 times before its fixed.
everywhere takes too long. I waste most of the day queing and waiting for unorganised pharmacies to sort medication.
Same as husbands feelings. Just inadequate
I get stressed out dealing with chemists. Abby take too long to get it ready.
Absolutely in adequate service for smoking cessation, and they speak to you on the counter were everyone hears it.
Its the GPs clogging up the pharmacies with referrals
went to get a minor ailment / PF had a 20min with to be told that I wouldn't get a cream for chickenpox for my child. Had to return the next day. They didn't have it he next day and bought it from morrisons.
Always have to call back at lest once
Abby slow and always have balances Well pharmacy 2 days not acceptable in delay antibiotics
everywhere is a 20mins wait for an antibiotic if they have it in stock. Generally every pharmacy is unorganised
Blister packs never ready on time always have to wait. I get 4 at a time, before I got one a week remodel in Abby has made it worse.
Adequate for emergency supply as this is what Abbey use to save their management problems
always have a balance
not really sure, my family seem to think that its a long wait.
I put inadequate for all as they dont do anything right. poor before the pandemic, useless afterwards
I have no experience of the other services
Again we have nothing around us and the service we do have are pretty busy
As far as I'm aware, everything is fine, I've never had an issue.
Wait times are at least 30 mins every time so my wife and I choose to go to Ferguslie park which is outwith my area which is 30 mins drive there and back but I'd rather do that than use Abbey. I personally would never use them as it's never a good experience
Never been offered a private to speak
A few new GP surgeries and 5 more pharacies is what paisley needs. Not just one.
Pharmacist wouldn't even look at me. Yeah they have ques but I was in the que for 25 minutes to be told too busy. So a less busy, better run local pharmacy is necessary in my opinion.
Often have to go to boots in silverburn for minor ailments because local pharmacies are too busy and as it's for my child I don't want to hang about the pharmacy.
Well Pharmacy never have stock in for my inhalers.

<p>Also had a prescription for palliative care for my step mum who has now passed for morphine on Hogmanay and presented it to well pharmacy on Neilston rd who refused to dispense it. Doctors had to be involved who made the pharmacy dispense it and now a formal complaint is in process.</p>
<p>If the new pharmacy opens I will certainly use it. Just sick of the fight for getting me medication</p>
<p>Pharmacy so busy and no space to talk privately and not offered a quiet space</p>
<p>Slow service. Haven't used most of these services</p>
<p>Service in mackies has declined since it was taken over by them. When it was Barshaw it was a personalised service but now it's commercialised and some items not available and told you come back tomorrow and when I returned it's not ready then told to come back at 2pm and sometimes it's ready and sometimes it's not</p>
<p>Have to go to different pharmacies in order to get a prescription for instance antibiotics for my child. I often have to wait until the next which isn't ideal for an antibiotics</p>
<p>Currently use well and often I don't get a text and it could be faster</p>
<p>Always seems to be an issue with my CMS prescription. The new machine is a hit and miss and havent received texts when ready so I have to phone to chase up</p>
<p>Wait times are bad</p>
<p>Prescriptions take too long in well Neilston. Often my weekly dosette box isn't ready when I go to collect and often I have to return the next day and I have to rely on my son or daughter to take me</p>
<p>Never needed the EHC or smoking but I'm guessing it's inadequate like the rest of the things they do.</p>
<p>Tried to get my mum a mds box was impossible. Went to asda, I pick it up once a week.</p>
<p>i never have any problems atall</p>
<p>The wait time in Lloyds is long and if I order my prescription earlier from the doctors they say it's too soon so there is a small window I can collect my medication</p>
<p>My partner has to consistently go twice to collect his full prescription. Every time they give him 14 instead of 28 resulting in repeated journeys. Just last week when I went to abbey the queue was right round the corner so I didn't wait meaning I had to go back (x2)</p>
<p>wait time for well neilston rd is slow and often they say they don't have it but when checking with the doctors they do and often have to return to get full amount. Have been refused a delivery by well too.</p>
<p>At the moment I can access neilston rd by bus, abbey is too far to walk for me and bus only every hour but I could walk to blackford rd (x2)</p>
<p>As mentioned when we needed services they couldn't provide them to us. Once my husband ran out of medicines and tried to use the well on Neilston rd. They said they were too busy and that we phone nhs 24 (x2)</p>
<p>I get a delivery now but I feel a new pharmacy is needed due to the new houses</p>
<p>I needed to speak with a pharmacist regarding my child not feeling well once and I had to wait for an hour. There was one member of staff and the pharmacist on that day and the queue was so long. I don't think we have enough pharmacies in the area and with the new houses that are coming close dykebar hospital, I don't see how this is going to work,</p>

<p>especially when you can't even get an appointment with the gp. Pharmacists are the closest thing we have to a doctor.</p>
<p>The service provided was not good. When it comes to confidentiality the staff didn't take me to a room to discuss what was missing from my medicines they were just doing it in front of everyone.</p>
<p>I live in Charleston so hunterhill is too far for me as I don't drive but the pharmacies on neilston rd are often over worked</p>
<p>I get a weekly prescription from well which is rarely ready when I go to collect. I don't drive so often I have to go the next day which means 4 buses. my mobility is poor so I can't wait about either</p>
<p>All the NHS services are stretched too far which means inadequate services and waiting times</p>
<p>I am a Locum and I don't have experience of working in all of the pharmacies servicing this population but I will try to give you an understanding of what it's like to work in some of them.</p> <p>Well Neilston Rd is dirty and is full of flies, it even has a fly catcher in the tea room. I could never eat there. They use a hub system which selectively sends items offsite electronically to be dispensed. Staff don't give you the scripts to check until 5pm and the shop closes at 5:30 so if you don't check them all it will be 3 days before they arrive back in the pharmacy. Customers frequently returning 2-3 times to collect their prescription. This off site dispensing results in less stock holding so often cannot even supply a pt with an emergency supply. Whilst I was there 3 pts requested smoking cessation but I was unable to provide this service because the had not downloaded the new PCRUA system. I tried to download this but was unsuccessful and resorted to calling the e pharmacy help desk who after investigation informed me that Well's IT had a firewall blocking it. I was under pressure with checking but called IT anyway and was on hold for approx 20 mins when I gave up. Every time I am there there are new staff who are untrained. Only one person on the counter so when a prescription cannot be found the queues just increase so it's bedlam</p> <p>Lloyds Causeyside St was an experience I'd like to forget. Only a 4 hour shift on a Saturday with one staff member so was forced to self check and the place looked like a bomb had gone off. Very dirty and couldn't wait to leave</p> <p>Boots in Neilston Rd was ok but it's very cramped with a tight staircase. No proper consultation room so no real privacy for sensitive conversations.</p> <p>Lloyds Neilston Rd with the new LS system which is not fit for purpose and only one delivery per day and they now cannot guarantee stock will arrive from AAH. Pharmacist seems to work extra hours just to get through the days tasks.</p> <p>No experience of Abbey or town centre pharmacies.</p> <p>All in all patients are being short changed and standards need to improve</p> <p>no issues (x2)</p> <p>Awful services. Especially Abbey.</p> <p>All we have is a delivery service. Accessing a GP or pharmacist is actually more difficult.</p>

<p>Prescriptions take ages to be delivered. sometimes up to a week. I'm constantly on the phone to my GP and they assure me that the pharmacy has received my prescription. But the pharmacy never has it organised, all in stock or struggles to find stock. It's constant wait after wait. I'm at the point that I have to have a stock built up of all my medicines at home as the pharmacy is so unreliable. Someone new taking over within the area would be fantastic.</p>
<p>Went to get the morning after pill from addey. Told to come back in the afternoon. Went back qued for 20 mins told it would be 15 for the pharmacist. Didn't bother as I had to picks kids up from school. Went and bought it online, got it the next day.</p>
<p>Have to wait a length of time to wait and has been 10 days later from ordering and when I arrive it's never ready and I have to wait around 20 mins in the pharmacy. And I don't want to use the machine because I'd be waiting forever for a text message</p>
<p>When you need to collect it is never ready and have to go back 40 mins later. Also often told it's not there so I contact the doctor to be told it is there so I return to the pharmacy and it is there.</p>
<p>Can never get through on the phone either</p>
<p>Was getting delivered but didn't arrive so decided to cancel. Long queues and the other I waited 30 mins. Recently I had to get eye drops but took a week and even when I turned up at the pharmacy I still had to wait 20 mins on top of the week.</p>
<p>I feel the pharmacy has grown too big to manage the volume effectively.</p>
<p>Abbey is getting busier and busier and Witt new houses going up in the area we need more services and the bus service is poor</p>
<p>Wait times can be ridiculous and there can be mix ups. Told its ready then it's not so I have to wait often 25 mins plus.</p>
<p>Waiting times in abbey are so long I now tend to go to boots in the town centre but yesterday I had to access an emergency prescription for my son and so abbey was easier as I needed it quickly but around 8-9 people already in the pharmacy waiting.</p>
<p>Fortunately my prescription can now go in the robot but previous to that it was extremely difficult to get prescription and the length of wait was too long and system didn't seem adequate with misfiling of prescriptions</p>
<p>Selection applies to self</p>
<p>Can often be waiting a long time to get through on the phone or dialling several times and then I feel I'm harassing the staff because they are obviously very busy. Staff seem nice and helpful but overwhelmed</p>
<p>Abbey after the shop being done up there isn't much room now to wait. Only one person serving and often when script not ready she has to check where it is and then this holds up the queue.</p>
<p>Started using mackies a bit more due to wait times but parking isn't easy and that's a further drive away and out my area</p>
<p>Had a failed delivery twice for my insulin from Well Neilston Rd therefore had to send my daughter up on Saturday to collect but the pharmacy wasn't open. This was at 9:30am. Now I hadn't run out completely but only had enough until Monday morning and I was panicked in case something happened. So I went to another well for a supply. Had to wait about for a long time and even though I had a half used vial, strips and needles they were reluctant to supply to me because I didn't have a box with my name on it.</p>

Also have to return often to get all meds.
It's easy to get a delivery from Abbey but it's not easy to speak to someone on the phone or in person. A local pharmacy would take the pressure off Abbey so they can give a better service. A local pharmacy within your neighbourhood would be good as abbey isn't in the neighbourhood
40 mins wait are normal in abbey. Shop very small now so everyone can hear
i dont see a problem with the services listed . other pharmacies seem to offer them
In particular. It would be good if Well pharmacy started to actually do some services instead of referring them back to the GP or smoking cessation services, as they seem to refuse this along with ehc and UTI assessments.
Mackie Pharmacy - poor service and no stock held on certain medication
I am not a frequent user of pharmacies but due to location my pharmacy of choice would be Well Neilston Rd. Just recently I wanted to sign up for the smoking program but when calling I was told they didn't do it and I had to call a dedicated number. Didn't understand why as I had used them 3 years prior and was successful until a recent relapse. Phoned another pharmacy near my work so now going outwit the area. Won't use them again
The Abbey chemist Lonend has to many customers to much, time, and never ready in time
Current services not adequate due to the level of patients, having to wait in long ques. often waiting outside in cold weather. Not everyone has transport to get to these Big Chemists who do not consider Long waiting times especially in winter.

Question 7 – Text Answer only

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

Pharmaceutical services

NHS Prescriptions
Dispensing of acute prescriptions

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

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

Responses
I actually work in unscheduled care and I see if more facilities were available it could help reduce unnecessary and inappropriate attendance at Emergency Departments, Minor injuries and even Gp surgeries because a lot of time people just need advice or someone to point them in the right direction even though we have NHS 24 it's always extremely busy whereas popping into a local pharmacy can be quicker for some people and more personal and pharmacists are extremely knowledgeable (sometimes more than a Gp) with alternative medicines/ treatments etc.
It would be nice to go to a chemist that supplied everything but the substance abuse service as these individuals come in groups and expect to be served right away as though it's the own personal dispensery (x2)
All welcome and much needed, particularly for our elderly neighbours.
Will allow us to pick up prescriptions quicker.
These are essential services which will not only relieve pressures on the existing pharmacies, but can take the area to a better health status by providing those services

with due diligence. The applicants are example pharmacists who can improve on the poor services provision current present.
It would be welcome
Overdue service for this area. Have elderly relatives in this area, who would definitely use this service. I fall "just" outwith but will likely also issue this service rather than existing town centre facilities.
Looks good / Good (x5)
The only other pharmacy in the area is far too busy already and with all the new houses being built will only get busier
I would not use all of them .but they are needed .
It will be handier for people in the community who would have to travel a bit further for anything they may need. Eg. Prescriptions. The only downfall I can think of is hopefully there won't be too many addicts hanging around that you see at many other pharmacies.
Don't know
In this large area there is a need for all these services. With a growing population there is a need for a new pharmacy.
I feel local pharmacies are doing their best in a stretched and stressed nhs. If the nhs want pharmacists to take on more of a role in managing pharmacy first conditions then more pharmacists and pharmacies are required
Would be good to have services close to hand.
Also pharmacy for local people should be at the Royal Alexandra hospital accessible to all
I understand some of the public will not welcome substance misuse services as people can feel intimidated by addicts but we cannot discriminate.
The provision of these services would certainly be of great benefit to the people of Blackhall area.
Hours are fine but it's a pharmacy inside of a housing estate which wouldn't work Hunterhill can have its bad days and good but attracting more drug users and drug dependents into the estate will just cause more problems your basically giving them a golden ticket to be able to get smashed in the area
dont want methadone at blackford road other pharmacies nearby
certainly dont want methadone ppl outside blackford road this is terrible
extra pharmacy cover benefits gp practices in the area as workload is able to be shared when signposted correctly giving practices protected time to deal with ailments appropriate for gp and nurse care.
Overdue for proposed catchment area
we have enough chemists nearby
Definitely a requirement for these services.
As I said, all good ideas but they will become overwhelmed
Would be welcome
As a disabled person it would be easier to access services closer and not have to travel into the town centre where other shops are declining
This would benefit the people in the area

This would be beneficial if a new pharmacy could fill the gaps from what is not being provided
There is nothing close for me to access but recently received a script through my letterbox from Glenburn. But I think that a pharmacy closer would be beneficial and then I could speak to a pharmacist face to face
I'd be delighted that there would be another option to have my prescriptions dispensed and I would use this one
Be great have another pharmacy to access who won't be as over run as existing places
As previously stated a consistent easy access to pharmacy services in the neighbourhood is much needed
I think the community is in nees of this. The nearest pharmacy at loan end is a quite a bit away when you have problems with walking. It is always very long ques and seems understaffed and unable to handle the amount of custom it has.
I feel this would be beneficial for more elderly people who have mobility issues
Less time consuming
Great go for it. More job maybe better service
They will be good, but hopefully they answer their phone unlike others.
It would be good to be able to have a local pharmacy. One that's accessible and actually serves the community.
Can't comment to experience with some above service
We don't need anymore undesirables and drug addicts in the area, we have plenty already and too close to a primary school in the event of lost meds or dirty needles
Can't go wrong if the demand is there (x2)
Sooner the better.
It would be very helpful in this area.
We would like these services to be provided closer to home adequately and with the new houses coming up the pressure is going to be huge
You ask:. 7. What are your views on the provision of the following pharmaceutical services proposed by the Intended Applicant.
I've no idea what services have been proposed by the applicant... It does not tell you anywhere that I can find, what they propose doing?... No links, this is a pointless question.
LETS NOT KID OURSELF, THE ONLY REASON ANYONE WOULD WANT TO OPEN A PHARMACY IN THIS AREA NEXT TO A CHILDRENS PLAY PARK AND COMMUNITY CNETRE IS TO PROVIDE FOR SUBSTANCE MISSUE.
THERE IS ALREADY A PHARMACYA COUPLE OF HUNDRED YARDS FROM THE PROPOSED SITE WHICH ADEQUATELY PROVIDES A SERVICE COVERING THIS AREA. ASK TC TRADNIG(SCOTLAND0LTD IFTHEYWOULD STILL WANT TO OPENIN BLACKFORD ROAD IF THEY WERE NOT ALLOWED TO PROVIDE METHADONE TO LOCAL DRUG ADDICTS.
THIS IS THE ONLY MONEY MAKING SERVICE THAT ENCOURAGES PHARMACIES AND CHEMISTS TO OPEN IN A BUILT UP AREA.

<p>ANY PATIENT WHO CANT GET TO THE PRESENT PHARMACY WILL BE GETTING OR CAN MEDICINES DELIVERED. I STRONGLY OBJECT TO OPENING A PHARMACY / DRUG SERVICE IN BLACKFORD ROAD.</p>
<p>Local chemist's have taken on too much IMO - we need more service especially with the building developments in the near future</p>
<p>These are similar to those already being provided in th neighbourhood but they may be required in addition, i don't know</p>
<p>These services are provided at current pharmacy</p>
<p>Should alleviate pressures in other pharmacies</p>
<p>Other pharmacies is the are always over run and it would be good to have one in the area</p>
<p>All much needed services</p>
<p>Possibly much better for the community given that the community households will be more in the coming years. Any additional services are always welcomed.</p>
<p>I wish to give my support for this pharmacy and I would certainly use their services for my repeat monthly prescriptions.</p>
<p>Would be delighted as I would like a better service and would find it easier to access pharmacist first as wait times will be less</p>
<p>Any new pharmacy would be a blessing.</p>
<p>Please open quickly.</p>
<p>Open asap.</p>
<p>Just open please.</p>
<p>A local pharmacy would be great. I would use it regularly</p>
<p>I feel the area needs it and still have to queue outside and with my mental health difficulties this can be problematic. I can get anxious and often my diazepam is missing</p>
<p>A pharmacy 300 yards away would be ideal.</p>
<p>I think a new pharmacy in the area is a good thing and I support it opening</p>
<p>Don't have one</p>
<p>Should improve the existing service</p>
<p>Additional pharmacy will provide additional much needed service/support</p>
<p>There is a good mix of core services as well as additional services proposed this will ensure a larger number of residents will be catered for</p>
<p>All much needed</p>
<p>Would be happy for a further pharmacy to open</p>
<p>Please open. You can't be any worse than my past experiences with. Abbey</p>
<p>I think it's a positive thing</p>
<p>New proposed pharmacy will be nearer and will be quicker</p>
<p>Will be very happy a pharmacy opens up in the neighbourhood to be a real community pharmacy</p>

I do like the robot at lonend
lloyds offer these
Would be happy with a new pharmacy
Will be a good thing for the community to able to access a pharmacy
Would be happy as it would be more accessible
I think it would be great as these services would be with8n walking distance for me and my family. My son has a kidney condition and does not drive so this would make access to prescriptions easier for him.
Seems ok. Hopefully when they open you won't wait hours upon hours for tablets.
Access to a chemist in my neighborhood would be great.
I DONT THINK THAT A PHARMACY SHOULD BE IN SUCH CLOSE PROXIMITY TO THE SURROUNDING HOUSES. DUE TO THE VERY NATURE OF THE BUSINESS, IT WILL OBVIOUSLY ATTRACT PEOPLE WHO ARE TRYING TO FIGHT ADDICTION..... I DONT THINK 20 TO 30 YARDS FROM A CHILDRENS PLAY AREA IS ACCEPTABLE (x2)
Yep it might bring other facilities into the area as well. Shpuldnt be waiting lists for things like methodone or dosette boxes
Improvement in service.
Not enough capacity with existing chemists.
i dont want drug users near my house
Excellent
Seems ok (x3)
Please do dosette boxes Because I will certainly change
A good repeat service is necessary
accessing a pharmacist on Neilston road can be difficult. like GPs, there seems to be guard dogs preventing you speaking to a pharmacist.
seem good as long as there aren't 4 hour waits if there is another lockdown
The sooner a new pharmacy opens the better
If they did smoking cessation, I would do it. But I am thinking of ASDA as they are open late.
as long as they open
Sooner the better
I hope they do dosette boxes
anything is better than what we have.
Im wary of the needle exchange
All these services are useful
We need this
Don't think there should be substance misuse services with so many children and elderly in the area.

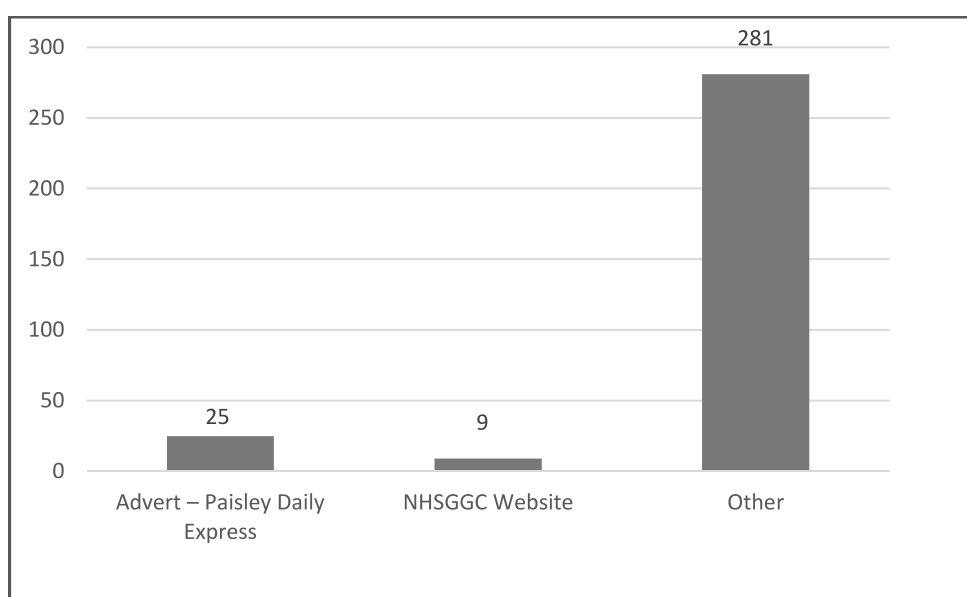
Ideal if this opened my wife would be delighted
Can't get a dosette box from the current pharmacies. Hopefully they will do them
Would be happy and maybe help other service due to the competition
Would be great to especially for minor ailments
This would take the pressure off the existing pharmacies in the area
Would meet most peoples requirements in a more convenient location.
Would be great as the services are under pressure so a better personalised service would be great
New pharmacy would be great
I want a pharmacy with better honesty
Would be happy (x2)
Would be good for the area
hopefully, quicken the dispensing of acute prescriptions- can sometimes be unnecessarily complicated by my current pharmacy
i really dont think another pharmacy is needed . most people go half a mile to pharmacies near by
It will be too far for me as it's outwith my area but we need more pharmacies
A new pharmacy would be great as it would ease the congestion (x2)
More accessible for me (x2)
The more pharmacies the better and will take the pressure off existing pharmacies
All these are important services and we need them to be provided fast and efficiently,unfortunately after the pandemic service is disappointing (x2)
I just hope for better services and patient oriented views. Big companies like Boots (I work for them) Well and Lloyds don't care about people not even about their staff.
I am happy with these services .
Would be good for that area
A new pharmacy would save me hours every week
Anything that is non urgent and can be treated through a pharmacy saves hospital waiting times and Medication review should be carried out by G. Ps and hospital always. Community Support is fine in the right situation. Substance treatment should be carried out by Professionally trained people in appropriate settings. Substance misuse is the individuals own doing and these people should not be allowed to miss use the NHS after all they choose to use and if needed should be treated under supervision I have seen people walk away from pharmacies with the intended medication in there hands. My husband had a stoma and cared for it himself so not to take up valuable time. Emergency medication is a good idea in the right circumstances
In my experience of a Locum most independent pharmacies provide a far superior service than the multiples
not needed theres a good dozen pharmacies within a mile i think in paisley

I'm signing up to the new chemist. Anything closer and actually run properly would be good.
we could do with out methadone please
I think a new pharmacy would be good and give abbey competition. Nearest would be Neilston and parking down or into town and parking is bad
New pharmacy would be great
Would be delighted as the area hadn't needs it
Be good just need more doctors and schools too
A new pharmacy would be ideal and more accessible with parking. With more houses they will get busier so need another pharmacy to help
Happy to see another pharmacy open with more choice and a faster service. New houses will be a problem too
This is definitely needed for the area and there is a lot of older residents in the area and with new houses in Hawkhead and now dykbar too so a pharmacy would help the volume of prescriptions
New pharmacy will be good for the community with more choice and will alleviate pressure other services
This would be excellent because there is a need in this area and people could walk to the pharmacy
I think this is needed and a good idea and help to enhance the area
Would be happy for the pharmacy to open at blackford
Would be delighted and it is nearer for me to walk to
More choice is needed and one that will be open when they say they will be
Would like a neighbourhood pharmacy
Another pharmacy is 100% needed because existing pharmacies are getting busier and busier so standards are falling
already provided by 17 pharmacies in paisley.
Very good services
would welcome this in my area.
Someone came to the Door

Question 8

How did you become aware of this consultation?

Answer Options	Response Count	Response Percent
Advert - Paisley Daily Express	25	8%
NHSGG&C Website	9	3%
Other	281	89%
Totals	315	100%



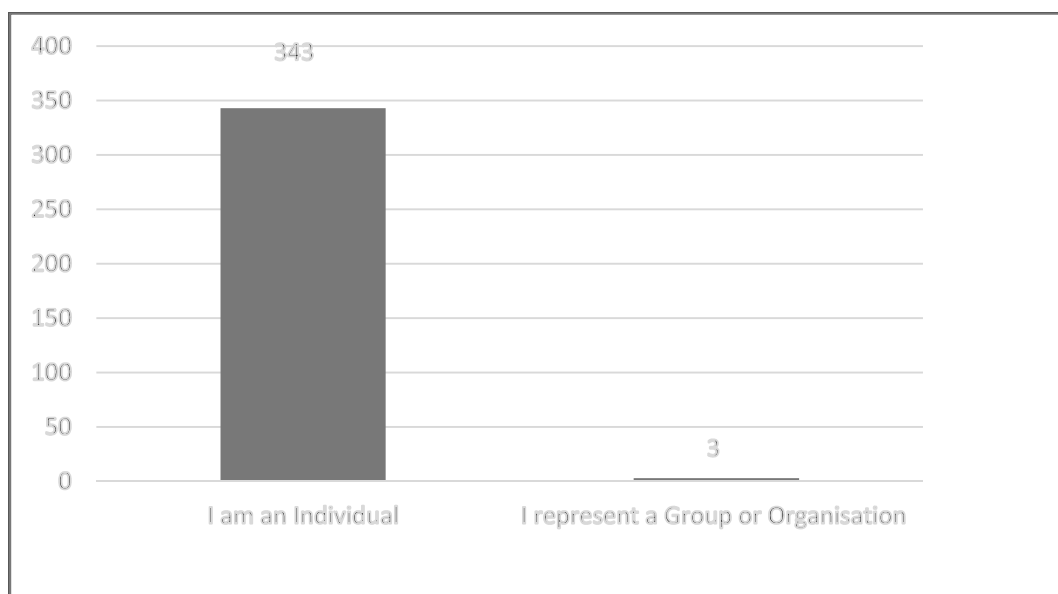
Responses
Shared on Facebook by friends who live in area
Someone came to my door years ago and I thought it was a great idea and then I have just seen it through a friend on FB (x2)
Facebook / Local community council Facebook page (x46)
Facebook and a leaflet
Social media (x6)
Word of mouth.
Community Council (x3)
Dykebar Hunterhill Legends group on Facebook
A friendly visit from the Pharmacist.
Canvassing / Door to door & on the street (Leaflet /flyer) (x167)

I was aware of the proposal for pharmacy before and was surprised it was rejected
phone call from pharmacist
Email received by practice re survey.
Neighbour
Family member (x3)
Carer joint publication email (x2)
Renfrewshire carers centre.
E mail
There is a advertisement outside my door .
Live close by
Friends and I have been chatting about it and our poor treatment at other local chemists
Notice outside proposed site
Contacted us direct at local community council
Poster (4)
Poster and follow up
Member of the community
sticker card type thing on car window at abbey medical centre in september
actually a flyer and was talked about at a coffee morning
docs
Door canvase and fb post
From local community Council who is backing this bid
Paisley local page (x2)
Post-it page.
someone put advert on my car at the abbey im assuming the worker who wants to open the new place
Whilst working in one of the pharmacies in Paisley
cards left on car in abbey gp car park. meant to say my gp isnt in the neughbourhood drawing?!
i had a card left on my car at my local gp down the road. i would like to point out that my gp and current pharmacy at abbey was not on the drawing
Chat in the practice, where we all agree that a new pharmacy would go a long way to providing adequate pharmacy services in the area.
Friend

Question 9

Respondent Information

Answer Options	Response Count	Response Percent
I am an Individual	343	99%
I am a Group or Organisation	3	1%
Total	346	100%



Responses

Hours are fine but it's a pharmacy inside of a housing estate which wouldn't work Hunterhill can have its bad days and good but attracting more drug users and drug dependents into the estate will just cause more problems your basically giving them a golden ticket to be able to get smashed in the area

I am against the new pharmacy as I am a resident in the street it would be located. I have young children who play in the park and I don't want drug addicts hanging about the area collecting needles or getting methadone. When there are chemists located at Neilston rd at saucelhill at the bingo and in the town centre.

Sometimes I feel that staff are not committed and caring and lack experience in treating certain conditions

If new housing is built then service will go rapidly downhill so something needs to be done. I was in support of the pharmacy the last time and I am even more in support of it now

The area would benefit from taking the strain off abbey

I'm an individual, but the family is filling this in.

Not a well thought out survey, questions are really poor, choices too restrictive.
There is nowhere to find out what the new pharmacy proposal actually is... No links, nothing. And when on the boards website you can't find out anything... It just links back to this survey. You end up going round in a loop of "no information"
Can't stand too long due to arthritis therefore cannot attend abbey frequently in person due to wait times
Abbey are slower than a week in the jail
Be good for the area
Hawkhead and Lochfield Community Council
Parking in Paisley can be difficult and this site would be better
We definitely need another pharmacy in the Hunterhill area
I am the secretary for the Hawkhead and Lochfield Community Council and we and the local community agree with this proposal, as its truly needed
I'm worried about the older population who may feel they cannot complain and could be left without their medication
private individual of pa2 area where proposed pharmacy is to be located
I am an individual and my views don't represent any other health professional. Thank you.

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	25/05/2022	Contracts Supervisor	Final draft placed with Paisley Daily Express on 31/05/2022 Includes Barcode
Tweets/ to be scheduled	27/05/2022	Contracts Supervisor	Schedule set up on Twitter – 06/06/2022.
Questionnaire to be prepared	20/05/2022	Contracts Supervisor	Draft questionnaire sent to Jacqueline & Christopher.
Micro-site to be developed for Board's internet site	06/06/2022	Contracts Supervisor	Site developed on Board's website.
Hard copies of questionnaire to be made available	27/05/2022	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	06/06/2022	Intended Applicant	Advert placed in Paisley Daily Express on 06/06/2022
Initial Tweet/ to appear on Board's site	06/06/2022	Contracts Supervisor	Tweets go live date 06/06/2022
Micro-site to go live	06/06/2022	Contracts Supervisor	Site made live on Board's website – 06/06/2022
E-mail notification to be sent to List of Stakeholders (copy of list attached to Plan)	06/06/2022	Contracts Supervisor	Link forwarded to Bernadette Reilly, Senior Community Link Officer to forward onto the Renfrewshire distribution list(s).

Actions to be Completed During Joint Consultation Exercise

Action	Completion Date	Responsible Person	Detail/Comments
Hard copies of questionnaire to be made available	06/06/2022	Contracts Supervisor	50 copies collected by IA from CPDT office 08/06/2022
IA met with Community Council	07/06/2022	Intended Applicant(s)	IA took printed copies of questionnaire to meeting
IA sharing JC information via Community Council Facebook	08/06/2022	Intended Applicant(s)	https://www.facebook.com/blackfordroadpharmacy/ https://www.facebook.com/hawkheadlochfieldcc/
Request for Large font (16) questionnaire from Nicoletta on behalf of Sight Scotland	20/06/2022	Contracts Supervisor	MC sent PDF version to Nicoletta Primo@sightScotland.org.uk 20 copies of large font sent to Sight Scotland, 198 Hawkhead Road, Paisley PA2 7BS
IA requested a banner on the premises	30/06/2022	Intended Applicant(s)	In the email dated 16 th June 2022, the Board stated that there would be no objection to the banner being displayed on the premises; however, the Board would need to review and approve the wording before you order or advertise the banner.
IA creating business cards to hand out to the general population.	30/06/2020	Intended Applicant(s)	Both parties agreed the wording on the 30/06/2022 In the email dated 24 th June 2022, the Board stated that it would require the wording "for paper copies" next to MC contact details Both parties agreed the wording for the business cards on the 30/06/2022
IA wishing to promote on their own Website	30/06/2022	Intended Applicant(s)	In the email dated the 30 th June 2022, the Board agreed the content of the IA's website.
Tweet to appear on Board's site	24/06/2022	Contracts Supervisor	IA's Website went live on the 18 th July 2022 Tweet day 14 appeared on Board's site.

20 working day download and copy of updated JC Plan to be sent to IA	05/07/2022	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	18/07/2022	Contracts Supervisor	Tweet day 30 appeared on Board's site.
IA distributing leaflets	17/07/2022	Intended Applicant(s)	TC Trading (Scotland) Ltd (IA) was canvassing and distributing leaflets around the proposed area.
IA distributing leaflets	25/07/2022	Intended Applicant(s)	TC Trading (Scotland) Ltd (IA) was canvassing and distributing leaflets around the proposed area.
40 working day download and copy of updated JC Plan to be sent to IA	03/08/2022	Contracts Supervisor	40 working day Webropol report downloaded and sent to IA with updated copy of JC Plan.
IA canvassing, handing out paper copies of the questionnaire	04/08/2022	Intended Applicant(s)	A representative of TC Trading (Scotland) Ltd (IA) canvassed the proposed area and distributed leaflets & paper copies of the questionnaire.
IA canvassing, handing out paper copies of the questionnaire	08/08/2022	Intended Applicant(s)	A representative of TC Trading (Scotland) Ltd (IA) canvassed the proposed area and distributed leaflets & paper copies of the questionnaire.
IA emailed information pertaining to the pharmacy application to George Adam's MSP	15/08/2022	Intended Applicant(s)	IA made contact with the MSP.
IA emailed information pertaining to the pharmacy application to Cllrs for Ward 5: Carol Ann Davidson and John McNaughtan	15/08/2022	Intended Applicant(s)	IA made contact with the MSP the Councillors.
IA emailed information pertaining to the pharmacy application to GP practices: Abbey, Anchor Mill and Charlestone Surgery	15/08/2022	Intended Applicant(s)	IA made contact with the MSP.
Tweet to appear on Board's site	30/08/2022	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	31/08/2022	Contracts Supervisor	60 working day Webropol report downloaded and sent to IA with updated copy of JC Plan.

IA canvassing, handing out paper copies of the questionnaire	08/09/2022 & 09/09/2022	Intended Applicant(s)	A representative of TC Trading (Scotland) Ltd (IA) canvassed the proposed area and distributed leaflets & paper copies of the questionnaire.
IA canvassing, handing out paper copies of the questionnaire	13/09/2022 & 14/09/2022	Intended Applicant(s)	A representative of TC Trading (Scotland) Ltd (IA) canvassed the proposed area and distributed leaflets & paper copies of the questionnaire.
IA met with the Community Council on Tuesday 13 th September 2022	13/09/2022	Intended Applicant(s)	IA informed the Board that they met with the Community Council.
JOINT PUBLIC CONSULTATION FOR NEW COMMUNITY PHARMACY https://www.paisley.org.uk/homepage/	14/09/2022	Intended Applicant(s)	IA emailed the Board to confirm that this website was online.
IA canvassing, handing out paper copies of the questionnaire	21/09/2022	Intended Applicant(s)	A representative of TC Trading (Scotland) Ltd (IA) canvassed the proposed area and distributed leaflets & paper copies of the questionnaire.
IA canvassing, handing out paper copies of the questionnaire	23/09/2022, 24/09/2022 & 26/09/2022	Intended Applicant(s)	A representative of TC Trading (Scotland) Ltd (IA) canvassed the proposed area and distributed leaflets & paper copies of the questionnaire.
IA contacted making contact with 2 care organisations, caring hearts and Richmond fellowship by email to inform them of the consultation.	26/09/2022	Intended Applicant(s)	The IA informed the Board that they would be contacting caring hearts organisation and Richmond fellowship by email to inform them of the consultation. IA asked for Richmond fellowships to be removed from the plan, as the IA's email bounced back and they were unable to contact this organisation via the telephone.
Tweet to appear on Board's site	29/09/2022	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	29/09/2022	Contracts Supervisor	80 working day Webropol report downloaded and sent to IA with updated copy of JC Plan.
IA canvassing, handing out paper copies of the questionnaire	29/09/2022	Intended Applicant(s)	A representative of TC Trading (Scotland) Ltd (IA) canvassed the proposed area and distributed leaflets & paper copies of the questionnaire.
IA canvassing, handing out paper copies of the questionnaire	01/10/2022, 02/10/2022 & 03/10/2022	Intended Applicant(s)	A representative of TC Trading (Scotland) Ltd (IA) canvassed the proposed area and distributed leaflets & paper copies of the questionnaire.

Post added to Paisley Crowd fb page on Friday			IA also informed that the post has been added to the Paisley Crowd Facebook page.
Tweet to appear on Board's site	06/10/2022	Contracts Supervisor	Tweet day 85 appeared on Board's site.
Tweet to appear on Board's site	07/10/2022	Contracts Supervisor	Tweet day 86 appeared on Board's site.
IA canvassing	09/10/2022	Intended Applicant(s)	A representative of TC Trading (Scotland) Ltd (IA) canvassed the proposed area and distributed leaflets / paper copies of the questionnaire.
Tweet to appear on Board's site	10/10/2022	Contracts Supervisor	Tweet day 87 appeared on Board's site.
Tweet to appear on Board's site	11/10/2022	Contracts Supervisor	Tweet day 88 appeared on Board's site.
Tweet to appear on Board's site	12/10/2022	Contracts Supervisor	Tweet day 89 appeared on Board's site.
IA canvassing	11/10/2022 & 12/10/2022	Intended Applicant(s)	A representative of TC Trading (Scotland) Ltd (IA) canvassed the proposed area and distributed leaflets & paper copies of the questionnaire.
Tweet to appear on Board's site	13/10/2022	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	13/10/2022	Contracts Supervisor	90 working day Webropol report downloaded and sent to IA with updated copy of JC Plan.
6x Hard copies of questionnaire have been requested by individuals	N/A	Contracts Supervisor	Michelle sent out 5 questionnaires and Lauren sent 1 questionnaire to the requested addresses.

Add a picture/video to any notice.

Deaths

BONNAR Allan Peter
Suddenly but peacefully at the Royal Alexandra Hospital on 29th May 2022. Allan, beloved son of Lynne and Peter and a much loved brother of Karen and Andrew. He will be sadly missed. Funeral Service at Woodside Crematorium on Friday 10th June at 1.30pm to which all friends are respectfully invited. Family flowers only please.

MATHIESON (NEE RANKIN), Jean Shaw
Passed away peacefully on 22nd May 2022. Jean was a much loved and devoted godmother, aunt and friend who will be sadly missed. Funeral service to which all family and friends are respectfully invited will take place at Woodside Crematorium on Thursday 9th June at 12.30pm. Family flowers only please.

RITCHIE Anne (Nee McNaughton)
Adored wife of Maxton, beloved mum of Lesley, Pauline and Neill, much loved gran to Lloyd, Leah and Thea, passed away aged 83 years on Thursday 26th May 2022 at Kingsley Care Home with her family by her side. Her funeral service will be held at Woodside Crematorium, Paisley, on Wednesday 8th June at 2.30pm, to which all family and friends are invited. Family flowers only please.

funeral-notices.co.uk
Funeral Notice Partners
The following Funeral Directors have chosen funeral-notices.co.uk to provide notices on their website meaning you may view their current and past notices on their own websites. Check out your local Funeral Notice Partners below:
BEATON BROS

In Memoriam

STEWART ALAN

In loving memory died 6th of June 2003

You mean so much to all of us
You're special and that's no lie
You brightened up the darkest days
And the cloudiest of sky
Your smile alone warmed hearts
Your laugh was like music to hear
We would give absolutely anything
To have you well and standing here.
See you soon sweetheart
Love Mum and Dad xx
If we could see you for a minute
We know what we would do
We'd freeze the moment in a heartbeat
So we could stay with you
We know someday we'll be together
In a place not far away
Our hearts will not be broken
Like they are today
Love Brian, Gordon, Amanda and Denise xxxx

You play a big part in our life
Even though you're gone
The missing and loving you
Will just go on and on
Love Ashleigh, Morgan, Haydn, Liam, Carly,
Courtney, Barry, Ava,
Laila, Autumn and Leo
xxxxxxxxxx

Services In Your Area

Aerial/Satellite Services

Best Picture Guaranteed & Installed Today!
TV Aerials - Digital Aerials - Freeview - Sky - BBC FreeSat
WE GUARANTEE TO
To Beat Any Quote - To Turn Up On Time
To be clean and Tidy - Offer OAP Discounts
Aerials from £45
0141 471 1901
07700 178 103
Paisley Aerials

Home Security

Alarms & CCTV
Your Home Made Safe Today!
INTRUDER ALARMS CCTV SYSTEMS
FULLY INSURED VIEW ON YOUR MOBILE
FREE ESTIMATES FULLY RECORDABLE
Call Your Local Trusted Tradesman
Fast - Low Cost - Local
0141 471 1902 / 07700 178 104
Titus Fire & Security Paisley

SMOKE ALARMS
TO COMPLY WITH NEW REGULATIONS
FLAT/BUNGALOW £140.00, 2 STOREY £175.00
Fully approved interlinked, 10 year sealed battery, installed by a qualified fire engineer.
No waiting, stock available.
All payment methods accepted
Call John: 07703 110011 9 am / 7 pm

Public Notices

Public Notices

PROPOSED APPLICATION FOR INCLUSION IN THE BOARD'S PHARMACEUTICAL LIST
NHS Greater Glasgow & Clyde and TC Trading (Scotland) Ltd are conducting a Joint Consultation with the general public as TC Trading (Scotland) Ltd propose to submit an application to provide pharmaceutical services from premises situated at 4 Blackford Road, Paisley, PA2 7EP. TC Trading (Scotland) Ltd plan 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 & Tuesday: 8.30am-6.30pm
Wednesday-Friday 8.30am-5.30pm
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.nhs.uk/consult/condm/consultation.htm> or Twitter: @NHSGCC

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: ccol1@ggcc.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 13th October 2022.
NHS Greater Glasgow and Clyde

'A true-crime tour de force.'
DONAL MACINTYRE
'Hauntingly beautiful, breathtaking.'

WORD VERSION OF NEWSPAPER ADVERTISEMENT

(N.B Same text appearing in Paisley Daily Express advertisement)



PROPOSED APPLICATION FOR INCLUSION IN THE BOARD'S PHARMACEUTICAL LIST

NHS Greater Glasgow & Clyde and TC Trading (Scotland) Ltd are conducting a Joint Consultation with the general public as TC Trading (Scotland) Ltd propose to submit an application to provide pharmaceutical services from premises situated at 4 Blackford Road, Paisley, PA2 7EP. TC Trading (Scotland) Ltd plan 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 & Tuesday: 8:30am-6.30pm Wednesday-Friday 8:30am-5:30pm
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.pharmacyapplications](http://www.nhsggc.pharmacyapplications) 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 13th October 2022.

Timescale	Tweet/Facebook
06/06/2022	Responses are invited to a Public Consultation for a proposed new pharmacy in 4 Blackford Road, Paisley, PA2 7EP more information can be found at https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/pharmacy-applications/
24/06/2022	Public Consultation is underway for a proposed new pharmacy in 4 Blackford Road, Paisley, PA2 7EP more information can be found at NHS Community Pharmacy Website (scot.nhs.uk)
18/07/2022	Don't forget to have your say about a proposed new pharmacy for 4 Blackford Road, Paisley, PA2 7EP at www.nhsggc.org.uk/pharmacyconsultations
30/08/2022	Don't forget to have your say about a proposed new pharmacy for 4 Blackford Road, Paisley, PA2 7EP at www.nhsggc.org.uk/pharmacyconsultations
29/09/2022	Don't forget to have your say about a proposed new pharmacy for 4 Blackford Road, Paisley, PA2 7EP at www.nhsggc.org.uk/pharmacyconsultations
06/10/2022	Don't forget to have your say about a proposed new pharmacy for 4 Blackford Road, Paisley, PA2 7EP at www.nhsggc.org.uk/pharmacyconsultations
07/10/2022	Not long now so don't forget to have your say about a proposed new pharmacy for 4 Blackford Road, Paisley, PA2 7EP at www.nhsggc.org.uk/pharmacyconsultations
10/10/2022	Time is running out to have your say about a proposed new pharmacy for 4 Blackford Road, Paisley, PA2 7EP at www.nhsggc.org.uk/pharmacyconsultations
11/10/2022	Last few days to have your say about a proposed new pharmacy for 4 Blackford Road, Paisley, PA2 7EP at www.nhsggc.org.uk/pharmacyconsultations
12/10/2022	Last full day to have your say about a proposed new pharmacy for 4 Blackford Road, Paisley, PA2 7EP at www.nhsggc.org.uk/pharmacyconsultations
13/10/2022	Last chance to have your say as consultation closes at 5pm for a proposed new pharmacy in 4 Blackford Road, Paisley, PA2 7EP. Have your say at www.nhsggc.org.uk/pharmacyconsultations

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

Mhairi Black MP

Member of Scottish Parliament

George Adam MSP

Local Councillors for Ward 05 (Paisley East and Central)

Councillor Carolann Davidson

Councillor John McNaughtan

Councillor Will Mylet

Regional List of MSPs

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

Council

Renfrewshire Council

Community Council**Hawkhead and Lochfield Community Council**

Paisley East and Whitehaugh Community Council

Glasgow City Health and Social Care Partnership

Bernadette Reilly, Senior Community Link Officer

Community Addictions Teams

Renfrewshire Alcohol and Drug Recovery Service

Alcohol & Drug Partnership (ADP)

Renfrewshire Adolescent Drug & Alcohol Resource (RADAR)

Places of Worship

Lylesland Parish Church

Schools

St. Andrew's Academy
Todholm Primary School
St Charles RC Primary School

Credit Unions and libraries

Whitecart Credit Union
Us – Right Way Credit Union

Hospitals

Dykebar Hospital
Hawkhead Hospital

Care Homes

Hunterhill Care Home
Kingsley Care Home
Rowan Gardens Sheltered Housing

Stakeholders (Others)

Ace PC Callout	Hotels Locally
Adam Plastering Services Ltd	Hunterhill Tutorial Centre
Banhol	Hydrotest Ltd
Barscube Deli	Key Store Paisley
BASM Contracts	Kim Gordon Cakes
Colete reilly Coaching	Let's Go Walkies
Cute Cara Beauty Supplies	Near GLA Airport - Ideal hub for Paisley & Glasgow
D & L Web Design	Northgale
Day 2 Day	Paisley PC Doctor
Dye For Love	Paisley Police Station
Doggy Chillin CIC	Paisley Rugby Football Club
Duocleaning	Plainmotif
EHS Pest Control Ltd	Rowan Gardens Sheltered Housing
Excel Solutions	South Barber Male Groomin
Full Steam ahead	Sweet Success
Grays Driving Tuition	Tending the Thistle
Grooming Buddies	Value Rite Local
HomeRewire Paisley	Wee Petal Beauty
Hope Café	Wright Creations

Joint Public consultation for new Community Pharmacy

NHS Greater Glasgow & Clyde is currently in discussion with **TC Trading (Scotland) Ltd** (Intended Applicant) who wishes to open a new Community Pharmacy at **4 Blackford Road, Paisley, PA2 7EP**.

Before TC Trading (Scotland) Ltd submit 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.

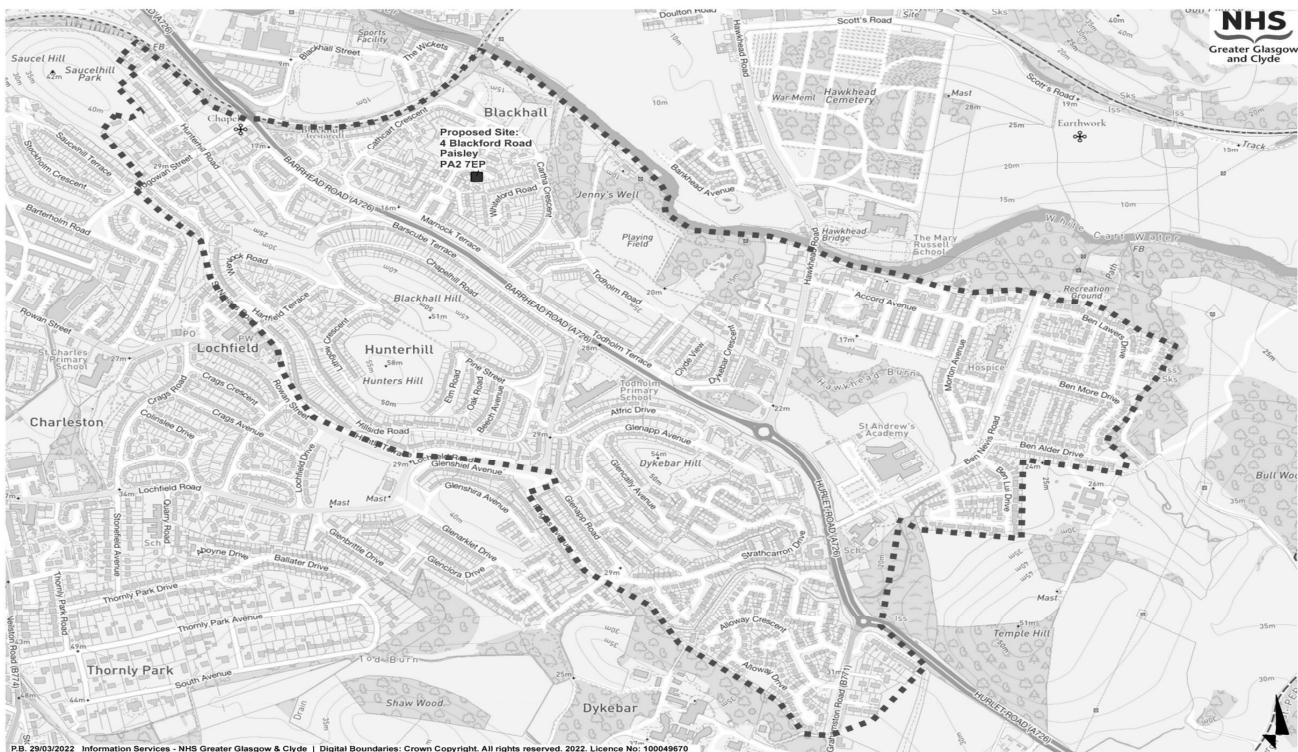
The consultation is looking for views on the current provision of pharmaceutical services from any Community Pharmacy in or to the neighbourhood, and to identify any gaps in this service provision. To help you with this, the Intended Applicant has defined an area (shown in the map below) which they consider 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: <https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/pharmacy-applications/>

Joint Public consultation for new Community Pharmacy

Questionnaire

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



Map of the locality with the ‘neighbourhood’ defined as identified by the Intended Applicant –

North boundary

In Hunterhill at Ardgowan Street, go to the top of Ardgowan Avenue starting at the edge of Saucelhill Park and follow the park (behind the houses) until it meets Hunterhill Road (including Hunterhill Avenue). From Hunterhill road, cross the green / waste ground between Colette Reilly Coaching and Number 2 Ardgowan Street until it meets Ardgowan Street and Barrhead Road, following the train tracks (encompassing Weaver Terrace) to reach the White Cart Water.

East boundary

From the White Cart Water, travelling east crossing over Hawkhead Road then green / waste area and following the river to meet the back of Ben Ledi Avenue (if you follow the river east you come to a stream/ small piece of water, which follows around the edge of the estate). Tracking south we snake around the Hawkhead estate from Ben Ledi Avenue, follow the edge of the estate (the green /waste area) until you reach Ben Alder Drive. Follow the green / waste area between the edge of Ben Alder Drive (encompassing Ben Wyvis Drive but excluding William Stewart Farm) until you meet the roundabout at the Hurler A726. From the A726 Hurler roundabout, travel east until the south end of Grahamston Place, follow the edge of the houses (green / waste area) until the opening of Dykebar Hospital at Grahamston Road.

South Boundary

From the southern tip of Grahamston Road at Dykebar hospital boundary, cross over green / waste area until you reach the roundabout at Strathcarron Road, travel west onto Finglas Avenue, following this to its meeting with Glenapp Road. From Glenapp Road onto Lochfield Road and then turning right into Huntley Terrace. Following Huntley Terrace westward until its meeting with St Ninian's Road. St Ninians Road to its meeting with Ardgowan Street.

West Boundary

Ardgowan Street into Ardgowan Avenue to meet up with north boundary on edge of Saucelhill Park.

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

Yes No

Please explain your answer.

2. Do you live in the neighbourhood, shown above?

Yes No

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

Pharmacy opening hours

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

		Adequate	Inadequate	Don't know
Monday	8:30 to 12:30 1:30 to 6:30	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tuesday	8:30 to 12:30 1:30 to 6:30	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wednesday	8:30 to 12:30 1:30 to 5:30	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thursday	8:30 to 12:30 1:30 to 5:30	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friday	8:30 to 12:30 1:30 to 5:30	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Saturday	9:00 to 1:00	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sunday	Closed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide views in the space below:

4. Do you think the Intended Applicant’s proposed Pharmacy will impact (either negatively or positively) other NHS funded services like:

	Positively	Negatively	Don't know
GPs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Nursing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Pharmacies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dentists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Optometrists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide views in the space below:

5. Below is a list of pharmaceutical services currently provided by other Community Pharmacies in/to the defined neighbourhood.

Pharmaceutical services

NHS Prescriptions
Dispensing of acute prescriptions.

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

Pharmaceutical Public Health Services
Smoking cessation, 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 existing pharmaceutical services provided in/to the defined neighbourhood are adequate?

Yes No

Please provide views in the space below:

6. What is your current level of satisfaction/dissatisfaction with current provision, where adequate is satisfied and inadequate is dissatisfied?

	Adequate	Inadequate
Waiting times for dispensing	<input type="radio"/>	<input type="radio"/>
Complete prescriptions	<input type="radio"/>	<input type="radio"/>
Pharmacy First Service -minor illness	<input type="radio"/>	<input type="radio"/>
Smoking cessation	<input type="radio"/>	<input type="radio"/>
Emergency Contraception	<input type="radio"/>	<input type="radio"/>
Gluten Free Food Service	<input type="radio"/>	<input type="radio"/>
Substance Misuse Service-needle exchange and opiate substitution	<input type="radio"/>	<input type="radio"/>
Palliative Care	<input type="radio"/>	<input type="radio"/>
Unscheduled Care (emergency supply)	<input type="radio"/>	<input type="radio"/>
Stoma Service	<input type="radio"/>	<input type="radio"/>
Medicines Use and Review (CMS)-supporting long term conditions	<input type="radio"/>	<input type="radio"/>
Access to confidential advice/privacy	<input type="radio"/>	<input type="radio"/>

Please provide views in the space below:

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

Pharmaceutical Services

NHS Prescriptions
Dispensing of acute prescriptions.

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

Pharmaceutical Public Health Services
Smoking cessation, 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:

[Empty text box for providing views on pharmaceutical services]

8. How did you become aware of this consultation?

- Advert – Paisley Daily Express Other
- NHSGG&C's Website

Other (please describe):

[Empty text box for describing other awareness sources]

9. 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.

[Empty text box for providing respondent information]

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 THURSDAY 13th OCTOBER 2022

Business Card



Banner



Poster



Websites

<https://www.paisley.org.uk/homepage/>

<https://www.facebook.com/blackfordroadpharmacy/>

<https://www.facebook.com/hawkheadlochfieldcc/>

[PROPOSED APPLICATION FOR INCLUSION IN THE BOARD'S PHARMACEUTICAL LIST - Local News and Information \(inyourarea.co.uk\)](#)

We acknowledge that this Consultation Analysis Report accurately reflects and concludes the joint consultation with the public for a proposed pharmacy application at 4 Blackford Road, Paisley PA2 7EP

This joint consultation was undertaken in conjunction with NHS Greater Glasgow & Clyde and TC Trading (Scotland) Ltd between 6th June 2022 and 13th October 2022.

Signature: 

NAME: *JACQUELINE BRADLEY*

On Behalf of TC Trading (Scotland) Ltd

Date: *8/1/23*

Signature: 

NAME: Janine Glen - Contracts Manager

On Behalf Of NHS Greater Glasgow & Clyde

Date: 18/01/2023