



**NHS HIGHLAND AND
Spean bridge Pharmacy
(MhorHealth)
(Intended Applicant – Ms. J. Moncur)**

**CONSULTATION ANALYSIS
REPORT (CAR)**

10th December, 2021 – 21st April, 2022

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1. EXECUTIVE SUMMARY

NHS Highland and MhorHealth undertook a joint public consultation exercise with regard to MhorHealth's intention to open a new pharmacy in the Spean Bridge area at MhorHealth Pharmacy, Invercauld House, Spean Bridge, PH34 4EP

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 MhorHealth with the knowledge of the Scottish Health Council. The consultation was required to run for 90 working days and took place from 10th December, 2021 to 21st April, 2022 (allowing for Public Holidays during that time).

Survey responses were received from 335 members of the public; 32 via paper copy questionnaire and 303 via the Microsoft Forms questionnaire. Based on all the feedback there was a strong consensus across all elements of the consultation feedback in favour of the Application.

- Q1. Yes – 308. No – 8. Don't know – 19.
- Q2. Yes – 263. No – 69. Don't know – 3.
- Q3. Contracted services -
 - NHS Prescriptions – dispensing – 36.4% submitted 'Yes'. 53.9% submitted 'No'. 9.7% submitted 'Don't Know'
 - Medication: Care & Review – 28.2% submitted 'Yes'. 49.8% submitted 'No'. 22% submitted 'Don't Know'
 - Pharmacy First Service – 26.6% submitted 'Yes'. 50% submitted 'No'. 23.4% submitted 'Don't Know'
 - Acute Medication Service – 22.6% submitted 'Yes'. 48.7% submitted 'No'. 28.7% submitted 'Don't Know'
 - Gluten Free Food Service – 20.5% submitted 'Yes'. 29.9% submitted 'No'. 49.6% submitted 'Don't Know'
 - Public Health Service: Smoking Cessation, Emergency Hormonal Contraception, Health Promotion – 23.1% submitted 'Yes'. 38.5% submitted 'No'. 38.5% submitted 'Don't Know'
 - Advice to Care Home – 18.1% submitted 'Yes'. 27.8% submitted 'No'. 54.1% submitted 'Don't Know'
 - Buprenorphine Dispensing & Supervision – 16.6% submitted 'Yes'. 24.1% submitted 'No'. 59.3% submitted 'Don't Know'
 - Methadone Dispensing & Supervision – 14.3% submitted 'Yes'. 22.6% submitted 'No'. 63.1% submitted 'Don't Know'
 - Needle Exchange & Substance Misuse – 13.3% submitted 'Yes'. 25.4% submitted 'No'. 61.3% submitted 'Don't Know'
 - Care at Home – 21.3% submitted 'Yes'. 36.2% submitted 'No'. 42.5% submitted 'Don't Know'
 - Palliative Care – 20.7% submitted 'Yes'. 30.9% submitted 'No'. 48.4% submitted 'Don't Know'
 - Medication Compliance Device (Blister box) – 19.2% submitted 'Yes'. 30.2% submitted 'No'. 50.6% submitted 'Don't Know'
 - Unscheduled Care: Urgent Supply of Medication – 20.9% submitted 'Yes'. 46.9% submitted 'No'. 32.3% submitted 'Don't Know'
 - Hepatis C Drug Dispensing – 16.2% submitted 'Yes'. 20.6% submitted 'No'. 63.2% submitted 'Don't Know'
 - Prostate Cancer – 17.7% submitted 'Yes'. 20.5% submitted 'No'. 61.8% submitted 'Don't Know'
 - Stoma Care – 17.5% submitted 'Yes'. 22.2% submitted 'No'. 60.3% submitted 'Don't Know'
 - Disposal of Patients' Unwanted Medicines – 20.6% submitted 'Yes'. 36.4% submitted 'No'. 37.2% submitted 'Don't Know'
- Q4. Yes – 219. No – 95. Don't know – 21.
- Q5. Free text to the above if YES.
- Q6. Yes – 273, No – 33, Don't know – 29.
- Q7. Free text if YES.
- Q8. Opening Hours :
 - Monday to Friday (9am-6pm) – 94.5% submitted 'Just Right'. 1.8% submitted 'Too Short'. 2.1% submitted 'Too Long'. 1.5% submitted 'Don't Know'

Saturday (9am-1pm) – 85.5% marked this as ‘Just Right’. 12.5% submitted ‘Too Short’. 0.4% submitted ‘Too Long’. 1.6% submitted ‘Don’t Know’

Sunday (Closed) – 78.2% marked this as ‘Just Right’. 6.9% submitted ‘Too Short’. 0% submitted ‘Too Long’. 14.8% submitted ‘Don’t Know’

- Q9. Additional Services :

All of the services outlined in Question 3 – 91.1% submitted ‘Yes’. 2.4% submitted ‘No’. 6.4% submitted ‘Don’t Know’

Pharmacy First Plus Service – 86.3% submitted ‘Yes’. 2% submitted ‘No’. 11.7% submitted ‘Don’t Know’

Travel Vaccinations – 90.3% submitted ‘Yes’. 2.3% submitted ‘No’. 7.4% submitted ‘Don’t Know’

Blood Profiles – 86% submitted ‘Yes’. 4.3% submitted ‘No’. 9.7% submitted ‘Don’t Know’

Vitamin B Injections – 84.4% submitted ‘Yes’. 2.7% submitted ‘No’. 12.8% submitted ‘Don’t Know’

24 hour prescription collection vending machine – 86.3% submitted ‘Yes’. 5.5% submitted ‘No’. 8.2% submitted ‘Don’t Know’

Women’s Health Clinic – 89.3% submitted ‘Yes’. 2.4% submitted ‘No’. 8.3% submitted ‘Don’t Know’

- Q10. Yes – 31, No – 102, Don’t know – 202.
- Q11. Free text if YES.
- Q12. Yes – 319, No – 9, Don’t know – 7.
- Q13. Free text if YES.
- Q14. Yes – 133, No – 134, Don’t know 68.
- Q15. Free text if YES.
- Q16. Yes – 324, No – 6, Don’t know – 5.
- Q17. Free text if YES.
- Q18. Free text if NO.
- Q19. Advert – 26, NHS website – 29, Social Media – 187, Other – 93.
- Q20. Individual – 328, Organisation/Group – 7.
- Q21. (0-10) – 3, (10-50) – 2, (50+) – 2,
- Q22. Name & Organisation
- Q23. Address & postcode
- Q24. Email address

This summary report has been prepared jointly by NHS Highland and Ms. J. Moncur.

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 the pharmacy in Spean Bridge.

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.

MhorHealth held an initial informal meeting with NHS Highland in February,

2021 followed by a formal meeting in April 2021 to discuss the intention to open a new pharmacy in Spean Bridge. The proposed opening times would be:

Monday - Friday	9.00 am – 6.00 pm
Saturday	9.00am – 1.00pm
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 10th December, 2021 to 21st April, 2022 (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 MhorHealth 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 MhorHealth (Appendix 5). 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 MhorHealth was agreed by both parties through written communication.

In addition to this, the following meetings were held between the Applicant and other persons with an interest in the application. These meetings were not

attended any member of the Health Board.

28/04/2021 Meeting with GPs from Tweeddale medical practice to gauge level of interest in a community pharmacy contract in Spean Bridge.

10/12/2021 MhorHealth set up a Facebook account called MhorHealth. This introduced the staff, set out plans for the business and gave information on the pharmacy application at Spean Bridge. A link was posted on the page giving direction to the questionnaire. MhorHealth accounts on Twitter and Instagram.

20/12/2021 Meeting with Counsellor Allan Henderson.

20/12/2021 Paper copies of the questionnaire were available at The Bridge Cafe in Spean Bridge, Spar in Spean Bridge and Nevis Bakery in Fort William with information posted on the Facebook page indicating the sites to access paper copies.

01/02/2022 Entered the Pharmaceutical Register as Mhorhealth trading as Spean Bridge Pharmacy.

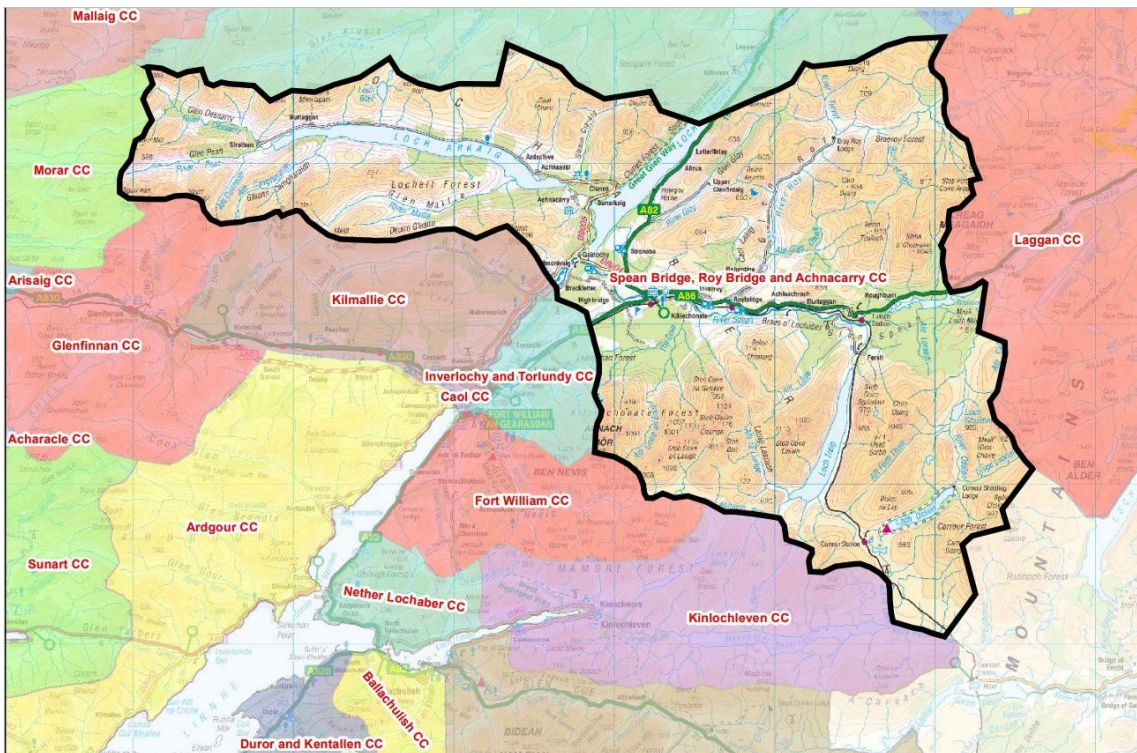
21/03/2022 Opened as a private pharmacy (MhorHealth so as not to be confused with Spean Bridge Pharmacy)

22/03/2022 Email with local Counsellor John Fotheringham who has recently re-established the Spean Bridge, Roy Bridge and Achnacary Community Council.

11/04/2022 John Fotheringham visited the new premises. Discussions took place regarding the local developments.

4.2 Defining location

Pre-work identified 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 perimeter highlighted by the black 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 was also prepared to comply with the requirements of the Regulations. It was split into five sections:

- Q1-2 Location
- Q3 Contracted services currently provided
- Q4-7 Access to services
- Q8 Views on proposed opening hours
- Q9-11 Views on proposed additional service provision
- Q12-15 Wider impact
- Q16-18 Views on support/lack of support for proposed application
- Q19-24 Awareness and 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 Ms. J. Moncur.

Various approaches were used to raise awareness including a Press Release (see Appendix 2 & 2a) – and various meetings that the applicant held with Counsellors. This is a formal requirement of the Regulations, to announce the consultation and ongoing social media including Facebook and Twitter.

4.5 Consultation survey response form

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

<https://forms.office.com/r/g5mQsn0WjS> - Now closed.

The questionnaire could be completed on-line or with paper copies available from NHS Highland as well as the Applicant. 100 Printed forms were provided to the Applicant. Additional details for completion of the questionnaire and paper copies were made available in various retail outlets in the Spean Bridge and Fort William areas. The survey documentation (and communication materials) also provided contact details for NHS Highland for anyone wishing support to complete the questionnaire or requiring further advice. Members of the public could also telephone NHS Highland for a paper copy as well as a large font questionnaire.

5. RESULTS

5.1 Responses to survey

The total number of responses received totalled 335; 303 from the electronic Microsoft Teams questionnaire and 32 paper submissions. 328 responses were from individuals (not on behalf of groups) and 7 from an organisation representative. The information gathered from the survey is summarised below with the full responses available.

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. MhorHealth Pharmacy proposes to open a new pharmacy at Spean Bridge and states the neighbourhood as indicated on the map below. The boundaries of this neighbourhood are noted as :

North – from Letterfinlay to Braeroy Forest

East – to Moy

South – to Corroul Station

West – to Strathan in Glen Dessary

Do you think the area, outlined in black below, describes the ‘neighbourhood’ where the proposed community pharmacy will be situated.

Yes – 308 (92%), No – 8 (2%), Don't know – 19 (6%).

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.

Q2. Do you live within the neighbourhood?

Yes – 263 (79%), No – 69 (21%), Don't know – 3 (1%)

Q3. Below is a list of services currently provided by other community pharmacies in the surrounding area (with attached explanations of each service). Do you think the current provision is adequate?

NHS Prescriptions – dispensing:

120 'Yes'. 178 'No', 32 'Don't Know', 5 did not answer.

Medication: Care & Review:

77 'Yes', 136 'No', 60 'Don't Know', 62 did not answer.

Pharmacy First Service:

73 'Yes', 137 'No', 64 'Don't Know', 61 did not answer.

Acute Medication Service:

60 'Yes', 129 'No', 76 'Don't Know'. 70 did not answer.

Gluten Free Food Service:

54 'Yes', 79 'No', 131 'Don't Know', 71 did not answer.

Public Health Service: Smoking Cessation, Emergency Hormonal Contraception, Health Promotion:

60 'Yes', 100 'No', 100 'Don't Know', 75 did not answer.

Advice to Care Home:

47 'Yes', 72 'No', 140 'Don't Know', 76 did not answer.

Buprenorphine Dispensing & Supervision:

42 'Yes'. 61 'No'. 150 'Don't Know'. 82 did not answer.

Methadone Dispensing & Supervision:

36 'Yes', 57 'No', 159 'Don't Know', 83 did not answer.

Needle Exchange & Substance Misuse:

34 'Yes', 65 'No', 157 'Don't Know', 79 did not answer.

Care at Home:

54 'Yes', 92 'No', 108 'Don't Know', 81 did not answer.

Palliative Care:

53 'Yes', 79 'No', 124 'Don't Know', 79 did not answer.

Medication Compliance Device (Blister box):

49 'Yes', 77 'No', 129 'Don't Know', 80 did not answer.

Unscheduled Care: Urgent Supply of Medication:

53 'Yes', 119 'No', 82 'Don't Know', 81 did not answer.

Hepatitis C Drug Dispensing:

41 'Yes', 52 'No', 160 'Don't Know', 82 did not answer.

Prostate Cancer:

44 'Yes', 51 'No', 154 'Don't Know', 86 did not answer.

Stoma Care:

44 'Yes', 56 'No', 152 'Don't Know', 83 did not answer.

Disposal of Patients' Unwanted Medicines:

68 'Yes', 94 'No', 96 'Don't Know', 77 did not answer.

Q4. Do you or your representatives experience any issues or challenges

accessing a community pharmacy?

Yes – 219 (65%), No – 95 (28%), Don't know – 21 (6%)

Of the 335 responses, 175 of the 219 (52%) reported travel related issues. 23 of the 219 (7%) reported issues with waiting times in the other CPs currently available to this particular area. 4 of the 219 (1%) reported car parking issues.

Q5. Comments

There were many comments suggesting an alternative to the current local pharmacy would be welcome, 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 on several occasions.

175 (52%) of the YES reported travel related issues
23 (7%) of the YES reported issues with current waiting times
4 (1%) of the YES reported issues with parking

Q6. If a community pharmacy opened at these premises, would it change the way you currently access NHS pharmaceutical services?

Yes – 273 (81%), No – 33 (10%), Don't know – 29 (9%)

81% of responders felt that if a community pharmacy opened at these premises, it would change the way they currently access NHS pharmaceutical services.

Q7. Comments

61% of the YES felt it would change the way they currently access NHS pharmaceutical services due to current access related issues. There were mixed responses relating to the services already provided, future needs and care of the elderly. Some responders felt there was sufficient provision.

Q8. What do you think about the intended applicant's proposed opening hours?

Monday to Friday (9am-6pm):

311 'Just Right'. 6 'Too Short'. 7 'Too Long'. 5 'Don't Know'

Saturday (9am-1pm):

212 'Just Right'. 31 'Too Short'. 1 'Too Long'. 4 'Don't Know'

Sunday (Closed):

169 'Just Right'. 15 'Too Short'. 0 'Too Long'. 32 'Don't Know'

Q9. The Applicant additionally wishes to provide the below services. Do you think the provisions, outlined in Q.3 along with the additional services outlined below would be adequate?

All of the services outlined in Question 3:

91.1% 'Yes'. 2.4% 'No'. 6.4% 'Don't Know'

Pharmacy First Plus Service: 86.3% 'Yes'. 2% 'No'. 11.7% 'Don't Know'

Travel Vaccinations – 90.3% submitted 'Yes'. 2.3% submitted 'No'. 7.4%

'Don't Know'

Blood Profiles: 86% 'Yes'. 4.3% 'No'. 9.7% 'Don't Know'

Vitamin B Injections – 84.4% submitted 'Yes'. 2.7% submitted 'No'.

12.8% submitted 'Don't Know'

24 hour prescription collection vending machine:

86.3% 'Yes'. 5.5% 'No'. 8.2% 'Don't Know'

Women's Health Clinic:

89.3% 'Yes'. 2.4% 'No'. 8.3% 'Don't Know'

Q10. Are there any other NHS services you think the intended Applicant should provide?

Yes – 31 (9%), No – 102 (30%), Don't know – 202 (60%)

Q 11. Free text

Out of the 31 respondents (9%) that answered 'Yes', 16% submitted 'Flu Vaccination Service'. 10% submitted 'Blood pressure monitoring'. 6% submitted 'Ear Irrigation'. 6% submitted 'Medication Delivery Service'. Other requested services included 'Near Me' Consultations, Sexual Health testing, Men's Health Clinic, Optometry services, Chiropody service, Nutrition advice and cortisone injections.

Q.12. Do you think there will be any positive impact/benefit of the neighbourhood in having a new community pharmacy?

Yes – 319 (95%), No – 9 (3%), Don't know – 7 (2%)

Q13 Free text

Of the 335 responses, 249 (74%) felt that there would be a positive impact/benefit to the neighbourhood in having a new community pharmacy due to current access related issues.

Q.14. Do you think the intended Applicant's proposed pharmacy will impact others such as GPs, community nursing, other pharmacies, dentists, optometrists or social services?

Yes – 133, No – 134, Don't know - 68

Q15. Free text

Of the 133 (40%) of responses that submitted 'Yes', the comments submitted included easing the pressures of current GP service, additional support to Home Care/Elderly, improve access and ease pressure of the current community pharmacies in the area. Only 1 respondent felt that the additional provision of a community pharmacy would not ease pressure on GP services.

Q16. Do you support the opening of a new pharmacy in Spean Bridge?

Yes – 324, No – 6, Don't know - 5

Q17. Free text

If YES, of the 97% that were in favour, 18% felt that it would improve access to pharmaceutical services, with particular mention made of enhancing the overall healthcare services for the growing area including the increase in the elderly and young family populations. 13% felt it would ease travel issues to the current nearest community pharmacies.

Q18. Free text

If NO, comments included putting primary care services at risk, distance from local surgeries and potential for too many pharmacies in the area.

Q19. How did you become aware of this consultation?

Advert – 26, NHS Highland Website – 29, Social Media – 187, Other - 93

Q20. Respondent information

I am an individual – 328, I am part of a group or organisation - 7

Q21. Group size

(0-10) – 3, (10-50) – 2, (50+) - 2

Q22. Name & Organisation (if applicable)

This question was optional, 158 responses received.

Q23. Address & Postcode

This question was option, 201 responses received.

Q24. Email address

This question was optional, 170 responses were received. However, for the purposes of this report, no replies were made to those giving their personal details

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 meetings with the local community. An approach was extended to Scottish Health Council for comments, however, to date no reply has been received.

There was an overwhelming support registered for the application to go ahead in view of concerns raised over the distance members of the public currently experience when travelling into Fort William, including limited public transport, parking and tourist congestion during the summer months; limited access to

pharmaceutical services in the area; including concerns raised with limited services being made available for the elderly and young families.

Negative comments included query a risk to current services, distance from proposed pharmacy to current location of GP services.



Potential pharmacy application MhorHealth, Spean Bridge

Joint consultation plan

10th December, 2021 to 21st April, 2022 (excluding PH)
NHS Highland and MhorHealth, Spean Bridge

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



MEDIA RELEASE

USE: Immediate

ISSUE DATE: 10 December 2021

CONTACT: Erin Greig 01463 705771

Spean Bridge Pharmacy Application

MhorHealth Pharmacy intends to submit an application to NHS Highland to open a new pharmacy at Invercauld House, Spean Bridge, PH34 4EP

NHS Highland and MhorHealth Pharmacy are undertaking a joint consultation exercise to seek the views of local people who may be affected by this, or use the pharmacy as 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 also be posted to you on request by calling 01463 706886.

The consultation process will last for 90 working days (excluding Public Holidays) starting on Friday 10th December 2021 and closing on Thursday 21st April 2022. 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.

Further information

The survey can be completed online at: <https://forms.office.com/r/q5mQsn0WjS>

A paper copy of the survey (large print also available) 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

MEDIA RELEASE

USE: Immediate

ISSUE DATE: 7th April 2022

CONTACT: Andrew Devlin, 01463 704723

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

NHS Highland and MhorHealth Pharmacy are undertaking a joint consultation exercise to seek the views of local people who may be affected by the opening of a new pharmacy in Spean Bridge.

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 10th December 2021 and will close on Thursday, 21st April 2022. 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.

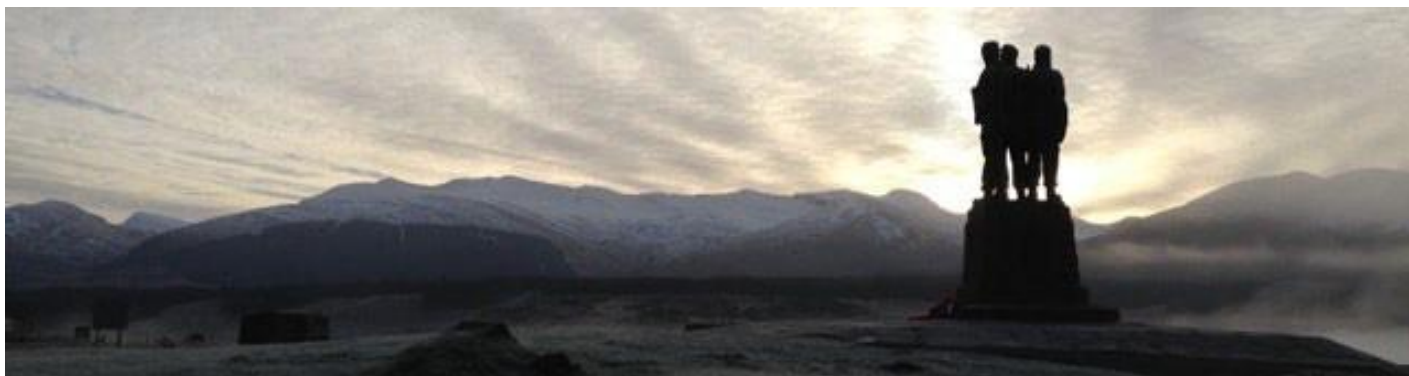
All views submitted will be incorporated into a Consultation Analysis Report which will be taken into account by the NHS Highland Pharmacy Practices Committee (PPC) which decides the outcome of an application.

Further information

The survey can be completed online at: <https://forms.office.com/r/q5mQsn0WjS>

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



NHS Highland

6th April 2022

Dear Sir/Madam,

Ref: Spean Bridge Pharmacy Application

Spean Bridge, Roy Bridge and Achnacarry Community Council unanimously decided at their March Meeting to support the Application for a Pharmacy in Spean Bridge.

We are the largest geographical Community Council area in the Highlands, but our residents lack many basic services having to travel to Fort William on a limited public transport service to fulfil such basic needs as going to the doctor, dentist, hairdressers, shopping, and collect prescriptions etc.

Particularly for the elderly, trips to Fort William by public transport needs careful planning, and such arrangements haven't been helped by both Boots and Lloyds in the High Street both closing for lunch at different times each day, so you cannot be sure how long your trip will take often in inclement weather.

The Scottish government have embraced the 20 minute Neighbourhood concept, and if you approve this application it will address that policy for our largest village Spean Bridge, and through their delivery service our rural residents too will be able to access the service.

During the COVID 19 lockdowns the charity we set up in 2012 received many requests to collect prescriptions from the elderly, vulnerable and those self-isolating so we recognize the benefit of having access to a rural delivery service.

Yours Sincerely,

John W Fotheringham
Chairman



TWEEDDALE MEDICAL PRACTICE
EOLAS SAIDHEANS LE TRUAS



Dr J D M DOUGLAS
MB ChB, MD, FRCGP, FRCP Edin, DOccMed
Dr C A McARTHUR
MB ChB, FRCGP
Dr S MURRAY
MB ChB, MRCGP
Dr I J POOLEMAN
MBBS, MRes, MRCGP

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PH33 7AQ
Telephone: 01397 703136
e-mail: nhsh.gp55624-clinical@nhs.scot
www.tweeddale.com or 

IP/CD

19 April 2022

To Whom It May Concern,

Re: Mhor Health Pharmacy

I am writing on behalf of Tweeddale Medical Practice to highlight our support for Jen Moncur obtaining an NHS pharmacy licence to operate in Spean Bridge.

At the last census Spean Bridge and Roy Bridge showed some of the greatest increases in population. I would speculate that this will be repeated when the results of this year's census become available.

It is incredibly difficult to quantify the short term holiday rental market, but one only has to drive around the area to notice an exponential increase in numbers of properties installing 'pods' or similar accommodation. With tourism comes a demand for healthcare which falls into two main categories; forgotten medication and minor ailments. Both of these can appropriately be dealt with by a community pharmacy and one serving this area would almost certainly reduce demand and pressure on local GP practices. This is all in keeping with government campaigns such "right care right place" and the "pharmacy first" scheme.

Jen has previously worked with us at Tweeddale and we can say with confidence that she can offer an excellent, safe and timely minor ailment service and thus reduce demand on primary care.

At both Boots and Lloyds there has been a worrying and increasing trend for unexpected closures of late. In just the last few weeks Boots pharmacy has closed with little to no notice on two occasions. Lloyds pharmacy in Caol has closed for a whole day and then for periods on different occasions. In particular the whole day closure lead to a crisis for patients registered with this practice who have supervised daily dispensing of methadone.

If a proportion of the patients who reside in Roy Bridge, Spean Bridge, Achnacarry, Bunarkaig and Clunes were to start obtaining their prescriptions from a more convenient local pharmacy then it would relieve the pressure on the pharmacies in town. This would then allow better access to pharmacy services for patients who reside in Fort William.

Unfortunately we have seen the routine wait for a prescription stretch to over a week at times. This creates a self-perpetuating cycle where patients feel worried about their access to medications, and then contact the practice or pharmacy to 'chase it up'. This adds pressure to our already busy administration team, and further slows down the system.

During the COVID pandemic we have seen a monumental shift in practice, and now complete a large number of our consultations either via telephone call or video consultation. These are patients who are unwell at home. If they then require a prescription they need to travel to a Fort William pharmacy. This can be difficult for various reasons, and can often mean patients seeing a delay in starting urgent treatment. To exacerbate this problem, in the peak summer months it is common for the traffic to queue from the 'Road to the Isles' roundabout all the way to Torlundy and add upwards of 30 minutes to journey times.

Continued....

Re: Mhor Health Pharmacy

On a personal level I reside at Mucomir and am acutely aware of the difficulties some elderly neighbours have in accessing their medications. They rely on friends and family to drive to town. If prescriptions were available in the village then this would be easier for them.

Despite what the corporate managers of the conglomerate pharmacy chains may say, pharmacy services in Lochaber are strained and I would argue at breaking point.

The individuals working in Boots and Lloyds are doing a fantastic job but the demand simply outstrips their capacity at the moment.

Our practice strongly feels that it is essential the provision of pharmacy services be improved in Lochaber and that Mhor Health's application would perfectly achieve this.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Ian Pooler', written over a circular stamp or mark.

Ian Pooler

On behalf the Partners of Tweeddale Medical Practice

Appendix 5

Questionnaire 'Free Text' Comments



Spean Bridge
Questionnaire Free Te

Potential pharmacy application Highland Pharmacy

Joint Consultation Plan

90 working days

10th December, 2021 – 21st April, 2022

NHS Highland and Ms. J. Moncur

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, Highland Pharmacy intends to submit an application to be located at Spean Bridge.

Before any application is made MhorHealth 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 (3.8.22) to 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, Highland Pharmacy, 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.

Jackie Agnew Head of Community Pharmacy Services NHS Highland	Ms. J. Moncur Owner MhorHealth Pharmacy
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NHS Highland Project Team

Name	Designation	Reports to	Role in Project
Fiona Riddell	Community Pharmacy Business Manager	Jackie Agnew Head of Community Pharmacy & CD Governance	Advisory on 'Interested Parties'
Jackie Agnew Alison MacRobbie	<ul style="list-style-type: none"> Head of Community Pharmacy & CD Governance Macmillan Palliative & Community Care Pharmacist 	Ian Rudd, Director of Pharmacy	Advisory on Regulations
Andrew Devlin	Communications Manager	Head of PR and Engagement	Communications Lead
Gaener Roger	Board Member, NHS Highland	NHS Highland	Chair of PPC

Applicant

Name	Designation	Role in Project	Notes
MhorHealth Pharmacy	Owner/Pharmacist	Applicant representative	

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: nhs.cpsoffice@nhs.scot

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

Applicant

Ms. J. Moncur

Stakeholders

Potential Interested Parties

When	Who	Message	How	Lead	Notes/Date
Week 1-2	Neighbouring Community Pharmacies	Awareness of joint consultation and next steps in the process	Letter or email with link to media release	Fiona Riddell	10.12.2021 – Letter sent 2nd letter sent 27.1.22 at request of Gayle Macleod, Area Manager stating it had not been received
	GP Sub Committee				Check email sent to Lloyds Area Manager requesting confirmation of receipt – 27.1.22 10.12.2021 – Letter sent
	Community Councils (Roy Bridge & Spean Bridge in abeyance)				10.12.2021 – Letter sent
	Area Pharmaceutical Committee				Send to Catriona Sinclair and Kayleigh Fraser Kayleigh.fraser@nhs.scot 10.12.2021 – Letter sent
	Scottish Health Council				10.12.2021 – Letter sent
	Federation of Small Businesses				10.12.2021 – Letter sent
	Chambers of Commerce				10.12.2021 – Letter sent
	Kate Forbes, MSP				10.12.2021 – Letter sent

Public Engagement

When	Who	Message	How	Lead	Notes
Week 1-2 (dates)	General public in defined area	Awareness of joint consultation and next steps in the process	Press Release/Public Consultation Survey, website, tweets and Facebook	AD	Press Release issued on 10/12/2021 plus 100 paper copies of questionnaire and labels sent to Jen on 15/12/21
Throughout the process	Local Media		Tweets/ Press Releases/ Facebook, NHS website to media release	AD	
Week 1 (w/c - ...)	Relevant local councillors, community councillors, MSPs, MPs			FR	
Week 1	<ul style="list-style-type: none"> • West locality of HHSCP • Area Medical Committee • (GP Sub Committee) • Area Pharmaceutical Committee 			FR	<ul style="list-style-type: none"> • Tbc • Tbc • Tbc • Catriona Sinclair & Admin
Throughout the process	General public in neighbouring area		link to media release	AD	

				Date Completed
Week 0 (Prior to Joint Consultation)	Agree administration details	FR/Applicant	Have questionnaire prepared in draft ? Drop-off boxes at key points Full postal address of premises Agree borders Flyer drop Community Council Meeting – HB representative if required	
	Generic content	Andy Devlin		
	Advert	Andy Devlin		
	Media Release to announce consultation	Andy Devlin		
	Prepare tweets to be scheduled	Andy Devlin		
	Prepare Facebook content	Andy Devlin		
	Prepare Survey Monkey	FR	Complete form. Send to Rachel Hill for compilation and posting.	
	Survey link in place	Andy Devlin/FR		
	Hard copies of survey	FR	100 copies to be sent to applicant. Large print available on request	
	NHSH Website content in place	Andy Devlin		
	Media	Andy Devlin		
	Social Media	Andy Devlin		
	Websites	Andy Devlin		
	Councillors	FR		
	Community Councils	FR		
MSPs	FR			
Contact for Media	Andy Devlin			

	Request data from Public Health Request data from Tracy Beauchamp	FR FR	Ian Douglas		
Week 1-2 (w/c...)	Local Community/General public awareness	Launch of joint consultation (date) and further information	Advert – Inverness Courier/P & J, Highland News	Andy Devlin	
			Press Release	Andy Devlin	
			NHSH Facebook	Andy Devlin	
			NHSH Twitter	Andy Devlin	
			Community Council	FR – letter Applicant through direct access if required	
			Arrange date for future meeting	FR/Applicant	
			Posters and boxes for collection of questionnaires	Applicant to arrange	
			Letter to councillors	FR	
Weeks 3 -16 (w/c ...)			Meet with Councillor/Groups If required Arrange Hearing date (../..) tba	Whoever is available FR	
Weeks 17+	Reminder of consultation end date (two weeks prior to end date)	Media Release	FR/Andy Devlin		
		Social Media			
24.03.2022	Email received from Jen Moncur to advise that the				

	shop opened on 21 st March 2022			
07.04.2022	Letter of support received from Spean Bridge, Roy Bridge and Achnacarry Community Council			
19.04.2022	Letter of support received from Tweeddale Medical Practice, Fort William			

Date :.....1..3../0..5../2..0..2..2.....



Signed:
J. Moncur, Applicant

Date :...13/05/2022.....



Signed:
Jackie Agnew, NHS Highland