

**NHS HIGHLAND AND  
Strathspey Pharmacy  
(Intended Applicant – Mr. A. Horsburgh)**

**CONSULTATION ANALYSIS  
REPORT (CAR)**

**November, 2019**

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## 1. EXECUTIVE SUMMARY

NHS Highland and Strathspey Pharmacy undertook a joint public consultation exercise with regard to Strathspey Pharmacy's intention to open a new pharmacy in the Newtonmore area at Ashdown, Main Street, Newtonmore. PH20 1DN.

Carrying out a joint consultation during the pre-application phase has been a requirement of the NHS (Pharmaceutical Services)(Scotland) Regulations 2009 since 2014. The Regulations set out the requirements for the consultation process and these have been followed by both parties.

The purpose of the joint consultation was to seek views of local people as to whether they think they have adequate access to pharmacy services in the area, and to measure the level of local support for the potential of a new pharmacy in the area.

A joint consultation and engagement plan was agreed between NHS Highland and Strathspey Pharmacy with the knowledge of the Scottish Health Council.

The consultation was required to run for 90 working days and took place from 24<sup>th</sup> July, 2019 to 19<sup>th</sup> November, 2019 (allowing for Public Holidays during that time).

Survey responses were received from 129 people; 28 via paper copy questionnaire and 101 via electronic Survey Monkey. Based on all the feed-back there was a strong consensus across all elements of the consultation fed-back:

- Q1. There was agreement that the proposed boundary accurately described the neighbourhood (90%)
- Q.2. There was agreement that the proposed location at Newtonmore is appropriate to meet the needs of the neighbourhood (92%)
- Q.3. 85% of the responders live in the neighbourhood.
- Q.4. The hours being proposed were supported (90%)
- Q.5. 81% felt that the current provision of pharmacy services was not adequate in the area (102 responses)
- Q.6. 86% agree that it is necessary to approve a pharmacy application in the neighbourhood to ensure pharmaceutical services are adequately provided (102 responses)
- Q.7. 77% felt that the proposed pharmacy would positively impact on other healthcare providers
- Q8. 80% felt that the proposed application would help to foster improved joint working across other health care providers

This summary report has been prepared jointly by NHS Highland and Mr. A. Horsburgh.

On completion of this report the Applicant will then decide whether or not they wish to submit an application under the Regulations to NHS Highland to open a pharmacy in Newtonmore.

## 2. INTRODUCTION

The NHS (Pharmaceutical Services) (Scotland) (Miscellaneous Amendments) Regulations 2014 introduced a change to previous consultation arrangements for applications to join the Board's Pharmaceutical List.

Under the new arrangements, parties are required to carry out a joint consultation, and the Regulations set out the requirements to be followed.

Tornagrain Healthcare Ltd held an initial meeting with NHS Highland in November 2018 to discuss the intention to open a new pharmacy in Newtonmore. The proposed opening times would be:

Monday - Friday	9.00 am – 6.00 pm
Saturday	9.00am – 1.00pm (winter)
	9.00 am – 5.00 pm (summer)
Sunday	Closed

This report summarises the approach and findings from developing the consultation plan through to describing the consultation feedback, which ran for 90 working days from 24<sup>th</sup> July, 2019 to 19<sup>th</sup> November, 2019 (allowing for Public Holidays during this time).

### 3. AIMS

The aims of the process were to agree a joint consultation plan, carry out a joint consultation exercise and report on the findings.

Specifically in terms of the scope of the consultation the aim was:

- to seek views of local people as to whether they feel they have adequate access to pharmacy services in the area,
- to measure the level of support for the potential new pharmacy in the area

### 4. METHODOLOGY

#### 4.1 Communications and engagement plan

Meetings took place between representatives of NHS Highland and Strathspey Pharmacy to discuss how to take forward the pre-application joint consultation. This included briefings on the Regulations, the Board's Hours of Services Scheme and specifically any requirements regarding the consultation and consultation process.

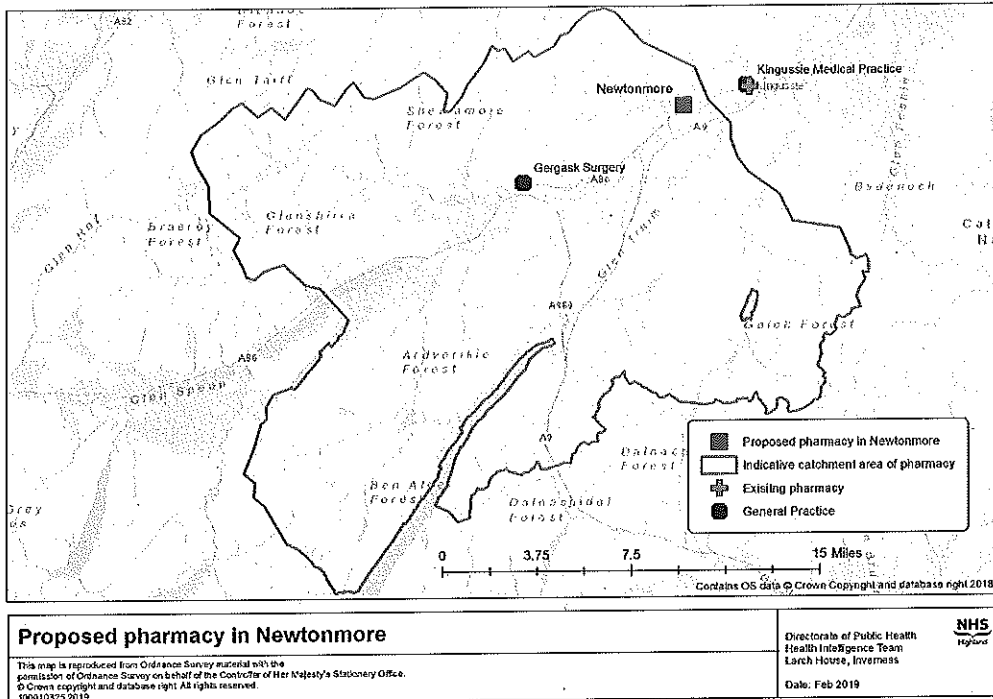
Further discussions took place and a communications and engagement plan was developed which set out initial planned activities. Advice was sought from Scottish Health Council and The Chair of the NHS Highland Pharmacy Practices Committee (PPC) was informed of the likelihood of an Application.

The Action Plan was agreed by NHS Highland and Strathspey Pharmacy (Appendix 1). It was understood that the plan would be further developed, as required, to respond to any requests or address any emerging gaps in the plan but that any additional activity would be jointly agreed.

The joint approach to the consultation between NHS Highland and Strathspey Pharmacy was agreed by both parties through written communication.

#### 4.2 Defining location

Pre-work identified included preparing a map to define the proposed neighbourhood for a new pharmacy. The defined neighbourhood would be served by the proposed pharmacy site as the area within the area highlighted by the red border in the map shown below, indicating the exact location of the proposed new pharmacy.



### 4.3 Pre-consultation activities

Other pre-consultation activities included identifying potential interested parties and other stakeholders, preparing communication materials and developing a NHS Highland website presence.

A consultation questionnaire (Appendix 2) was also prepared to comply with the requirements of the regulations. It was split into five sections:

- Section A – Location
- Section B – Opening Times
- Section C – Views on adequate provision of pharmacy services
- Section D - Wider Impact
- Section E – Contact Information

All consultation materials were signed off by both parties. This was made available to the general public along with an explanation of the Regulations process.

### 4.4 Raising awareness of the consultation

The plan was split into phases to ensure a good spread of activity throughout the consultation period and to plan a balance of activities to be carried out by NHS Highland staff and the potential applicant. There was regular dialogue throughout the process between NHS Highland and Mr. A. Horsburgh.

Various approaches were used to raise awareness including a Press Release (see Appendix 3) - this is a formal requirement of the Regulations, to announce the consultation and ongoing social media including Facebook and Twitter .

The Applicant attended the Newtonmore Community Council meeting on 7<sup>th</sup> October and provided information about the application process, the timescales involved and examples of the services to be provided.

#### **4.5 Consultation survey response form**

The consultation questionnaire was available via a link on the home page of NHS Highland website:

<https://www.nhshighland.scot.nhs.uk/Publications/Pages/publicationsmain.aspx>

The survey could also be completed on-line with paper copies available from NHS Highland as well as the Applicant via his website. Printed forms and a stamp addressed envelope for return to Assynt house were provided at the local Post Office. The survey documentation (and communication materials) also provided contact details for NHS Highland for anyone wishing support to complete the survey or requiring further advice. Members of the public could also telephone NHS Highland for a paper copy as well as a large font questionnaire. A total of 50 hard copies were printed and sent to the Applicant for distribution.

### **5. RESULTS**

#### **5.1 Responses to survey**

The total number of responses received totalled 129; 101 from the electronic Survey Monkey and 28 paper submissions. 123 responses were from individuals (not on behalf of groups) and 3 from an organisation representative. The information gathered from the survey is summarised below with the full responses available (Appendix 4).

##### **Section A - Location**

A key part of the consultation was to determine that there was good understanding and agreement about the boundary for the proposed new pharmacy.

Q1. Do you agree the boundary of Newtonmore (above) describes the neighbourhood?

Yes – 116, No - 5, Don't know – 7, Not answered – 1

Most responders agreed the boundary describes the neighbourhood, with agreement this is a rural area; distance and travel being a challenging aspect for the residents currently.

Q.2. Do you agree the proposed location at Newtonmore is appropriate to meet the needs of the neighbourhood?

Yes – 119, No – 8, Don't know – 2

There was positive interest in its location, many responders highlighting the site being conveniently situated, travel issues and access particularly for the elderly. However, there was concern expressed over security issues.

Q.3. Do you live in the neighbourhood within the dark border on the map?

Yes – 110, No – 16, 4 Did not answer

### Section B – Opening times

Q.4. Do you agree the proposed hours are appropriate to the needs of the neighbourhood?

Yes – 116, No – 9, Don't know – 4

Most responders considered the proposed opening hours to be of particular benefit to commuters, however, Saturday/Sunday opening hours could perhaps be considered in view of the 5.30 pm closure of local GP surgeries if travel involved.

### Section C - Views on adequate provision of pharmacy services

Q.5. Do you agree there are gaps/deficiencies in the existing provision of pharmaceutical services to the neighbourhood?

Yes – 105, No – 10, Don't know – 14, Not answered – 1

There were many comments suggesting an alternative to the current local pharmacy would be welcomed, particularly offering a wider range of services. Although some comments suggested an ample sufficiency in the area, the lack of local support for elderly was highlighted.

Q.6. Do you agree it is necessary to approve a pharmacy application in the neighbourhood to ensure pharmaceutical services are adequately provided?

Yes – 112, No – 9, Don't know – 9

Responders were unanimously in favour of additional pharmacy in the area due to challenging factors relating to rural area i.e. lack of public transport, local support, elderly population. However, a minority of responders were of the opinion services were adequately covered.

### Section D – Wider impact

Q.7. In your opinion would the proposed pharmacy **help** other healthcare providers to work closer together i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services?

Yes – 99, No – 11, Don't know – 17, Not answered 1

There were mixed responses relating to the service already provided, future needs and care of the elderly. Some responders felt there was sufficient provision.

Q.8. In your opinion how would the proposed pharmacy **impact** on other healthcare providers i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services?

Positive – 103, Negative – 11 Don't know – 13, Not answered 2

Not appropriately answered, however, similar concerns were expressed i.e.

care of the elderly, additional service opportunity for the public and travel issues relieved. Once again, concern expressed over security of the building.

**Q.9.** Please write any other comments you may have ?

The final question (Q9) provided an opportunity for people to provide any other comments, and many took the opportunity to provide further comments. Most of the views expressed were favourable towards the application and reflected feedback from young people with families as well as the elderly population. Their comments included positive impact on the community, negating the need to rely on public transport, imminent closure of the local hospital, frequent double journeys required to drop off and pick up prescriptions, tourists, easing the burden on adjacent pharmacies. However, a few responses highlighted there to be no need or desire for an additional local pharmacy.

**Q.10.** Are you replying on behalf of individual or organisation ?

Individual – 123, Organisation – 3, Not answered - 3

## **5.2 Other written responses**

Nil

## **6. CONCLUSIONS**

The challenge of a consultation is always to reach as many interested parties as possible, to give them the opportunity to state their views. A wide ranging approach was used including local media coverage and local mail drops. An approach was extended to Scottish Health Council for comments, however to date no reply has been received.



# Potential pharmacy application Strathspey Pharmacy

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## **Joint consultation plan**

15<sup>th</sup> July, 2019 to 19<sup>th</sup> November, 2019 (excluding PH)  
NHS Highland and Strathspey Pharmacy

**Under the National Health Service (Pharmaceutical Services) (Scotland) Regulations  
2009 as amended**

## Introduction

Under the National Health Service (Pharmaceutical Services) (Scotland) Regulations 2009 as amended, Strathspey Pharmacy intends to submit an application to be located at Main Street, Newtonmore.

Before any application is made Strathspey Pharmacy and NHS Highland are required to undertake a joint consultation exercise. The purpose of the consultation is two-fold:

- to seek views of local people as to whether they feel they have adequate access to pharmacy services in the area,
- measure the level of local support for the potential new pharmacy in the area

The joint consultation must run for at least 90 working days from the start date of the advertisement.

The potential applicant will then have 90 days (not working days) from the end of the joint consultation submit their application to the Secretary to the Pharmacy Practices Committee, NHS Highland, Assynt House, Inverness, IV2 3BW

This document sets out the initial planned activities to underpin communications and engagement around the public consultation. It has been agreed by NHS Highland, Tornagrain Healthcare Limited, the applicant and Scottish Health Council. The plan will be further developed as required to respond to any additional gaps or requests

Any queries on the content of this document should be referred to the undersigned:

Head of Public Relations & Engagement NHS Highland <a href="mailto:high-uhb.cpsoffice@nhs.net">high-uhb.cpsoffice@nhs.net</a>	Strathspey Pharmacy Mr. Alan Horsburgh <a href="mailto:alnhrsbrgh@aol.com">alnhrsbrgh@aol.com</a>
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## NHSHighland Project Team

Name	Designation	Reports to	Role in Project
Jackie Agnew	Head of Community Pharmacy Services and CD Governance	Ian Rudd, Director of Pharmacy	Advisory on Regulations
Alison MacRobbie	MacMillan Palliative & Community Care Pharmacist	Jackie Agnew	Advisory on Regulations
Fiona Riddell	Community Pharmacy Business Manager	Jackie Agnew	Advisory on Interested Parties
Andy Devlin	Communications Manager	Head of PR and Engagement	Communications Lead

## Applicant

Name	Designation	Reports to	Role in Project
Alan Horsburgh	Pharmacist/Applicant	n/a	Applicant

## Who to contact at NHS Highland :-

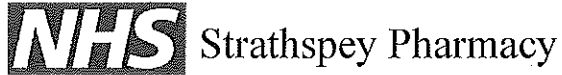
Phone Number : 01463 706814

Postal Address : Secretary to the Pharmacy Practices Committee, NHS Highland, Assynt House, Beechwood Park, Inverness, IV2 3BW

**Potential Interested Parties**

When	Who	Message	How	Lead	Status
Week 1-2 (15.7.19) (22.7.19)	Community Pharmacies <ul style="list-style-type: none"> <li>• Aviemore</li> <li>• Kingussie</li> <li>• Grantown on Spey</li> </ul>	Awareness of joint consultation and next steps in the process	Letter with link to media release	Fiona Riddell	Sent 24.07.19
	GP Sub Committee	s/a	s/a	s/a	s/a
	APC	s/a	s/a	s/a	s/a
	Community Councils <ul style="list-style-type: none"> <li>• Newtonmore</li> <li>• Dalwhinnie (in abeyance)</li> <li>• Kingussie</li> <li>• Spean Bridge</li> <li>• Laggan</li> </ul>	s/a	s/a	s/a	s/a
	MP/MSP <ul style="list-style-type: none"> <li>• Fergus Ewing</li> <li>• Drew Hendry</li> <li>• Kate Forbes</li> </ul>	s/a	s/a	s/a	s/a
	Federation of Small Businesses	s/a	s/a	s/a	s/a
	Chamber of Commerce	s/a	s/a	s/a	s/a
	Scottish Health Council	s/a	s/a	s/a	s/a
	Rhiannon Pitt, District Manager (south & mid)	s/a	s/a	s/a	s/a
	General public in defined area	s/a	Press Release Survey Monkey Website for tweets and Facebook	Andy Devlin	s/a
Throughout the process	Community Council meetings				22.8.19 AH to update me when date arranged
	Local businesses (stores, post office) –				23.8.19 Alan to update me
	Flyers being created and circulated				23.8.19 Alan to

					update me on this
Weeks 3-6 (29.7.19) (5.8.19) (12.8.19) (19.8.19)	Jackie and myself met with Alan for an update today (22.8.19) Alan to provide update asap				
Weeks 7-12 (26.8.19) (2.9.19) (9.9.19) (16.9.19) (23.9.19) (30.9.19)					
Weeks 13-18 (7.10.19) (14.10.19) (21.10.19) (28.10.19) (4.11.19) (11.11.19)					
Closes 19.11.19		Application to be received by 12 <sup>th</sup> February, 2020			
	CAR sent to Applicant	Draft 6.12.19			



## QUESTIONNAIRE

Strathspey Pharmacy proposes to open a new pharmacy at Newtonmore.

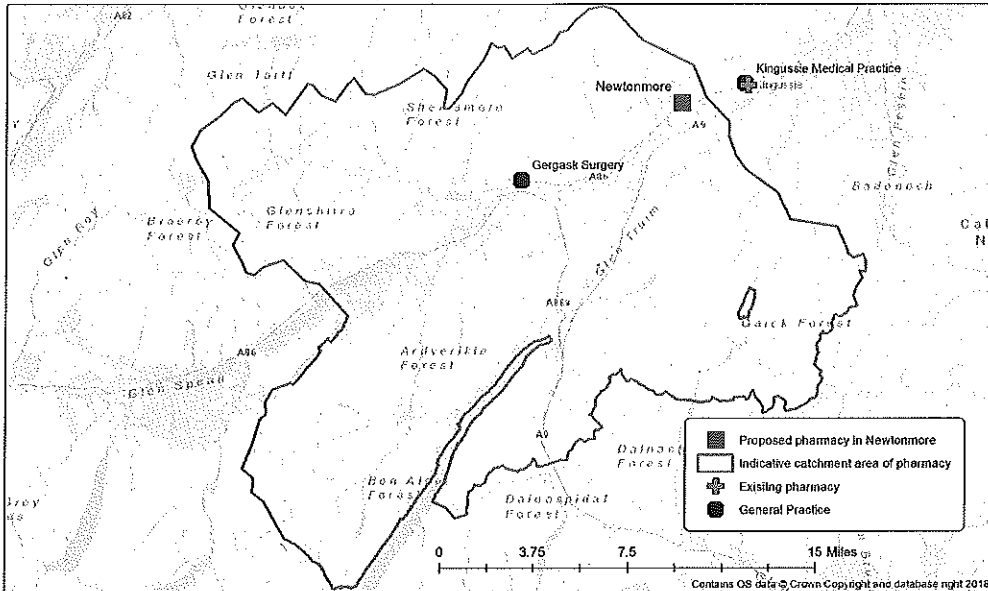
ADDRESS :  
Ashdown  
Main Street  
Newtonmore  
PH20 1DN

### **SECTION A: LOCATION**

#### Map & Boundaries

Strathspey Pharmacy states the neighbourhood is Newtonmore and all areas to the south and southwest of demarcation line to the natural boundary of loch Laggan and Drumochter summit. It is defined as:

North – north of Newtonmore  
East – to the western edge of the Cairngorms  
South – south of Dalwhinnie  
West – up to Ardverikie



<b>Proposed pharmacy in Newtonmore</b>		 Directorate of Public Health Health Intelligence Team Larch House, Inverness Date: Feb 2019
<small>This map is reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office. © Crown copyright and database right. All rights reserved. 100010915 2019</small>		

1. Do you agree that the boundary of Newtonmore (above) describes the neighbourhood?

(The proposed locality or area for which the services provided from the pharmacy are intended to cover is called the neighbourhood. There is no absolute definition for a neighbourhood, particularly for a rural area. This may mean that there are area(s) of housing, a school, post office, church, bank or equivalent, shop(s) and possibly a GP practice. You have to decide whether the suggested area described is suitable to be considered the neighbourhood which the pharmacy will provide services to)

Yes	No	Don't Know
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Please explain your answer:

2. Do you agree that the proposed location of the Community Pharmacy at Newtonmore is appropriate to meet the needs of the neighbourhood?

Yes	No	Don't Know
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Please explain your answer:

Do you live in the neighbourhood within the boundaries mentioned above?

3. 

Yes	No
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### SECTION B: OPENING TIMES

The pharmacy proposes to provide services at the following times:

Monday	9.00 – 6.00 pm
Tuesday	9.00 – 6.00 pm
Wednesday	9.00 – 6.00 pm
Thursday	9.00 – 6.00 pm
Friday	9.00 – 6.00 pm
Saturday	9.00 – 1.00 pm (winter) 9.00 – 5.00 pm (summer)

4. Do you agree that the proposed opening times are appropriate for the community pharmacy to meet the needs of the neighbourhood?

Yes	No	Don't Know
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Please explain your answer

### SECTION C: PHARMACEUTICAL SERVICES

Strathspey Pharmacy proposes to provide all core, local, national and additional pharmaceutical services as listed below:

Core :

- **Minor Ailment Service (MAS):** Certain groups of patients can register with the community pharmacy of their choice to enable them to consult with a community pharmacist for certain minor conditions from the pharmacy free of charge. The pharmacist advises, treats or refers the individual according to their needs.
- **Acute Medication Service (AMS) :** This is the dispensing of acute or "one-off" prescriptions but supported by the electronic version of the prescription, to increase patient safety, improve data collection and payment processes.
- **Medication; Care Review (MCR) -** (previously known as CMS - Chronic Medication Service): For patients with long term conditions where pharmacists can provide an assessment of your medicines which includes any particular medicines related risks. MCR includes the ability to provide a serial prescription over the course of 6 months or a year to patients without the patient requiring to contact their GP practice for these items during this time period.
- **Public Health Service (PHS):** Patients can access their local community pharmacy

for self-care advice, support and information on health issues. This includes a smoking cessation service to help those who wish to stop smoking and a sexual health service which includes free access to Emergency Hormonal Contraception (EHC).

- **Gluten Free Food Service (GFFS)** – Those patients with a confirmed diagnosis of Coeliac Disease or dermatitis herpetiformis by their GP can register with a pharmacy of their choice to obtain GFF food items in accordance with the Highland GFFS Formulary (an agreed list of foods that the NHS consider as essential).

Local Services :

- Advice to Care Homes
- Buprenorphine Dispensing & Supervision
- Care at Home
- Methadone Dispensing & Supervision
- Needle Exchange Services
- Palliative Care
- Pharmacist Prescribing Clinic

National Services (requiring local agreement) :

- Enhanced pharmaceutical Care/Pharmacy First: Urinary Tract Infection (UTI) & Impetigo Treatment
- Medication Compliance Support Service Device (Blister Pack)
- Unscheduled Care: Urgent Supply of Medication
- Hepatitis C Drug Dispensing
- Prostate cancer dispensing
- Disposal of patients' unwanted medicines
- Stoma Service

5. Do you agree that there are gaps/deficiencies in the existing provision of pharmaceutical services to the neighbourhood?

Yes	No	Don't Know
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Please explain your answer:

6. Do you agree that it is necessary to approve a pharmacy application to ensure pharmaceutical services are adequately provided in the proposed neighbourhood?

Yes	No	Don't Know
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Please explain your answer:



**SECTION D: WIDER IMPACT**

7. In your opinion would the proposed pharmacy **help** other health or social care providers to work closer together i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services (care homes, care at home etc)?

Yes	No	Don't Know
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Please explain your answer:

8. In your opinion how would the proposed pharmacy **impact** on other health and social care providers i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services (care homes, care at home etc)?

Positive	Negative	Don't Know
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Please explain your answer:

9. Please write any other comments that you may have:

## SECTION E: CONTACT INFORMATION

10. Please indicate whether you are responding as an:

Individual	Organisation
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This question is optional and you can remain anonymous if you prefer.

11.

Name	
Organisation Name	
Address	
City/Town	
Postcode	
Email	

**Contact information** will **not** be included in the Consultation Analysis Report (CAR) but by taking part in this consultation, you are agreeing that we may make your **response** available within the Consultation Analysis Report which will be published by NHS Highland who is co-ordinating the gathering of information jointly on behalf of

**THANK YOU FOR TAKING THE TIME TO ANSWER THESE QUESTIONS.  
YOUR VIEWS WILL BE INCLUDED IN THE  
CONSULTATION ANALYSIS REPORT.**

Please return to:  
Pharmacy Services Office,  
Highland Health Board,  
Beechwood Park,  
INVERNESS.  
IV2 3BW

Or

Link for survey monkey <https://www.surveymonkey.co.uk/r/NewtPharm>



## Community Pharmacy Newtonmore Application Public Consultation Process

### What is this about?

If somebody wants to open a new community pharmacy and make up NHS prescriptions, and the other services which go along with this, they have to apply to the Health Board.

The Scottish Government decide what rules have to be followed. The person who wants to open the pharmacy has to follow strict rules about how they go about applying to the Health Board.

The Health Board also has to follow rules about how they decide whether a new pharmacy is necessary or not. Part of what they have to do is carry out what is called a joint consultation in conjunction with the person who would like to open a new pharmacy. The rules state that the people who live in the area must be asked what they think about a possible new pharmacy and informed of its possible location. They are also asked what they think about the service they receive from the other existing pharmacies in the surrounding area. The consultation process lasts for 90 working days starting on 15<sup>th</sup> July, 2019 and closing on 19<sup>th</sup> November, 2019. No responses can be accepted after 5pm on the closing date.

A special committee called the Pharmacy Practices Committee (PPC) is formed for each new pharmacy application and they have to decide whether or not a new pharmacy is necessary based on all the facts. The committee will determine whether residents feel they already have adequate access to pharmacy services in the area and will also gauge the support for the application. Views submitted will be incorporated into a Consultation Analysis Report which will be taken into account by the NHS Highland PPC which decides the outcome of an application.

### What can you do?

We really need you to fill in a consultation questionnaire and return to the address below by 19<sup>th</sup> November, 2019. We want to know what local people think about the idea of a new pharmacy and whether you support it or not. We also want to know what you think about the pharmacy services that are already being provided to the area and whether they meet the needs of the local people. The consultation is available on-line or you can fill in a paper copy if you prefer.

Where to obtain a consultation questionnaire

- On-line
- Paper copies
  - Applicant
  - Pharmacy Services Office :  
Secretary to the Pharmacy Practices Committee,  
NHS Highland Community Pharmacy Services  
Assynt House,  
Beechwood Park,  
INVERNESS.  
IV2 3BW

01463) 706814 or [high-uhb-cpsoffice@nhs.net](mailto:high-uhb-cpsoffice@nhs.net)

(large print copies available on request)

Further information :

[www.nhshighland.scot.nhs.uk](http://www.nhshighland.scot.nhs.uk)

[www.twitter.com/nhshighland](https://www.twitter.com/nhshighland)

[www.facebook.com/nhshighland](https://www.facebook.com/nhshighland)

[www.reachout.scot.nhs.uk](http://www.reachout.scot.nhs.uk)



## MEDIA RELEASE

USE: Immediate

ISSUE DATE: Monday, 15<sup>th</sup> July 2019

CONTACT: Andrew Devlin, 01463 704723

### Pharmacy application

Strathspey Pharmacy intends to submit an application to NHS Highland to open a new pharmacy at Main Street, Newtonmore.

NHS Highland and Strathspey Pharmacy are undertaking a joint consultation exercise to seek the views of local people who may be affected by this, or use the pharmacy at its proposed location, to determine whether residents feel they already have adequate access to pharmacy services in the area and to gauge support for the application.

A public consultation questionnaire will be available on the NHS Highland website. A paper copy can be posted to you on request by calling 01463 706886.

The consultation process will last for 90 working days beginning on Monday, 15<sup>th</sup> July 2019 and closing on Tuesday, 19<sup>th</sup> November 2019. No responses can be accepted after 5pm on the closing date.

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

The online survey can be completed at <https://www.surveymonkey.co.uk/r/NewtPharm>

**ENDS**

### Further information

A paper copy of the survey can also be requested by writing to:

Secretary to the Pharmacy Practices Committee,  
NHS Highland NHS Highland Community Pharmacy Services  
Assynt House Beechwood Park  
Inverness IV2 3BW

Facebook advert read..

<https://www.nhshighland.scot.nhs.uk/News/Pages/PharmacyapplicationNewtonmore>.  
Support a new pharmacy in Strathspey!!!

## Appendix 4

Responses as per survey monkey and hard copy.

	Total Responses per question	Agree	Disagree	Don't Know	Nil Response
Q.1. Do you agree the boundary of Newtonmore describes the neighbourhood?	129	116 (90%)	5 (4%)	7 (5%)	1 (1%)
Q.2. Do you agree the proposed location at Newtonmore is appropriate to meet the needs of the neighbourhood?	129	119 (92%)	8 (6%)	2 (2%)	
Q.3. Do <b>you</b> live in the neighbourhood within the dark border on the map?	126	110 (85%)	16 (12%)		3
Q.4 Do you agree the proposed hours are appropriate to the needs of the neighbourhood ?	129	116 (90%)	9 (7%)	4 (3%)	
Q.5 Do you agree there are gaps/deficiencies in the existing provision of pharmaceutical services to the neighbourhood ?	130 (102 paper responses)	105 (81%)	10 (8%)	14 (11%)	1 (1%)
Q.6. Do you agree it is necessary to approve a pharmacy application in the neighbourhood to ensure pharmaceutical services are adequately provided?	130 (102 paper responses)	112 (87%)	9 (7%)	9 (7%)	
Q.7. In your opinion would the proposed pharmacy <b>help</b> other healthcare providers to work closer together i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services?	128	99 (77%)	11 (8%)	17 (13%)	1 (1%)
Q.8. In your opinion how would the proposed pharmacy <b>impact</b> on other healthcare providers i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services?	129	103 (80%)	11 (8%)	13 (10%)	2 (2%)
Q.9. Please write any other comments you may have					
Q.10. Are you responding as an individual or on behalf of an organisation ?	Individual 123		Organisation 3		No Response 3

## Survey Monkey Responses

### 1. Do you agree that the boundary of Newtonmore (above) describes the neighbourhood?

- As an area, yes. Does not stop people from outside the area using it if they want eg if it stocks specific items they require
- The watershed to Pitlochry and mid way to Spean Bridge.
- Seems reasonable
- Pharmacy in Newtonmore significantly reduces travel time for some folk.
- It appears to take in areas that would benefit from the proposed new pharmacy
- It appears to take in areas that would benefit from the proposed new pharmacy.
- A Pharmacy closer to Laggan will be very welcome to prevent excessive journeys (about 30 mile round trip) to Kingussie.
- Should be Newtonmore and Laggan
- It covers both Newtonmore and Laggan which are both areas with vulnerable people which would benefit from a more local pharmacy
- Newtonmore is the primary centre of population in the area described.
- But it should be Badenoch not Strathspey !
- Yes as it is rural
- Medication is often out of stock in Kingussie and several mistakes have been made with mine and my mum's (& friend's) medications leading to a lack of trust in the Kingussie pharmacy, repeat prescriptions used to take 3 but now 5 days! although I live in Kingussie, myself & others may prefer to use the proposed pharmacy in Newtonmore.
- I would like the pharmacy to be for all of badenoch and strathspey, there is no choice other than Boots the chemist
- Its a large, wide area with lots of small houses in the country
- I previously worked in Kingussie pharmacy and became aware that they were the only pharmacy to supply to such a large area.
- a rural area where distances between people are great means that the neighbourhood must be large
- Easy accessible for all amenities
- This area is already served by the Kingussie pharmacy Yes
- It's not strictly all Newtonmore but in terms of pharmacy provision, there are no others apart from the one at Kingussie.

- Part from the townships of Newtonmore the hinterland is sparsely populated with Newtonmore being the nearest source of services for most in this area.

**2. Do you agree that the proposed location of the Community Pharmacy at Newtonmore is appropriate to meet the needs of the neighbourhood?**

- As above
- Not needed. Not wanted
- It's not needed
- Seems to be a vulnerable location, with many potential entrances. A dispensary of this size would surely be a target for sophisticated crime gangs from Liverpool and Manchester who are highly active in the North. The nearest police could potentially be 35 miles away. Terrifying
- The biggest population base
- I am fortunate not to need frequent use of pharmacy service, so not aware of needs of the local community
- This site is at the heart of the village of Newtonmore
- Newtonmore is central to the proposed rural locations
- Yes we currently have to travel to Kingussie or Aviemore and these are both Boots Chemists, so it would be good to have a different one giving a wider choice of purchasing other products.
- Yes we currently have to travel to Kingussie or Aviemore and these are both Boots Chemists, so it would be good to have a different one giving a wider choice of purchasing other products.
- Happy that an outlet has become available in Newtonmore to house such a pharmacy.
- A service that should never have been removed from the Main Street
- See above answer
- The village of Newtonmore is the focal point of the routes to the south (A9) and west (A86) and a pharmacy in the village would complement the other small scale shopping facilities.
- Bigger village in area.
- Yes because there are a lot of elderly people living in this area some with no near family. Having a pharmacy in the village would be so helpful
- As it is very hard to get to Kingussie to get medication it would make a massive difference in the village



- This is a central village location
- There's insufficient public transport between Newtonmore and Kingussie. The co-op provides a supermarket in each village: each having a pharmacy would improve life and health for rural people.
- Easy accessible to all the surrounding areas. The heart of the area
- This area is already served by the Kingussie pharmacy.
- A long distance to travel for some people, however, they already have a long distance to travel to use the pharmacy at Kingussie.
- There is plenty of parking and easily accessible

**4. Do you agree that the proposed opening times are appropriate for the community pharmacy to meet the needs of the neighbourhood?**

- Yes, they look appropriate.
- Junkies!
- The hours will cover people working away from the village and are not back before 5.30pm.
- They seem quite long hours however I understand this may be to catch people who work full time or have a urgent prescription after a later dr appt
- Regular opening times for locals and the very many visitors to the area during the summer season is essential.
- It would be ideal to have a late night opening to enable people living on the boundary of the proposed area to be able to go after work.
- Will there be an "out of hours" service? or a delivery service to the Gergask Surgery
- Why only till 1pm in the winter I believe 5pm is just as good
- I feel it doesn't need to be opened any earlier than said or shut any later due to the average working hours around here
- Accommodates for working people.
- I would have preferred to see all day opening on Saturday throughout the year. Otherwise the suggested hours seem perfectly satisfactory.
- Normal shop hours.
- This ties in well with the doctor surgeries & allows for before or after work access for most people
- This timescale allows time for people who are out working on weekdays to collect their meds but also toiletries etc
- Need longer opening hours on Saturday

- Open till 6 would be great for so many people who have to work later and goes well with surgery times
- The extra half hour in the evening (as opposed to Kingussie) allows the last patients at evening surgery to get medication that day + most people to be able to pick up medication after work
- Can't get to Kingussie late in afternoon
- Would like to see the hours for Saturday for in Winter extended into the afternoon....say 4pm. There is a need.
- This allows patients to collect prescriptions six days a week and after the general hours of a working day
- This is good access to first line healthcare.
- They are good hours especially when folk finish at 5pm they still have time to pick up their prescriptions. Excellent hours
- Yes - but it might be helpful to have some Sunday opening shared with Kingussie Boots.
- They do not seem long enough for people who work to be able to use the services. Early Saturday closing in winter also seems quite limited. I'd have thought better to take an early closing during the week, if needed.
- My GP takes appointments to 6pm on a Tuesday and Friday but you cannot get to the pharmacy as it closes at 5.30. Plus it's a 22 mile return journey for me which takes just over 20 minutes each way.

**5. Do you agree that there are gaps/deficiencies in the existing provision of pharmaceutical services to the neighbourhood?**

- The impression from the community is that Boots feel they have a monopoly and therefore don't provide some of the services proposed
- It's clear that in the very near future, prescriptions will be delivered directly. There are multiple company's providing this service already. Including boots
- Boots? This is purely a money making scheme, this man lives very extravagant lifestyle. And is happy to cash in on Scotland's progressive prescription policy.
- Boots does a great job and has wonderful staff. There is a long standing traditional community spirit thriving in the area. People look out for each other, and are more than happy to drop prescriptions etc.
- Boots is doing the just fine. All the benefits of a trusted global giant in the pharmaceutical industry. With the fabulous, helpful staff

- There were two chemists in Newtonmore not so long ago.
- Please see above answer
- Boots (nearest pharmacy to Newtonmore) in Kingussie not always reliable.
- Have covered this in answer to next question.
- The chemist in Kingussie often makes mistakes dispensing medication or often doesn't have the medication you need in stock meaning you have to make a lengthy trip again to collect your medication
- I'm not in a position to say if the current ones provide the above or not.
- Considerable distance to travel and now delivery charges for prescriptions might be removed.
- In the event Boots doesn't have a prescribed medicine it would be beneficial to have local alternatives.
- Only those with access to own transport, or very few buses can reach Kingussie pharmacy.
- Limited medications, often don't have what Dr has prescribed and alternatives have to be sourced
- Being Kingussie as the nearest people who cannot drive are left having to rely on public transport to get to the pharmacy which in this area isn't the most reliable especially in winter times
- Unless you drive it can be very difficult to get to Kingussie on public transport when it suits
- There are no pharmaceutical services in the area described at present, the nearest being in Kingussie (Boots) necessitating a bus / train / car journey to collect medication. The service at that store has become increasingly unreliable and on three separate occasions I have been unable to pick up a repeat prescription due to the pharmacist "not arriving" and the store being closed.
- Not always possible to see GP when needed having this extra service I feel would be beneficial and possibly help ease workload at local surgeries
- It's currently not accessible to everyone
- In that some people have to travel a distance to get to their pharmacy
- Nothing here in the village if you need anything in an emergency you have to get someone to take you to Kingussie as no taxi service
- See no 6 - transport into Kingussie difficult, no local delivery service, frequent out of stock items requiring repeat trips.
- I believe that there are sufficient services in this area.

- Never heard of those services. I am waiting for a pillbox for my wife and I need to pay for a delivery.
- Can't get medicines, have to wait ages to get served, the service is shocking
- The pharmaceutical services in Kingussie are covering a large area with many complex needs, from what I've seen they are struggling to meet the needs.
- The current local pharmacy doesn't carry all the services listed above ie Needle exchange, stoma service, prostate cancer dispensing
- People living between Kingussie and Pitlochry don't have access to a pharmacist
- The present pharmacy has no time for people. They have a consulting room but never use it for people to speak to the pharmacist with private matters.
- Already provided in Kingussie.
- I have no personal experience of gaps
- The pharmacy at Kingussie does a reasonable job of serving the community. I might like to see a delivery service for elderly or disabled people, but appreciate the distances involved would make this time consuming for the pharmacy staff - could an imaginative solution be found? If you are driving to Kingussie currently, it doesn't make a big difference to drive to Newtonmore. There is still no public transport option for many people. However, if the pharmacy at Kingussie was to close, this would leave a huge gap as the nearest pharmacy would be Aviemore.
- When I go to the pharmacy I do not feel safe as they have made 3 errors with my medicine. I did not know of any of the other services that pharmacies provide. I checked today and I have been signed up to the minor first aid service but I have never heard of it.

**6. Do you agree that it is necessary to approve a pharmacy application to ensure pharmaceutical services are adequately provided in the proposed neighbourhood?**

- A lot of the residents in the community are elderly and public transport is not readily available, so to have a service locally must improve their well-being.
- This money spinner is not required.
- As above
- As above
- It's madness
- I am not well informed on the subject
- With our own population, bus loads of tourists in Newtonmore Hotels throughout the year plus those with mobile homes or staying in holiday lets it is long overdue that a

pharmacy at this end of the Strath was reinstated. We also have no taxi service in Newtonmore for those in urgent need to get to Kingussie to either speak to a pharmacist or pick up a prescription.

- To ensure they are needed and will be supported by the local community.
- To ensure they are needed and will be supported by the local community.
- Closer facility for the area
- Yes many elderly are unable to travel and no support there struggle
- It would benefit many people and keep them safe during harsh weather
- To provide a better service
- No need to travel to Kingussie
- 100%
- Lack of public transport to Kingussie pharmacy and the end of the local taxi service means its difficult to pick up medicines (free delivery service has now ended) and access pharmacy services. Kingussie pharmacy is frequently out of stock of medications necessitating more than one trip to the pharmacy and there is now a 5 day waiting period for repeat prescriptions @ Kingussie
- Pharmacy services in this area are at present covered sufficiently by the pharmacy's already trading in this area
- The current pharmacy is inadequate
- To ensure the pharmaceutical duty is carried out
- See above. It's a long way from Kingussie to Pitlochry and there's little public transport
- A great idea to have a local pharmacy. Saves having to go to Kingussie. Especially the elderly who cannot drive. There is no taxi service to use either.
- If Boots are not providing these services then allow a pharmacy that will

**7. In your opinion would the proposed pharmacy help other health or social care providers to work closer together i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services (care homes, care at home etc)?**

- Yes. I understand the medical practice see no disadvantages form the proposal and will work with them.
- Healthcare in the area is already provided to a high level, in all sectors.
- Definitely not.
- We already have some of the best health care in the UK. Most of support workers know each other in the area, whether private or social. And already pull in the same direction.

- Absolute nonsense
- It would be a big advantage to all to work closer together.
- By giving extra support
- With two facilities for the elderly in Newtonmore & so many dwellings over the scattered area to South & West of Newtonmore it would provide a much needed hub.
- It would mean that rural patients could get the medication they need quicker
- Being closer geographically to patients would enable a prompt service but the current pharmacy in Kingussie does provide an excellent service.
- Being closer geographically to patients would enable a prompt service but the current pharmacy in Kingussie does provide an excellent service.
- Supported by each healthcare provider in the Laggan area and by the Community Council
- Why would having more provision for services not be beneficial to healthcare professionals
- I don't think it will make any difference as it doesn't need to
- I feel multidisciplinary work is very much a subjective issue and depends on the characteristics of the people in the job.
- Getting emergency medicines quicker especially in poor weather
- As I said previously it in my opinion may help ease the workload
- It would bring a community together with vital care
- This is already being provided by the established pharmacy in this area
- They could rent out a room or some space
- Yes it would allow local care workers access medication quicker and without having to travel too far ie : Mains house And social care housing patients .
- For example, the care home in Newtonmore would have access. The Laggan doctor would have better support.
- It all could be based in one area in the pharmacy which would be ideal
- Duplication on effort and resources with Kingussie. 8/28/2019 3:59 PM
- Again, if the existing pharmacy at Kingussie remains open, I don't see that another pharmacy in Newtonmore will change the situation much.

**8. In your opinion how would the proposed pharmacy impact on other health and social care providers i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services (care homes, care at home etc)?**

- See above answer

- Better having a global player like Boots than an independent. Relying on an independent seems risky. ie. supplies of drugs.
- Chaos
- Dispensing methadone and needles next to a primary school can't be a good idea. The dilapidated old building, with multiple potential access points, in a very secluded back yard, would surely be a likely target for criminals. Probably when rather than if. With the potential bounty inside.
- Coming closer to the patients, especially the elderly, can only be good. It could mean that many could walk for their service rather than using their car.
- Any extra support will benefit the local community and surrounding areas
- It would take the pressure off Kingussie & deliver a better service to the southern most parts of the Strath which have been neglected since the boundaries changed.
- Delivery and collection of prescriptions will be closer saving time and money.
- Delivery and collection of prescriptions will be closer saving time and money.
- Should help to free up GP surgery time
- Not sure there is room for two pharmacies in the area.
- Choice, expanded provision of medicine in the event of emergency, more health care for local care homes etc. Closer ties to the community.
- I don't see it will have any impact
- It will potentially relieve pressure and numbers of people going to some of these healthcare facilities where they could've just enquired at the pharmacy
- Easier access to pharmacy services, especially in poor weather
- If the range of facilities proposed is delivered it would free up more time for eg GPs and community nursing.
- In my opinion very beneficial
- Surely the more services we have available, the better
- Newtonmore missed its chemist shop when it closed many years ago
- Less pressure on health service and workers
- It would allow more support to local surgeries in their ever increasing prescription numbers and allow patients to receive medication quicker
- It would provide support for community health and care services and might improve existing pharmaceutical services by providing competition.
- Bringing all sectors together in one building is a good idea & customers can ask in one place
- Risk of duplication of effort and resources with Kingussie.

- I hope it would take a little of the strain away from the GP surgeries for the more straightforward health issues
- You can never have too many
- If there is an existing pharmacy in Kingussie, they are bound to lose custom to a new one in Newtonmore, which might mean their financial situation becomes difficult
- I think it will be negative on Boots, since they took over from John Allan I have had nothing but poor service, wrong medicines and I now no longer trust them. People hate going there as there is no staff, you wait ages and don't even know if your medicines are going to be right. I now get my prescriptions delivered from pharmacy2u since April but I cannot go into them, and that's how I feel about Boots.

### 9. Any Other Comments

- Anything that helps to keep the village life vibrant and bring business must be a positive for the community, especially if it helps the residents well-being.
- There are boundary issues with this frankly dilapidated old building. As the owner of the residential property above the proposed pharmacy, I can tell you this is likely to lead to a lengthy legal battle.
- People of Newtonmore don't want this chemist
- This will never happen. There is no appetite for this money making scheme in our lovely village. It is common knowledge that prescriptions will be delivered directly to your door within the next decade. Apart from methadone and needle exchange, which will have to be administered at the pharmacy. This chemist will never open. Public opinion will not stand for it!
- There is certainly plenty of money to be made. Scotland does have a progressive prescription system But this application should be thrown out
- Badenoch would be more appropriate as the area is all in Badenoch, whereas Strathspey stretches as far as Cromdale and beyond.
- If there was a new service in Newtonmore, i would use it as it is nearby. But as stated earlier, i seldom need to visit any pharmacies as i enjoy good health. If my luck should change then it would reassuring to have help nearby.
- This pharmacy would be a vital addition to the local community.
- I would like to support any service opening locally
- All for it



- We should encourage independent pharmacies and additional health care provision in the local area, Boots has an unhealthy monopoly
- In my opinion this proposal should be supported as it enhances services and is more convenient for local customers. Regrettably it seems the existing facilities are becoming less reliable.
- Current local services do not very well serve the areas south of Newtonmore, there is no pick up service from their local surgery & they regularly have difficulty obtaining medications meaning patients have to make several 25 - 35 mile round trips, even more challenging with extremely limited public transport
- Responding on behalf of sibling who lives in the area.
- It would be good to have an independent pharmacy in the area, we have no choice but to go to Boots in Kingussie for prescriptions or medical supplies. For those of us in Newton more who cannot drive or easily travel to the next village, this makes it very difficult
- Would be an asset to the community
- It would be amazing to have this in the village I depend on my medication every month as I don't drive I have to get other people to travel to Kingussie to get it
- The service in Boots just gets worse and worse
- I am sick fed up of the service in Kingussie, wait 4 days for prescriptions, an absolute disgrace since Boots took over.
- I think that a second pharmacy would benefit the community hugely and look forward to it's arrival
- Newtonmore had its own pharmacy in the past and would benefit greatly from having one now.
- I would hate for the Laggan Practice to be anything other than helped and enhanced by a new pharmacy
- Good for the village
- They killed a patient in Kingussie and nothing has been done, the pharmacy is still allowed to open and I no longer trust it, you wait days for a prescription and only get half of it. They tell you it's national shortages but when you go to the other boots in Aviemore they have it? How is that? I think another pharmacy would compete with Boots and make them pull their socks up and give the services they are supposed to

## Responses received in hard copy

### 1. Do you agree that the boundary of Newtonmore (above) describes the neighbourhood?

- Suitable, very rural but sheltered housing, school and nursing home in the vicinity.
- Newtonmore would be suitable as it serves the outlying area at less travel.
- "Most of the population of this ""neighbourhood"" live in the Newtonmore to Laggan area. There are several main settlements plus school, housing and a GP practice. I think the ""neighbourhood"" warrants its own pharmacy."
- This looks to cover the area.
- Newtonmore is a village primarily of elderly, infirm residents who rely on the kindness of neighbours etc to collect medications from the neighbouring village, Kingussie bearing in mind the distance from Newtonmore is 3 miles plus. Not everyone is fortunate to have transport.
- Yes, a much needed shop.
- It takes in Newtonmore, Laggan, Dalwhinnie and all the rural dwellings in our area.
- Newtonmore is the biggest village in this neighbourhood.
- But residents of either community would probably use the pharmacy too, as they have to come into Newtonmore to get petrol at the only local garage.
- It is 4 miles less to drive if you are living out with Newtonmore.
- Seems a logical & sensible definition.
- Absolutely.
- There is no access to a pharmacy within this red marked area.
- A pharmacy is needed for this area.
- The area described is most definitely suitable.
- Historically the southern end south of Newtonmore & west to the boundaries had a chemist in Newtonmore. I feel that as the neighbourhood was once covered by a chemist here it should be reinstated. The demand has increased between population rising /tourists & ageing population.
- This would be the area I imagine would use the pharmacy services.
- It is the area.

### 2. Do you agree that the proposed location of the Community Pharmacy at Newtonmore is appropriate to meet the needs of the neighbourhood?

- Great opposite post office. Really handy for everyone.
- Central, good sized premises, next to school & post office.
- Central position in Newtonmore. Appropriate on and off road parking. Middle of village so people can walk to it. Many residents do not have transport and rely on others to collect their prescriptions. Number of local people have mobility scooters- position of pharmacy ideal for parking them.
- Most definitely although Boots is only 3 miles away, it would definitely benefit people living here make things easier especially for the more infirm; some can pick

up their own prescriptions etc, which is otherwise not possible (more independence).

- I refer mainly to my answer in question 1 also it draw your attention during the winter months it is virtually unable to travel to Kingussie. We have no public transport i.e. bus service, train service few and far between.
- Centre of village.
- In the centre of the small village of Newtonmore.
- Distance from surrounding neighbourhood to Newtonmore is less than going out with for this service.
- Definitely Main street – wonderful.
- Will help a wide variety of people e.g. elderly from using public transport (which isn't that effective) and/or those working to curtail car usage.
- The villages of Newtonmore, Laggan and Dalwhinnie and people around the area or neighbourhood would greatly benefit from a pharmacy in Newtonmore.
- Although Kingussie pharmacy is close not everyone has faith in the services provided by Boots.
- In the middle of the village.
- Most definitely as elderly people in the village can't always get to the pharmacy in Kingussie.
- Covered above plus a car park is close by in Glen Road as parking in Kingussie is always problematic even for the able particularly in the main season for tourists.
- There is currently no pharmacy in Newtonmore
- As well as being next to the primary school. The property has a very secluded rear area with multiple potential access points.

### **3. Does not have a comments section**

### **4. Do you agree that the proposed opening times are appropriate for the community pharmacy to meet the needs of the neighbourhood?**

- Very handy to consult pharmacist if necessary. Not everyone has transport to visit Kingussie Pharmacy. Used to be 2 pharmacies in our village excellent.
- I operate the post office opposite and our hours are 9.00-5.30.
- The opening hours would seem appropriate for a community pharmacy. Matches the school hours, the other shops in the village etc. Appropriate for a working day collection. 6pm appreciated, Saturday opening important.
- Quite appropriate.
- The times considered are acceptable.
- Though I'm not sure you have to be open till 6pm every week night.
- Good it opens until 6pm on weekdays to cover people who work & finish around 5pm.
- Times above allow people for arranging travel to pharmacy.
- The opening times look extremely favourable for the local community.
- People who are still working may be in need of the later closing time. Mon | Fri
- Sensible & convenient open hours that would suit our needs.
- Very acceptable times of evening.

- Very happy with the proposed hours of opening.
- Acceptable opening times
- Yes the times are appropriate.
- Day time hours are appropriate for this community.
- They are opening hours.

**5. Do you agree that there are gaps/deficiencies in the existing provision of pharmaceutical services to the neighbourhood?**

- Again no car - no visit can be made. Present pharmacy not always helpful and prescriptions can be hap hazard.
- Large elderly population. With nursing home and sheltered housing. They will appreciate this service. Boots in Kingussie IMHO doesn't provide the service of an independent chemist like we used to have.
- For people who don't drive it is difficult. And for those not on computers
- Care, local & national services are provided in Kingussie. Although only a few miles from Newtonmore many people cannot easily access Kingussie. Many (older) Strathspey residents do not have their own transport. Public transport is limited. Pharmaceutical services in Newtonmore would fill a big gap n services/provision locally
- Sometimes the service in Boots the Chemist Kingussie leaves a lot to be desired 3-4 people counter, all seemingly busy but leave customers standing waiting not good. Perhaps not coping, don't know?
- I cannot say what there are deficiencies are in our present pharmacy. On the contrary the staff and pharmacist are caring and obliging. It's purely the distance involved for collection.
- For those without a car have 6 miles to go to the Kingussie pharmacy & there is no taxi service or regular bus/train service - very limited. I operate a B&B and guests ask if the village have a chemist. They are shocked & disappointed they have to travel.
- Getting there. Public travel in the neighbourhood is poor.
- E.g. the local Boots pharmacy won't dispose of unwanted asthma devices. And there is no one in the village of Newtonmore to give advice to the elderly who can't travel to Kingussie.
- As a resident in Newtonmore using Laggan medical Practice, I don't go to Kingussie very often. Pharmacy would be a necessary addition to the village.
- As much as you need to drive to Kingussie. Or if you don't drive or are too elderly you need to pay!!
- Not always convenient to travel to Kingussie.
- The pharmacy/chemist shopping Kingussie run by Boots mainly has the same practising pharmacists on duty. It is a longer round drive or bus trip (a few a day) to get too
- For those of us who are aging, a car may not always be our usual form of transport and with very poor public transport available it will be difficult in the future to collect our prescriptions.
- Elderly people without transport have to go to Kingussie.

- Yes. As people can't always get to Kingussie without a car.
- We have to travel outside the area to Kingussie currently.
- Healthcare in the area is already second to none. Between official health service offerings, Boots, and the most importantly community. Community is everything in the village; everybody looks out for each other.

**6. Do you agree that it is necessary to approve a pharmacy application to ensure pharmaceutical services are adequately provided in the proposed neighbourhood?**

- See answer to No 4. Details identical but I'd be happy to visit private friendly pharmacy as opposed to big guns.
- Especially as boots have a monopoly within a 30 mile radius, and they are considering closing branches.
- It is the case that there was once a pharmacy here when Newtonmore was smaller.
- Yes- these services should be adequately provided. Appropriate check/approvals are essential. But the needs of the local people are paramount. NHS should be constantly aware of the pressures & challenges people living in remote areas and should do all they can to support small communities.
- As above elderly struggle on a bus having to go to Kingussie chemist some cannot but am sure it would massively help having chemist here. We need an independent pharmacy.
- To know that your pharmacy is within a reasonable distance can only be reassuring.
- A necessity for this neighbourhood.
- It's important to regulate pharmaceutical services & also to ensure a neighbourhood is well catered for.
- Definitely.
- To ensure compliance with professional standards.
- Obviously professional standards must apply.
- Sadly I know of several instances of prescriptions not always made accurately & people's health has suffered in the past. In an ageing population it is not always possible to check on the dosage each time a repeat prescription is supplied
- For legal reasons!
- Most definitely.
- Don't understand the question
- More than adequate cover already. Prescriptions will be delivered directly within 10 yrs. Multiple companies already provide this service.

**7. In your opinion would the proposed pharmacy help other health or social care providers to work closer together i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services (care homes, care at home etc)?**

- I can't see how it could go wrong but maybe you need in depth discussion with present one in Kingussie i.e. Are we all happy working for you???
- I would assume so but hardly qualified to answer such a question.
- Another pharmacist would enhance the areas ability to serve the community.
- We do have a care home in the area. The proposed pharmacy would be of help to them, I am sure. We also have an ageing population, supported by care providers,

local medical practices, visiting doctors & support workers. All would benefit.

- Am quite sure it would make a difference to core workers etc. Much handier to go to pharmacy locally than go back and fore to Kingussie. We have the Mains Care home and Hanover sheltered housing.
- For the reasons detailed in the above.
- For certain.
- Ageing and growing population requires this.
- There is a local care home as well as many elderly people living alone with no transport & no family support.
- Not a healthcare provider, can't answer it!
- I would hope so!
- Would provide a more localised and hopefully helpful service.
- I would definitely think so.
- As well as the residents of Newtonmore there is a large care home in the village which I feel sure would appreciate a local pharmacy.
- Providing a local service.
- Yes I do.
- Again in need of care/attention could be seen at chemist first for assessment which would take the pressure of surgery in Kingussie plus there is community nursing etc will have a communal point of correlation with chemist in Newtonmore + other services for the wider area of the 'neighbourhood'
- Save time, save fuel, easier for older people.
- We have the best already.

**8. In your opinion how would the proposed pharmacy impact on other health and social care providers i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services (care homes, care at home etc)?**

- Answer speaks for itself. I can only say panic with child or older person. Pharmacist on hand if surgery closed.
- More choice, options I would assume.
- I believe a new pharmacy in Newtonmore would benefit GPs, community nurses & social services. We have a large care home in the village. Also a growing number of older people who need care in their own homes. A local pharmacy would have a positive impact on all of those support services
- As before it can only help.
- I am sure that to take the pressure off an already busy pharmacy can only be an advantage.
- Surely it can only be positive.
- It will be closer for residents of Newtonmore - walking distance and also closer for Laggan, Dalwhinnie & surrounding area. And closer for the Gergask practice, Laggan.
- They need support at all times.
- There would be local continuity of care. The Boots pharmacy has several pharmacists working there so they can't get to know the local folk well enough to be of assistance.
- Would offer a more convenient alternative & encourage competition.

- It can only be to the good of all organisations'.
- "Elderly people without computers have to travel to Kingussie to hand in prescription & 3 days later return to ""pick up"""
- I'm sure it would be helpful for all.
- We have our care home + one assisted living/independent home in the form of Glen Grove which would benefit greatly from a dispensing chemist in Newtonmore. It would also benefit anyone else in need including the many tourists who holiday here but don't have their own transport while here.
- Will certainly help the elderly in the community and those without transport.
- Save time on GP visits, save fuel. Improve rural living.
- No difference.

## 9. Any other comments

- Privacy important to most older folks. The way things are handled or questioned can be off putting. Lovely to be able to shop for our whatever's in our village in really bad weather and older folks can walk and enjoy the experience of even talking with someone.
- The applicant already runs two independent pharmacies in the Highlands. This, I believe, gives him the experience/knowledge to know if this is a viable business proposal.
- This area of Strathspey misses out by not having a community pharmacy. Local people struggle with lack of public transport. Many families/older people do not have their own transport and rely on others to help them. The largest population settlement is in Newtonmore. I think a pharmacy in the middle of the village would be well used and well supported. It would bring many benefits to the local community - especially in terms of the extra services it could offer. As hospital support will soon be based in Aviemore, this is yet another reason why small semi-isolated rural communities should be supported by NHS decisions. (As hospital in Kingussie closes)
- As an older member of the community I would find having a pharmacy in Newtonmore very helpful. I do not have computer skills or my own transport so have to rely on local buses which are not too frequent to get my prescriptions to the surgery and have only recently had the help of home delivery so a local pharmacy would be a huge help. Thank you.
- I believe Boots are going to charge for delivering prescriptions, so I would certainly think it would be in the village etc best interest to have pharmacy here in Newtonmore. Boots stopped it going ahead before which was ridiculous.
- In my own personal situation as an 84yr old who is caring for her 80yrs old husband, I rely on the kindness of my good neighbours to collect medication weekly which works well as an agreement between the pharmacy, surgery and myself and I would hope that should this pharmacy become accepted, such arrangements will be allowed to continue for my benefit and that of others in a similar situation.
- The pharmacy at Boots is just not set up for rural living. I know many elderly people that have problems getting to Kingussie from Newtonmore due to our inadequate public bus service. Added to that the number of times my own dad has had to go back in because there's an item missing. It's a very poor service and anything that

could improve it would be a blessing.

- For me, my family and friends in Newtonmore means a more convenient place to collect prescriptions and toiletries etc. My B&B guests will be better served for any medication etc they require. Prescriptions from Boots, Kingussie can often be wrong which is frustrating & leads you to order prescriptions in advance.
- This form, while I know it needs to be thorough, has been quite intimidating for elderly people to answer so you may not get a comprehensive response from the very people the pharmacy would serve. Parking is an issue in Kingussie & the pharmacy in Newtonmore would be much more accessible to if parents with small children, with the local nursery + primary school adjacent.
- Hope this application succeeds where the earlier one by Gerrard Samson/Oakers failed.
- I do feel this questionnaire may not do its job as at a glance it looks complicated i.e. - asking to explain your answer. People may be put off + won't bother. I really hope it is not true and it goes ahead! With an ageing population it would be wonderful just to walk along the street and get help with minor ailments for children as well as adults + lessen the GPs work load!
- Current provisions in Kingussie are not always convenient. The service is adequate rather than outstanding. Often pushing its own services rather than integrating into the wider medical landscape.
- it would only benefit the neighbourhood at Newtonmore in particular to open a pharmacy retail chemist as another shop opening in Newtonmore would be beneficial to our excellent post office shop which will soon be the only post office in Badenoch & Strathspey, I am certain this new enterprise will be a great success especially in view of the shortcomings at Boots Kingussie
- It has been many years since the village has had a chemists shop. It will provide a service of everyday toiletries etc as well as the pharmacy. It will be WONDERFUL!
- The community pharmacy in Newtonmore would be so helpful, & I'm sure it would be used 100% in this area.
- It would take the pressure of Kingussie & be beneficial to anyone who just wants medication to treat minor ailments or repeat prescription without having to travel to Kingussie which is a long few miles in the winter when/if no transport.
- Think it is a good idea as long as it doesn't impact on the chemist in Kingussie
- As the owner of the property directly above the proposed site, I am deeply concerned about the suitability of the building. It has 5 doors, 2 of them in a worryingly secluded area. There are also 3 windows at the rear, again completely secluded. It would surely be a target for crime. The local police say it could potentially take them 45 mins to attend any incidents. Also the property is in a boundary dispute, this is likely to end up in a lengthy legal battle.

Signed :   
Alan Horsburgh, Applicant

Signed : *JK*  
Jackie Agnew, NHS Highland