

**NHS HIGHLAND &
Daniel Frame and Muaz Jamil**

**CONSULTATION ANALYSIS
REPORT (CAR)**

Monday 28th October, 2024 to
Thursday 6th March, 2025

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1. EXECUTIVE SUMMARY

NHS Highland together with Daniel Frame and Muaz Jamil undertook a joint public consultation exercise with regard to their intention to open a new pharmacy in Helensburgh, 1-3 East King Street, Helensburgh G84 7QQ. There are currently three community pharmacies located in Helensburgh within the Town Centre following the recent Boots closure of their community pharmacy located at 47-49 Sinclair Street Helensburgh, G84 8TG in November 2023. The current population of Helensburgh is circa 13,230 according to the 2022 National Records of Scotland which is considered the largest settlement in Argyll & Bute.

Carrying out a joint consultation during the pre-application phase is 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 the views of the local residents as to whether they think they have adequate access to community 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, Daniel Frame and Muaz Jamil, and with the knowledge of the Scottish Health Council. The consultation was required to run for 90 working days and took place from Monday 28th October, 2024 to Thursday 6th March, 2025 (allowing for four Public Holidays on 25/26th December, 2024 and 1st/2nd January, 2025).

A total of 1017 survey responses were received from members of the public; 24 via hard copy questionnaire, and 993 via the Microsoft Forms questionnaire. No hard copy questionnaires were received after the closing date.

The survey link was made available to the Applicant as well as being posted on the NHS Highland website. Based on all the feedback there was a strong consensus across all elements of the consultation to be in favour of the Application.

This summary report has been prepared jointly by NHS Highland, Daniel Frame and Muaz Jamil.

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 apply for an NHS contract for a pharmacy in Helensburgh, Argyll & Bute.

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.

Daniel Frame and Muaz Jamil held an initial informal meeting with NHS Highland on 4th March, 2024 following which several meetings were arranged to finally confirm the commencement of the Joint Consultation on 16th December, 2024.

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 Monday 28th October, 2024 to Thursday 6th March, 2025 (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 of the questionnaire was to:

- Seek the views of local people as to whether they feel they have adequate access to pharmacy services in the area.
- 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, Daniel Frame and Muaz Jamil 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 were undertaken and an Action Plan was developed which set

out initial planned activities. Advice was sought from Scottish Health Council. However, to date, no response has been received from the SHC. The Chair of the NHS Highland Pharmacy Practices Committee (PPC) was informed of the possibility of an Application.

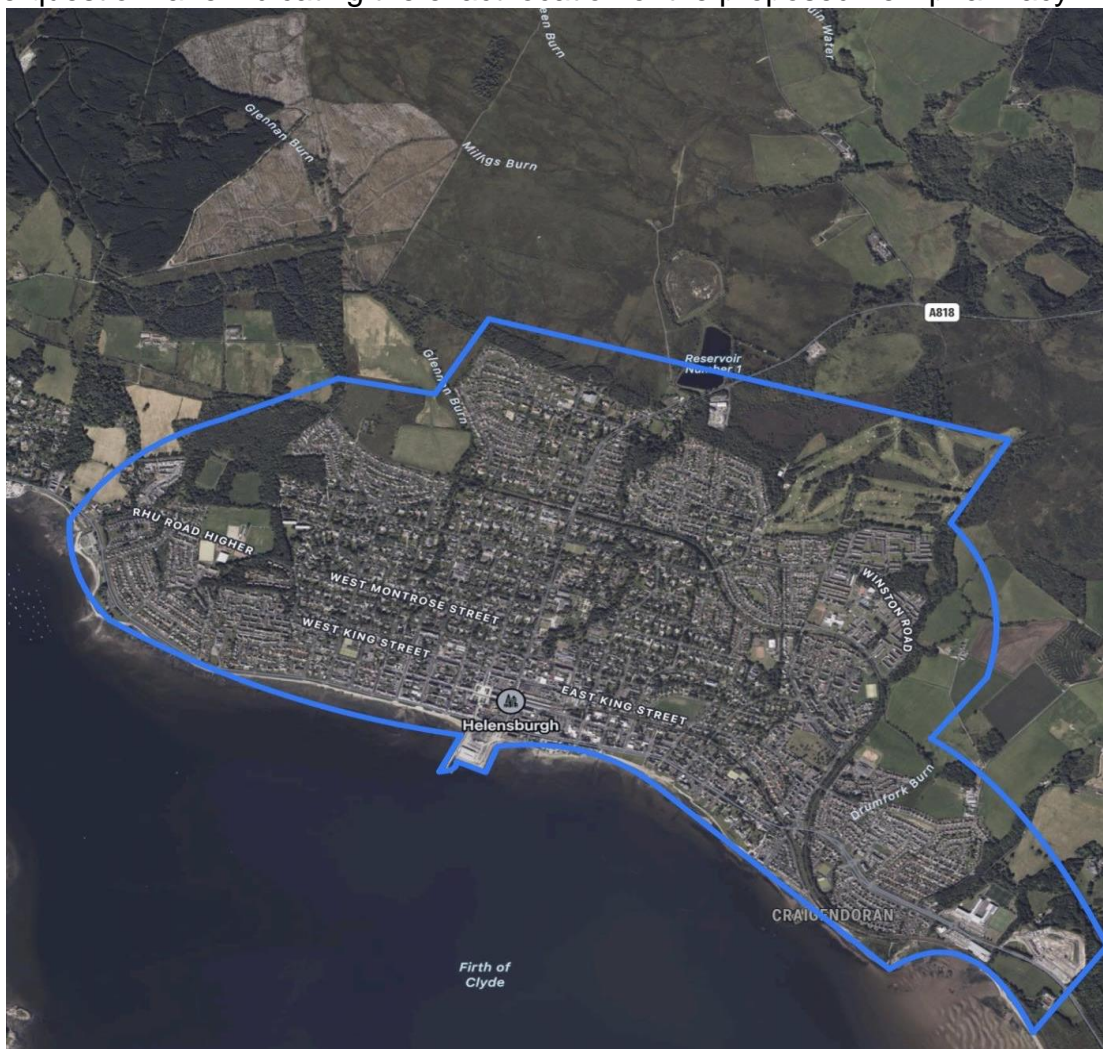
The Action Plan was agreed by NHS Highland and Daniel Frame and Muaz Jamil (Appendix 1). It was understood that the Action Plan would be further developed, as required, to respond to any requests or address any emerging gaps in the plan but that any additional activity would be jointly agreed.

The joint approach to the consultation between NHS Highland, Daniel Frame and Muaz Jamil was agreed by both parties through written and telephone communication.

We were notified on 31st October, 2024 that the applicants attended a community council meeting. The meeting was not attended by members of the Health Board. In an effort to encourage completion of the questionnaire, the Applicants carried out their own introductions to the community and outlined their proposed plan.

4.2 Defining Location

Pre-work was identified including preparation of a map to define the proposed neighbourhood for the potential new pharmacy together with proposed boundaries (detailed below). The defined neighbourhood would be served by the proposed pharmacy site as the area within the perimeter highlighted by the blue border on the map shown in the questionnaire indicating the exact location of the proposed new pharmacy.



Boundaries :

To the East - the Alder gate development and the open fields on the A814.

To the West - where Rhu Road Higher meets Rhu Road lower.

To the South - the A814 running along the waterfront.

To the North - where Sinclair Street meets Luss Road, physical boundaries of the Helensburgh reservoir to the left and the Helensburgh Golf course to the right.

Pre-consultation Activities

Other pre-consultation activities included identifying potential Interested Parties and other stakeholders. This included Boots Pharmacy, 13 Sinclair Street, Helensburgh, G84 8SR, Rowlands Pharmacy, 48 West Princes Street, Helensburgh, G84 8UG and Gordons Pharmacy 52a Sinclair Street, Helensburgh, G84 8TQ preparing communication materials and developing a NHS Highland website presence. Due to the fact there is not a Dispensing Practice in close proximity to the potential site of the new pharmacy, the Area Medical Committee were not informed.

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

4.3 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 Applicants. There was regular dialogue throughout the process between NHS Highland and the Applicants.

Various approaches were used to raise awareness including an initial Press Release and subsequent reminder Press Release (Appendix 2 & 2a), posting on NHS Highland website including Twitter and Facebook. This is a formal requirement of the Regulations. We were notified on 31st October 2024 a community council meeting was held.

4.4 Consultation Survey Response Form

The consultation questionnaire was made available via a link on the Home Page of NHS Highland website.

The questionnaire was available for completion via an on-line MS Forms questionnaire or completion of a paper copy to be submitted to the Health Board prior to the closing date (6th March, 2025). Paper copies were available on request from NHS Highland as well as the Applicants. One hundred printed forms were provided to the Applicants along with 100 self-addressed envelopes. The survey documentation (and communication materials) also provided contact details of NHS Highland administration staff should anyone wish support completing the questionnaire or requesting further advice. No such contact was made to the Health Board. Large font copies were available on request. No such request was received.

5. RESULTS

Daniel Frame and Muaz Jamil propose to open a new pharmacy at 1-3 East King Street, Helensburgh G84 7QQ and state the neighbourhood as indicated on the map. The boundaries of this neighbourhood are:

To the east - the Alder gate development and the open fields on the A814.

To the West - where Rhu Road Higher meets Rhu Road lower.

To the South - the A814 running along the waterfront.

To the North - where Sinclair Street meets Luss Road, physical boundaries of the Helensburgh reservoir to the left and the Helensburgh Golf course to the right.

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

Yes	988	97%
No	29	3%

Q. Do you live within the neighbourhood ?

Yes	947	93%
No	70	7%

Q. Below is a list of core and national services currently provided by any other community pharmacy in the area (with an explanation of each service). Do you think the current provision is adequate?

Yes	218	21%
No	799	79%

Although 21% of the responders agreed with the current core and national services being adequate, 79% did not agree with 3% of respondents stating that Pharmacy First was not offered. 51% of responses to the question did not leave a comment, although in later questions the respondents reflected a similar dissatisfaction. Comments highlighted feelings that the pharmacy and staff were over-stretched, with the recent reduced number of pharmacies given as the reason for their negative response. A number complained about long queues, incomplete medication on collection, slow turnaround and limited stock.

There was a mention of blister packs not being offered or available and no, or delayed, provision of gluten free products.

Blister packs can be provided by the new pharmacy if there is a request by the GP; most pharmacies provide this service if there is a need. Gluten Free is a Public Health Service and provided by all community pharmacies if referred by the GP or a Dietician.

Q. Below is a list of locally negotiated services currently provided by any other community pharmacy in the area? Do you think the current provision of these services is adequate?

Yes	222	22%
No	795	78%

Q. Do you believe you receive your prescription in a timely manner using the existing pharmacy services provided to the neighbourhood?

Yes	275	27%
No	742	73%

Q. Do you feel there is adequate private space to discuss confidential matters within the existing pharmacies servicing the neighbourhood?

Yes	204	20%
No	813	80%

Q. What do you think about the intended Applicant's proposed opening hours?

Monday to Friday		Saturday	Sunday
Just Right	93%	83.6%	61%
Too Short	2.8%	1.6%	9.8%
Too Long	2.9%	7.8%	0.5%
Don't Know	4%	7.1%	28.7%

Q. Do you or your representatives experience any issues or challenges receiving community pharmacy services in this neighbourhood?

Yes	750	74%
No	267	26%

The high level of responses to issues or challenges are reflected here which, in conjunction with responses to Q3, relate to inadequacies of service provision. The answers to these two questions must be considered together to reflect the true response to service provision as seen by the respondents.

The prevalence of respondents indicated that the current community pharmacy service with the reduction to three pharmacies has resulted in long waiting times to speak with the pharmacist and pharmacy staff. This is in line with a similarly high response of 'poor service'. Both of these responses are linked to the high response rate which indicates issues with medicine stock shortages within the pharmacy and at the wholesaler, with the user undertaking repeated journeys to collect medications.

Privacy to discuss matters with the Pharmacist also resulted in a high response rate with requests for a separate consulting room. Respondents indicated that the earlier opening

hours would be welcome with requests for lunchtime opening hours shared between pharmacies. Overall respondents felt that the current staff in pharmacy were doing their best but the service was not coping with the demand.

Q. Do you think there will be any positive impact or benefit to the neighbourhood in having a new community pharmacy?

Yes	890	88%
No	89	9%
Don't Know	38	4%

Overall the respondents felt that a new community pharmacy was a welcome and much needed move with the majority indicating that this would alleviate pressures on, and improve existing services with easier access and more choice.

Q. Do you think the intended Applicants' proposed pharmacy will positively impact on other NHS funded services such as GPs, community nursing, other pharmacies, dentists, optometrists or social services?

Yes	860	85%
No	92	9%
Don't Know	65	6%

The majority of respondents felt that the proposed pharmacy would have a positive impact on relieving the pressures on GP services and the current Community Pharmacy Service.

Q. Do you support the opening of a new pharmacy in Helensburgh?

Yes	920	90%
No	97	10%

Q. How did you become aware of this consultation?

Advert	342	34%
NHS Highland Website	54	5%
Social Media	457	45%
Other	164	16%

Q. Respondent Information

I am an individual	984	97%
I am part of a group or organisation	33	3%

Q. Please give an indication of how many are in your group or organisation

0-10	1	3%
11-50	4	12%
50+	28	85%

Questions 20-22 Contact Details (not printed)

Question 20 – 184 Responses

Question 21 – 209 Responses

Question 22 – 166 Responses

6. CONCLUSION

The challenge of a consultation is always to reach as many interested parties/members of the public as possible, to give them the opportunity to state their views. A wide-ranging approach was used including local media coverage by the Health Board, newspaper article in the form of a Press Release, Facebook, Twitter and meetings with the local community by the Applicant. (Appendix 8). An approach was extended to Scottish Health Council for comments, however, to date no reply has been received.

As evidenced by the number of responses received (1017) there has been a clear level of interest in this Application with 90% responding favourably to the application.

Support for the application is evidenced by the concerns expressed by the public regarding the closure of one of the Boots pharmacies recently which they indicate has resulting in long queues, staff workload pressures, length of time experienced obtaining some medications, lack of core service provision such as Pharmacy First, and a general feeling of inequality in the availability of some services placing undue strain on the other Health Service providers.

97% of the responders agreed with the defined neighbourhood, however 3% disagreed, suggesting that the boundary should be extended to include Rhu and Shandon, to the north west of Helensburgh.

93% of the responders reside within the neighbourhood with 7% residing elsewhere.

79% and 78% of respondents to question 3 and 4 believed that core services and locally negotiated services were inadequate. A very low percentage of respondents (21% and 22%) felt that the services were adequate.

Approximately 90% of the respondents agreed with the proposed opening times for Monday to Friday, 84 % agreed on opening times for Saturday and 61% felt the Sunday hours were right, however of the 1017 respondents, 10% favoured some Sunday opening hours.

In summary, the majority of the responses (90%) were positive in their opinions, supporting the opening of a new Community Pharmacy in Helensburgh, with only minimal responses expressing satisfaction with the current provision. The vast majority of the respondents supported the proposed Application of a new community pharmacy in Helensburgh.

Appendix 1 – Joint Consultation Plan

Appendix 2 – Press Release

Appendix 2a - Reminder

Appendix 3 - Questionnaire

Appendix 4 – Free text to questions within the questionnaire (attached separately)

Appendix 5 - Letters to Interested Parties

Appendix 6 –Miscellaneous Letter

Appendix 7 – Letter of Support

Appendix 8 – Applicant Media and Events attendance.

Potential Pharmacy Application Daniel Frame/Muaz Jamil

Joint Consultation Plan

1-3 East King Street, Helensburgh G84 7QQ
Monday 28th October, 2024 to Thursday 6th March, 2025 (inc 4 PH)

(90 working days)

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, **Muaz Jamil & Daniel Frame** intends to submit an application to be located at 1-3 East King Street, Helensburgh. G84 7QQ

Before any application is made **Muaz Jamil & Daniel Frame** 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 (28.10.24 – 6.3.25)

The potential applicant will then have 90 days (not working days) from the end of the joint consultation to submit their application to the Secretary to the Pharmacy Practices Committee, NHS Highland, Assynt House, and 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**, **Muaz Jamil & Daniel Frame**, 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.

Fiona MacFarlane Associate Director of Pharmacy, Community Pharmacy & CD Governance	Muaz Jamil & Daniel Frame Applicant
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NHS Highland Project Team

Name	Designation	Reports to	Role in Project
Fiona MacFarlane	Associate Director of Pharmacy, Community Pharmacy & CD Governance	Sarah Buchan, Director of Pharmacy	Advisory on Regulations
Fiona Clark	Community Pharmacy Business Manager	Fiona Macfarlane	Advisory on Interested Parties
David Ritchie	Communications Team	Head of PR and Engagement	Communications Lead
tbc	Board Member, NHS Highland	NHS Highland	Chair of PPC

Applicant

Name	Designation	Role in Project	Notes
Muaz Jamil & Daniel Frame	Owner	Applicant representative	framejamil@gmail.com

Scottish Health Council Adviser

Name	Designation	Role in Project	Notes
Scottish Health Council		SHC Adviser	

Who to contact at NHS Highland:-

Phone Number: 01463 706814; Email address: nhsh.cpsoffice@nhs.scot

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

Applicant :-

Muaz Jamil & Daniel Frame

Potential Interested Parties

When	Who	Message	How	Lead	Notes/Date
Week 1-2	Neighbouring Community Pharmacies : Boots Pharmacy, Helensburgh Rowlands Pharmacy, Helensburgh Gordons Pharmacy, Helensburgh.	Awareness of joint consultation and next steps in the process	Letter or email with link to media release	FC	
	Area Pharmaceutical Committee				
	Scottish Health Council				

	Federation of Small Businesses				
	Chamber of Commerce				
	Jenny Minto, MSP				
	GP Subgroup – Karen Doonan				

Public Engagement

When	Who	Message	How	Lead	Notes
Week 1	General public in defined area	Awareness of joint consultation and next steps in the process	Press Release/Public Consultation Questionnaire, website, tweets and Facebook	DR	

				Date Completed
Week 1	Agree administration details	F.Clark/Applicant		
	Media Release to announce consultation	David Ritchie		
	Website, Tweets & Facebook	David Ritchie		
	Prepare Facebook content	David Ritchie		

	Prepare Questionnaire	FC		
	Questionnaire link in place	David Ritchie /FC		
	Hard copies of questionnaire	FC		
		FC		
	Community Councillors	FC		
	MSP	FC		
	Contact for Media	David Ritchie		
	<ul style="list-style-type: none"> Request data from Public Health (form to be completed) Request data from Tracy Beauchamp 	FC FC	Caroline Hunter-Rowe Carolyn.Hunter-Rowe@nhs.scot	
Weeks 17+	Reminder of consultation end date (two weeks prior to end date) 19.2.25	Media Release	FC/David Ritchie	Sent to David 10.2.25
		Social Media		
ACTION TO DATE				
30.1.24	Expression of interest by email from Muaz Frame. Acknowledgement sent 30.1.24			
27.02.24	Pre-Application meeting arranged for 04.03.24			

28.05.24	Meeting between Fiona Clark and Daniel Frame and Muaz Jamil to confirm address. In attendance John Connolly			
05.06.24	Daniel Frame attended a community meeting w/c 27 th May with 40 people in attendance			
06.06.24	Questionnaire sent to Muaz from Fiona C			
12.07.24	Email sent asking for update on questionnaire – Nicola			12.07.24
24.07.24	Meeting arranged between Muaz, Fiona C & Neil to discuss updates to questionnaire			
24.07.24	Email sent to Muaz with updated questionnaire on the back of meeting.			
26.07.24	Email from Muaz with suggested updates to questionnaire.			
29.07.24	Updated, reviewed and questionnaire amended (where appropriate). Email sent to Muaz to review updates. Awaiting response.			
21.08.24	Follow up email sent from board to applicant asking if they have reviewed questionnaire yet			
01.09.24	Email from Muaz with further suggested updates to questionnaire.			
03.09.24	Updated, reviewed and questionnaire amended. Email sent to Muaz to review			

	updates. Awaiting response.			
02.10.24	No response received to email sent on 03.09.24. Followed this up with applicant.			
07.10.24	Applicant responded with further suggested updates to questionnaire.			
08.10.24	Updated, reviewed and questionnaire amended. Email sent to Muaz to review updates. Awaiting response.			
08.10.24	Questionnaire agreed.			
11.10.24	Meeting arranged for 16/10/24 to decide on start date for public consultation.			
16.10.24	Meeting held and agreed that public consultation will start on 28/10/24. Press release sent to communications team in preparation for 28/10/24.			
21.10.24	100 paper questionnaires and 100 addressed envelopes posted to Daniel in preparation for the start on the public consultation on 28/10/24.			
28.10.24	Consultation go-live date. All letters sent. Link/QR code, copy of letters and action List sent to applicants.			
31.10.24	Applicants confirmed they had attended the Helensburgh community council meeting			
13.11.24	MS Form completed requesting Public Health Intelligence information for the			

	Helensburgh area.			
09.12.24	Applicants requested more paper copies of questionnaire and assistance with postage costs. Advised that pharmacy services are unable to supply anymore paper copies due to the increased workload of inputting and we are also unable to assist with postage costs.			
12.12.24	Cardross Pharmacy is now considered an interested party. IP letter sent to Cardross Pharmacy and applicants informed.			
15.12.24	<p>Applicants queried why Cardross pharmacy has been included as an interested party and asked for NHS Highland protocol which determines this. Following response sent by Fiona Clark on 16.12.24 -</p> <p>As per the Regs Schedule 3 – The Board Section 1.(b) (iii) any person whose name is included in the pharmaceutical list or the provisional pharmaceutical list and whose interests may, in the opinion of the Board, be significantly affected if the application were granted.</p> <p>After further discussion, we feel the above to be relevant to this application.</p>			

17.12.24	Applicant requested response numbers to public consultation to date – board replied stating 213 responses received.			
28.12.24	Applicant emailed requesting if the board has received a response from any interested party. Board replied on 07/01/24 – no communications from interested parties received to date.			
04.01.25	Applicant requested 400 additional paper copies for members of the church. Board responded on 06/01/24 advising that this is not possible due to the additional workload this would cause the team. Electronic copy remains available.			
19.01.25	Applicant requested response numbers to public consultation to date – board replied stating 404 responses received.			
10.2.25	Draft sent to David Ritchie for reminder of Application. Closes 6.3.25			

Appendix 2



MEDIA RELEASE

USE: Immediate

ISSUE DATE:

CONTACT: David Ritchie

Pharmacy Application

Daniel Frame and Muaz Jamil intend to submit an application to NHS Highland to open a new pharmacy at 1-3 East King Street, Helensburgh. G84 7QQ.

NHS Highland and Daniel Frame and Muaz Jamil 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 28th October, 2024 and closing on Thursday 6th March, 2025. 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 accessed [here](#).

ENDS

Further information

A paper copy/large print 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 Tel : 01463 706886.

Appendix 2a



MEDIA RELEASE

USE: Immediate

ISSUE DATE:

CONTACT:

Time is running out for residents of Helensburgh to have their say on a proposed new pharmacy in the area.

NHS Highland together with Daniel Frame and Muaz Jamil are undertaking a joint consultation exercise to seek the views of local people who may be affected by the opening of a new pharmacy at 1-3 East King Street, Helensburgh. G84 7QQ.

This will determine whether residents feel they already have adequate access to pharmacy services in the area and to gauge support for the application.

The consultation process began on Monday 28th October, 2024 and will close on Thursday 6th March, 2025. No responses can be accepted after 5pm on the closing date.

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

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.

Further information

The online survey can be accessed [here](#).

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

Secretary to the Pharmacy Practices Committee,

NHS Highland Community Pharmacy Services

Assynt House

Beechwood Park

Inverness

IV2 3BW

Appendix 3



Community Pharmacy Application - Helensburgh Pharmacy, Helensburgh ☎

This survey will close on **Thursday 6th March 2025**

* Required

Contact Information

This information is optional and you can remain anonymous if you prefer.

Contact information will not be included in the Consultation Analysis Report 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 are co-ordinating the gathering of information jointly on behalf of Daniel Frame & Muaz Jamil.

Daniel Frame & Muaz Jamil, 1-3 East King Street, Helensburgh, G84 7QQ state the neighbourhood as indicated on the map. The boundaries of this neighbourhood are:

East - the Alder gate development and the open fields on the A814.

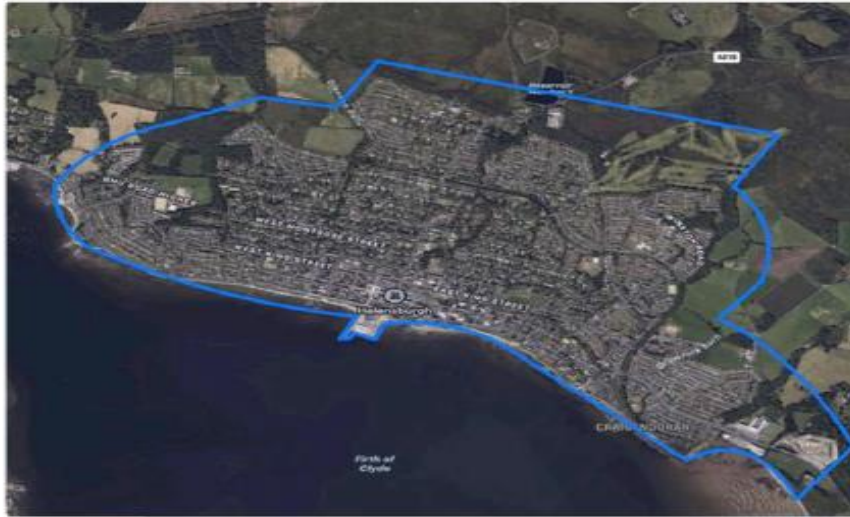
West - where Rhu Road Higher meets Rhu Road lower.

South - the A814 running along the waterfront.

North - where Sinclair street meets Luss Road, physical boundaries of the Helensburgh reservoir to the left and the Helensburgh Golf course to the right.

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

★



☐ Yes

☐ No

2

Do you live within the neighbourhood? *

- ☐ Yes
- ☐ No

3

Below is a list of core and national services currently provided by any other community pharmacy in the area (with an explanation of each service). Do you think the current provision is adequate?

Core Services

AMS (Acute Medication Service) - This is the dispensing of acute prescriptions.

NHS Pharmacy First Scotland - NHS Pharmacy First Scotland is an NHS service designed to encourage everyone to visit their community pharmacy as the first port of call for all minor illnesses and specific common clinical conditions. The redesigned service replaced the current Minor Ailment Service and Pharmacy First Services. The pharmacist advises, treats or refers according to patient need.

MCR - Medicines; Care and Review - To enable Community Pharmacy Teams to support patients with long term conditions.

Pharmaceutical Public Health Services - Promote healthy lifestyle in pharmacy environment through posters and promotional materials. Smoking cessation, supply of emergency hormonal contraception.

Unscheduled Care - Urgent provision of current NHS prescribed medicines and appliances to NHS patients by pharmacists when a patient's prescriber is unavailable.

National Services

- Stoma Care
- Emergency Naloxone supply
- Gluten Free Food Supply

- ☐ Yes
- ☐ No

4

Comments

5

Below is a list of locally negotiated services currently provided by any other community pharmacy in the area. Do you think the current provision of these services is adequate?

Locally Agreed Services

- Advice to Care Homes
- OST Service – Support for people with substance misuse issues.
- Care at Home Service
- Palliative Care Service
- Clozapine Dispensing
- Vaccine Administration
- Medication Compliance Needs Assessment
- Hepatitis C Drug medicine supply & advice
- Prostate cancer medicine supply & advice

☐ Yes

☐ No

6

Comments

7

Do you believe you receive your prescription in a timely manner using the existing pharmacy services provided to the neighbourhood? *

☐ Yes

☐ No

8

Do you feel there is adequate private space to discuss confidential matters within the existing pharmacies servicing the neighbourhood? *

☐ Yes

☐ No

9

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

	Just Right	Too Short	Too Long	Don't Know
Mon - Fri - 08:00 - 18:00	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Saturday - 09:00 - 18:00	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sunday - Closed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10

Do you or your representatives experience any issues or challenges receiving community pharmacy services in this neighbourhood? *

- ☐ Yes
- ☐ No

11

Comments

12

Do you think there will be any positive impact or benefit to the neighbourhood in having a new community pharmacy? *

- ☐ Yes
- ☐ No
- ☐ Don't Know

13

If Yes, please comment below

14

Do you think the intended Applicant's proposed pharmacy will positively impact on other NHS funded services such as GPs, community nursing, other pharmacies, dentists, optometrists or social services? *

- ☐ Yes
- ☐ No
- ☐ Don't Know

15

Comments

16

Do you support the opening of a new pharmacy in Helensburgh? *

- ☐ Yes
- ☐ No

17

How did you become aware of this consultation? *

- ☐ Advert
- ☐ NHS Highland Website
- ☐ Social Media
- ☐ Other

18

Respondent Information *

- ☐ I am an individual
- ☐ I am part of a group or organisation

19

Please give an indication on how many are in your group or organisation *

- ☐ 0-10
- ☐ 11-50
- ☐ 50+

Contact Information

This information is optional and you can remain anonymous if you prefer.

Contact information will not be included in the Consultation Analysis Report 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 are co-ordinating the gathering of information jointly on behalf of Daniel & Jamil Frame

20

Name and organisation name (if applicable)

21

Address & Postcode

22

Email Address

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

 Microsoft Forms

Appendix 4

Separately attached.

Appendix 5

28th October 2024

Dear

The National Health Service (Pharmaceutical Services) (Scotland) Regulations 2009 as amended in 2011 and 2014

I write to provide you with early notice, as a potential interested party, that in terms of the above Regulations, NHS Highland is currently undertaking a joint consultation in conjunction with **Daniel Frame & Muaz Jamil** prior to applying to the Health Board to open a pharmacy at **1-3 East King Street, Helensburgh, G84 7QQ**

Further information on the joint consultation process and how **individual members of the public** may contribute is available via the homepage on the NHS Highland website.

Yours sincerely,



Secretary to the NHS Highland

Pharmacy Practices Committee

VERY IMPORTANT - PLEASE NOTE:

Once the joint consultation has closed, a consultation analysis report will be provided to the proposed applicant to enable him/her to consider whether they should wish to progress to the next step in the application process.

It is not permitted for the Board to receive notes of interest from potential interested parties prior to receipt of any application. Any received during this period will be invalid.

*Should an application be received in respect of the above mentioned joint consultation in due course, NHS Highland will undertake to write to you within 5 working days **at that point in time** to enable a formal note of interest to be made.*

The above letter was sent to:

- Area Pharmaceutical Committee
- Boots Pharmacy, Helensburgh
- Cardross Pharmacy
- Gordons Chemist, Helensburgh
- Millig Practice
- Rowlands Pharmacy, Helensburgh

Appendix 6

Miscellaneous Letters:

Dear Sir/Madam,

Date: 28th October 2024

APPLICATION FOR INCLUSION IN THE PHARMACEUTICAL LIST

NHS Highland has received an expression of interest prior to an application from **Daniel Frame & Muaz Jamil** to open a pharmacy at **1-3 East King Street, Helensburgh, G84 7QQ**.

Opening a Pharmacy

Anybody can open a “pharmacy”, anywhere in the country. However, if someone wishes to provide NHS pharmaceutical services to the public, they can only do so with the permission of the relevant NHS Board and must therefore apply to that Board to provide the services from premises they have identified. Applications to open a pharmacy to provide NHS services can be made by an individual, partnership or company, subject to the conditions specified in the Medicines Act.

Pharmacy Practices Committee

When all the evidence is available, NHS Highland will convene a meeting of its Pharmacy Practices Committee (PPC) to consider this application to act on their behalf in considering applications. Under law, this Committee consists of seven members (a chair, three pharmacists and three non-pharmacist (lay) members) unless the application is for premises in a neighbourhood served by a dispensing doctor, in which case an additional member will be appointed by the Board from persons nominated by the Area Medical Committee ensuring wider representation on the Committee. Only the three non-pharmacist (lay) members are entitled to vote reinforcing the independence of the decisions made. The pharmacists are chosen from persons nominated by the Board's Area Pharmaceutical Committee again, reinforcing independence.

At the PPC hearing the Committee will listen to and question the applicant and any other interested party, who is entitled to appear at such a hearing, about this application. The PPC is then guided in its decision-making by reference to the “Legal Test”, which is set out in Regulations and is the basis of its consideration of the evidence provided. The Legal Test is as follows:

“An application shall be granted if the Board is satisfied that the provision of pharmaceutical services at the premises is necessary or desirable in order to secure adequate provision of pharmaceutical services in the neighbourhood in which the premises are located.”

A Questionnaire has been agreed jointly by the Applicant and the Health Board. If you wish to complete this questionnaire, please do so by use of the QR code below or alternatively contact nhsh.cpsoffice@nhs.scot. The closing date for this Questionnaire is Thursday 6th March 2025 (allowing for PHs).



Yours faithfully,

A handwritten signature in purple ink that appears to read "E. Clarke".

Secretary to the NHS Highland
Pharmacy Practices Committee

The above letter was sent to:

- Chambers of Commerce
- Federation of Small Business
- GP Subgroup
- Helensburgh Community Council
- Jenni Minto – MSP
- Scottish Health Council

Appendix 7



Constituency
Office 11 Castle Street Dumbarton G82 1QS Tel: 01389
734214 [Email: jackie.baillie.msp@parliament.scot](mailto:jackie.baillie.msp@parliament.scot)

Ms Fiona Davies
Chief Executive
NHS Highland
Beechwood Park
INVERNESS
IV2 2BW

Our Ref: JB31346

24 January 2025

Dear Fiona

Daniel Frame Muaz Jamil / Proposed new pharmacy in Helensburgh

I write on behalf of Daniel Frame and Muaz Jamil, the prospective owners and applicants in respect of a planned new pharmacy at 1 – 3 East King Street.

I am aware that concerns have been raised previously over capacity issues at Helensburgh's existing branch of Boots Pharmacy.

In addition, I have been informed by Helensburgh Community Council that members are in favour of the proposal.

For these reasons and due to the fact that I am aware of concerns raised by residents over pharmacy provision in the town, I can confirm that I am fully supportive of their bid to create another pharmacy to serve the community.

I hope this is helpful, however, if I can be of any further assistance then please do not hesitate to contact my office.

Many thanks for your assistance.

Yours sincerely

Jackie Baillie MSP, Dumbarton Constituency

Appendix 8

Applicant Media Event attendance October 2024 – March 2025

October

31/10 – Helensburgh Community Council (CC) meeting.

31/10 – Met with the Helensburgh Advertiser at the library.

November

04/11 – Attended the Journey fitness group and left flyers.

05/11 – Visited the Library and left flyers.

11/11 – Visited all care homes; Morar Living, Morar Lodge, Northwood care home and Argyle care home.

19/11 – Visited the Shelter charity shop and spoke to staff.

28/11 – Presented at Helensburgh CC meeting.

28/11 - Met with Bethesda Christian fellow shop at Coffee Corner.

December

12/12 – Visited Jeans Bothy, spoke to members and left flyers.

12-12 – Visited the Victoria Integrated Care Centre (VICC) and left flyers with the receptionist.

12/12 – Visited Destination Helensburgh store and left flyers.

12/12 – Visited both GP practices and left flyers.

19/12 – Helensburgh CC meeting attendance.

30/12 – Left flyers in Costa.

January

04/01 – Attended Grey Matters event with members at the Parish Hall.

7/01 – Visited Jeans Bothy and left flyers.

7/01 – Visited dental practices; SP dental, Clyde View, Helensburgh Dental Practice and left flyers.

7/01 – Visited the VICC and spoke to dental and physio teams.

14/01 – Visited Joans Carers , spoke to carers and left flyers

14/01 – Visited Garelochhead practice and left flyers

18/01 – Argyll and Bute climate action network event at the Parish Hall. Attended with a stall.

20/01 – Placed advertising stand and flyers at the CO-OP.

21/01 – Spoke to Karen at the Enable Carers branch and left flyers.

21/01 – Met with Colin Jaconelli (local pharmacy champion).

25/01 – Attended Bethesda Christian Fellowship.

28/01 – Visited all Opticians; Specsavers, Helensburgh eyecare, Boots opticians, 20:20 opticians. left flyers.

28/01 - Placed Flyers in Tesco.

30/01 – Helensburgh CC meeting attendance.

30/01 – Attended "With you" and "Welcome in" group and spoke to members.

30/01 – Helensburgh and Lomond carers workshop in Garelochhead – attended with a stall.

31/01 – Contributed to the presentation on pharmaceutical waste Parish Hall.

February

04/02 – Visited Alzheimer's Scotland and left flyers

09/02 – Attended Bethesda Christian Fellowship.

11/02 – Spoke to all Opticians again.

14/02 – Met with the Pharmacy team lead at the VICC.

16/02 – Visited members of Grey Matters and Jeans Bothy and provided more flyers.

17/02 – Well-being festival at Parish Hall. Attended with a stall.

18/02 – Hosted the Grey Matters Active Ageing coffee morning.

18/02 – Visited McLachlan surgery and provided more flyers.

25/02 – Attended the Living Well Network event.

27/02 – Presented at the Helensburgh CC meeting.

March

05/03 – Attended the Local Place Plan focus group

Media Flyer



The flyer features a background image of the Helensburgh Pharmacy storefront with a large blue megaphone graphic on the left. The text is arranged in a clean, modern layout with white and blue colors on a dark background. A circular inset map shows the proposed location. A QR code is located in the bottom right corner.

WE NEED YOUR HELP!

LET'S RESTORE WHAT'S BEEN LOST AND ENHANCE OUR PHARMACY SERVICES

We aim to open a new pharmacy in Helensburgh to improve healthcare services while increasing access to medication and advice for our community.

The health board requires your input to assess whether a new pharmacy is truly needed. Your responses will help show the need for improved healthcare services in Helensburgh.


Helensburgh Pharmacy will offer:

- Efficient, friendly service with zero waiting times
- Consultation without an appointment
- Free collections and delivery
- Free dosette box (blister pack) service
- 24/7 Collection point
- Free text messaging service and much more...

Share your experiences and have your say by scanning the QR code

 Consultation closes on the 6th of March!

Want to get in touch or need a paper copy? Email us at: helensburghpharmacy@hotmail.com

Signed : 
Daniel Frame/Muaz Jamil, Applicants

Date : 23 May 2025

Signed : LBeigley
Lorraine Beigley, NHS Highland

Date : 19 May 2025