



**NHS HIGHLAND AND
TORNAGRAIN HEALTHCARE Ltd.
(Intended Applicant – Mr. J. Higgins)
CONSULTATION ANALYSIS
REPORT (CAR)**

12th June, 2019

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1. EXECUTIVE SUMMARY

NHS Highland and Tornagrain Healthcare Ltd undertook a joint public consultation exercise with regard to Tornagrain Healthcare Ltd's intention to open a new pharmacy in the Tornagrain area of Inverness – 1A Hillhead Road, Inverness.

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 Tornagrain Healthcare Ltd with the knowledge of the Scottish Health Council. The consultation was required to run for 90 working days and took place from 4th February 2019 to 12th June, 2019 (allowing for Public Holidays during that time).

Survey responses were received from 102 people; 62 via paper copy questionnaire and 40 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 (87%)
- Q.2. There was agreement that the proposed location at Tornagrain is appropriate to meet the needs of the neighbourhood (86%)
- Q.4. The hours being proposed were supported (72%)
- Q.5. 72% felt that the current provision of pharmacy services was not adequate in the area
- Q.6. 72% agree that it is necessary to approve a pharmacy application in the neighbourhood to ensure pharmaceutical services are adequately provided
- Q.7. 68% felt that the proposed pharmacy would positively impact on other healthcare providers
- Q8. 66% 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. J. Higgins of Tornagrain Healthcare Ltd.

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 Tornagrain.

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 Tornagrain. The proposed opening times would be:

Monday - Friday	8.30am – 5.30pm
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 4th February, 2019 to 12th June, 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 Tornagrain Healthcare Ltd. 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.

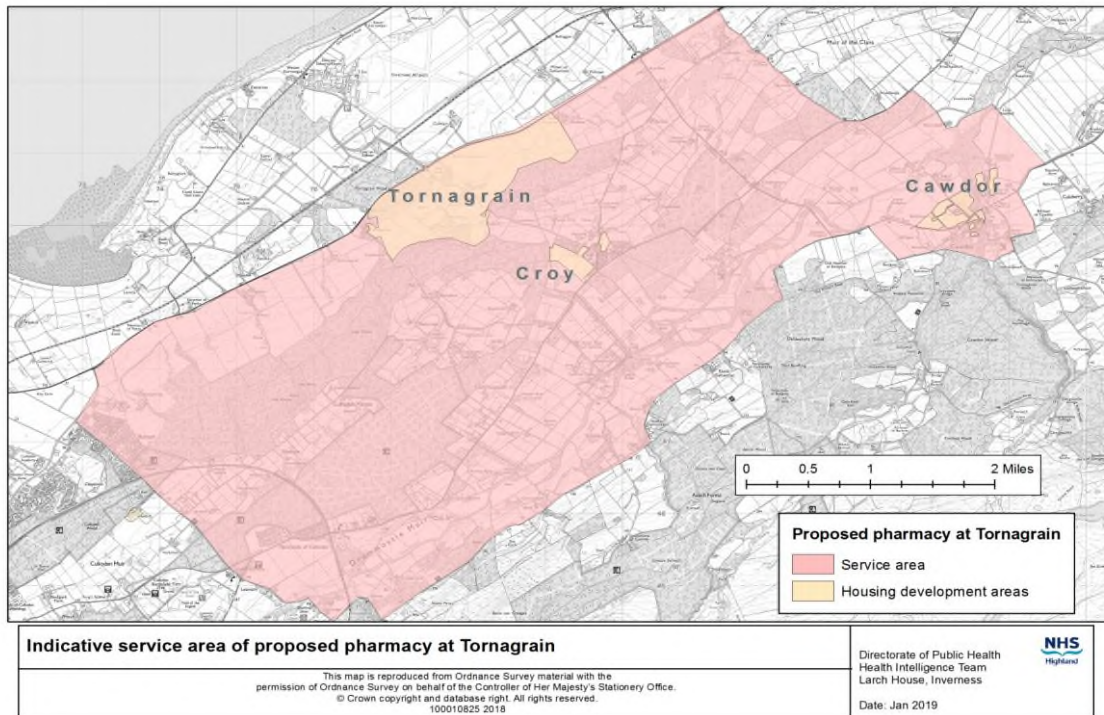
Further discussions took place and a communications and engagement plan was developed which set out initial planned activities. Advice was sought from Scottish Health Council and The Chair of the NHS Highland Pharmacy Practices Committee (PPC) was informed of the likelihood of an Application.

The plan was agreed by NHS Highland and Tornagrain Healthcare Ltd (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 Tornagrain Healthcare Ltd 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 a letter of 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 Tornagrain Healthcare Ltd.

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

A number of local engagement events and meetings also took place including

community council meetings which was attended by the applicant and a representative of NHS Highland on 4th May, 2019, allowing the community to discuss the public consultation process. Open Days (30.3.19, 27.4.19 & 25.5.29) were arranged for the community to discuss the application with the applicant and Board members. The applicant visited various outlets for discussions.

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 various personnel i.e. the local Information Centre and the Applicant. 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 and a prepaid envelope to return responses as well as a large font questionnaire. Paper copies were also delivered to various local sites. A total of 500 hard copies were printed and 100 pre-paid envelopes were given to the Applicant for distribution.

5. RESULTS

5.1 Responses to survey

The total number of responses received totalled 102; 40 from the electronic Survey Monkey and 62 paper submissions. 101 responses were from individuals (not on behalf of groups) and 1 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 Tornagrain (above) describes the neighbourhood?

Yes – 89, No - 5, Don't know – 7

There was general agreement with the boundary outlined in the questionnaire. However, one response stated it should include Galcantray to allow this to be similar to the school boundaries.

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

Yes – 88, No – 9, Don't know – 4

Some of the responses agreed a pharmacy in the area would be advantageous

to the current residents as well as accommodate the needs of future residents. However, three favoured a shopping outlet at this early stage.

Q.3. Do **you** live in the neighbourhood within the dark border on the map?
Yes – 94, No - 6

Section B – Opening times

Q.4. Do you agree the proposed hours are appropriate to the needs of the neighbourhood?
Yes – 74, No – 19, Don't know – 9

74 out of 102 (72%) people who responded thought the hours being proposed (Mon-Fri 8.30am – 5.30pm and Sat 9.00am – 1.00pm) were appropriate to the needs of the neighbourhood.

The majority of negative responses felt the proposed hours were inadequate to meet most needs feeling that a 6.00 pm closing or 8.00 am opening would better suit those commuting to Inverness or Nairn.

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 – 73, No – 16, Don't know – 12

A couple of number of responders expressed concerns regarding the opening of a new pharmacy at the expense of other retail providers, however, 13 responders welcomed the provision due to the current travel required to Nairn, Ardersier or Culloden pharmacies.

Q.6. Do you agree it is necessary to approve a pharmacy application in the neighbourhood to ensure pharmaceutical services are adequately provided?
Yes – 74, No – 14, Don't know - 14

Questions were asked about the current adequate provision of core and locally negotiated pharmaceutical services. 74 (72%) agreed that there were gaps/deficiencies in current pharmaceutical provision. Key issues highlighted by those who disagreed (14%) were the need for other local amenities, including the requirement of a GP surgery. However, other comments were made that the provision would be welcomed for the potential increase in building in Tornagrain and surrounding area. The potential for numbers of elderly residents expected in the neighbourhood following the building expansion as well as young families with no access to private cars was also noted.

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 – 69, No – 11, Don't know – 20

With regard to whether the proposed pharmacy would help other healthcare providers work closer together, a number of responders commented on the lack of current healthcare provision in the area, therefore a pharmacy would not be beneficial to enhance this, however, there was mention of potential satellite services being provided in the future.

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 – 67, Negative – 7, Don't know – 25

It was felt by 67 of those who responded (66%) that the proposed application would help to foster improved joint working between other health care providers (GPs, community nursing, dentists, optometrists and social services). A further 25 (25%), however, felt they had insufficient knowledge to comment. 2 (2%) did not answer the question.

Most of the responses were positive, in particular for provision of a healthcare service in the absence of a GP surgery. Few responders felt this would adversely have an impact on surrounding pharmacy provision.

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. Their comments included positive impact on the community, negating the need to rely on public transport, including strong support to allow the town to grow and being seen as a strong indication to potential buyers of good local services. However, comments were made regarding the present lack of other shopping outlets.

5.2 Other written responses

Letter of support was received from Moray Estates (Appendix 5)

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.

Survey responses were received from 102 people.

In terms of the feed-back on the specific questions there was a consensus across all elements of the consultation with a clear majority supporting the location, albeit with an alteration to the opening times.

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



Potential pharmacy application Tornagrain Healthcare Limited

Joint consultation plan

90 working days from
4th February, 2019 – closing 12th June, 2019 (excluding PHs)

NHS Highland and Tornagrain Healthcare Limited

**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, Tornagrain Healthcare Limited intends to submit an application to be located at 1A Hillhead Road, Tornagrain.

Before any application is made Tornagrain Healthcare Limited 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 and Engagement NHS Highland Email: high-uhb.cpsoffice@nhs.net	Tornagrain Healthcare Limited Mr. J. Higgins
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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
James Higgins	Pharmacist/Applicant	n/a	Applicant

Scottish Health Council Adviser

Name	Designation	Reports to	Role in Project
tbc			

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

Email Address : high-uhb.cpsoffice@nhs.net

Potential Interested Parties

When	Who	Message	How	Lead	Status
Week 0	Generic Content			Andy Devlin	Completed
	Advert for courier			Andy	Completed
	Media release to announce consultation			Andy	Completed
	Prepare tweets to be scheduled			Andy	Completed
	Prepare Facebook content			Andy	Completed
	Prepare survey			Fiona Riddell/ Rachel Hill	Completed
	Survey link in place			Andy	Completed
	Hard copies of survey ready			Fiona	500 copies delivered to James 07.02.19
	Pre-paid envelopes			Fiona	500 copies delivered to James 07.02.19
	NHSH Website content in place			Andy	Done
	Contacts database			Fiona	Completed
	Media			Andy	Done
	Social media			Andy	Done
	Websites			Andy	Done
	Councillors			Fiona	Sent 06.02.19
	Community councils			Fiona	Sent 06.02.19
	Local contacts			Applicant	
	MSPs/MP			Fiona	Sent 06.02.19
	Assessment of harder to reach audience and plan				n/a

	Scottish Health Council			Fiona	Sent 12.02.19
	Contact for media			Applicant/Andy	
Week 1-2 (w/c 4.2.19) (w/c 11.2.19)	Community Pharmacies <ul style="list-style-type: none"> • Ardersier • Nairn • Culloden • Retail Park 	Awareness of joint consultation and next steps in the process	Letter with link to media release	Fiona	completed 4.2.19
	GP Sub Committee	s/a	s/a	s/a	completed 4.2.19
	APC	s/a	s/a	s/a	completed 4.2.19
	Community Councils	s/a	s/a	s/a	completed 4.2.19
	MP/MSP <ul style="list-style-type: none"> • Fergus Ewing • Drew Hendry 	s/a	s/a	s/a	completed 6.2.19
	Federation of Small Businesses	s/a	s/a	s/a	completed 6.2.19
	Chamber of Commerce	s/a	s/a	s/a	completed 6.2.19
	Scottish Health Council	s/a	s/a	s/a	completed 6.2.19
	Rhiannon Pitt, District Manager (south & mid)	s/a	s/a	s/a	completed 6.2.19
	General public in defined area	s/a	Press Release Survey Monkey Website for tweets and Facebook	Andy	completed
	Local Media		Tweets/Press Releases/Facebook, NHS website to media release	Andy Devlin/James Higgins	Ongoing
When	Who	Message	How	Lead	Status
Through-out the process	Community Council meetings	James & Alison attended Croy Community Council meeting – 4 th May.	Letter or email with link to media release		
Through-out the process	Hard copies of survey ready		500 questionnaires and 100 saa	Fiona	7.2.19

			envelopes sent to James			
Throughout the process	Local businesses Drop box in Information Point		Letter or email with link to release	James Higgins	Completed	
Weeks 3-6 (w/c 18.2.19) (w/c 25.2.19) (w/c 4.3.19) (w/c 11.3.19)	Local Tornagrain Community	Relevance of consultation for local people and importance of engagement	NHSH Facebook	Andy	Ongoing	
			NHSH Twitter	Andy	Ongoing	
			Local Community Websites/social media	Andy		
			Pro-active contacts			
			Distribution of Flyers		JH/FR	
			Respond to queries		To be decided	
			Arrange date for Open Days		30.3.19 27.4.19 25.5.19	
	Wider Inverness			NHSH Facebook	s/a	
				NHSH Twitter	s/a	
				Councillors	s/a	
	General Public Awareness			Social media		
				NHSH Website		
	MSPs			Respond to queries		To respond as and when they arrive. Copy to be included in CAR
				NHSH Website		
				Board & Committees		
				Pharmacy Staff		Informed
	NHS Highland (Board and staff)			Respond to queries		To respond as and when they arrive. Copy to be included in CAR
Response to queries					To respond as and when they arrive. Copy to be included in CAR	
Weeks 7-12 (w/c 18.3.19) (w/c 25.3.19) (w/c 1.4.19) (w/c 8.4.19) (w/c 15.4.19)	Local Tornagrain Community	Local engagement and how to make views known	Attend arranged meetings			
			Hold drop-in sessions			
			Meet with councillors and			

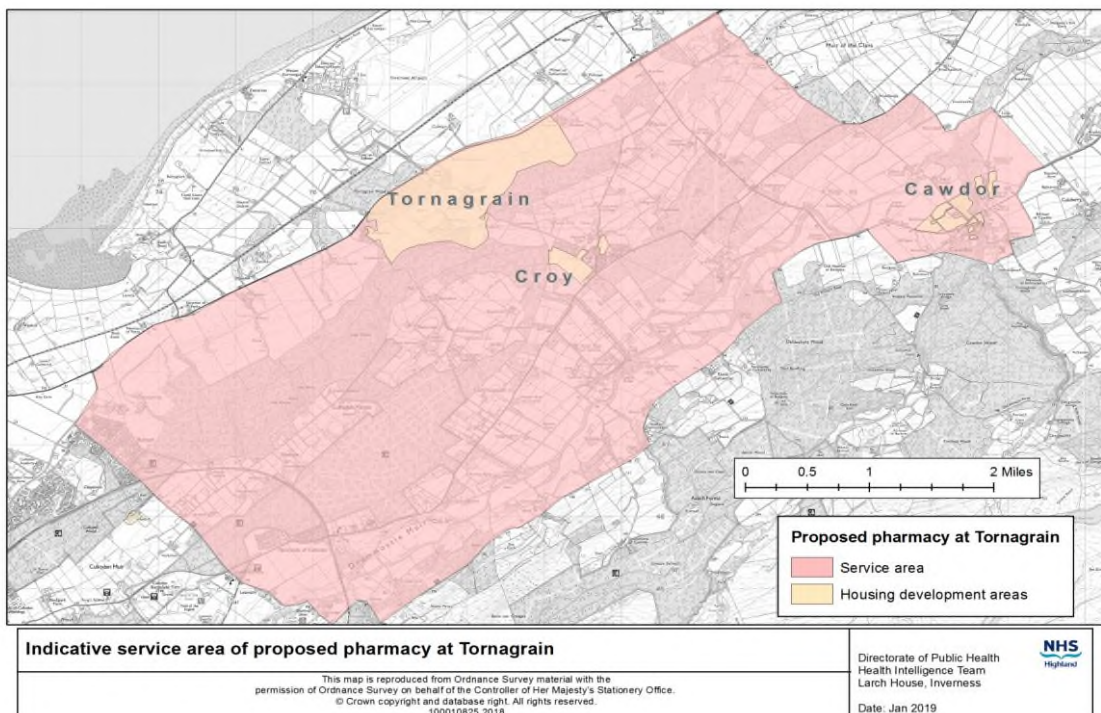
(w/c 22.4.19)			groups		
			Further distribution of flyers & posters		
			Walkabout to check awareness	James Higgins	Ongoing
			Media release to promote any events arranged	Andy Devlin	
	Wider Inverness		Meet with councillors		n/a
Media		Response to queries	Andy Devlin	Ongoing	
Weeks 13-18 (w/c 29.4.19) (w/c 6.5.19) (w/c 13.5.19) (w/c 20.5.19) (w/c 27.5.19) (w/c 3.6.19)	Local Tornagrain Community	Reminder of consultation and how to submit views	Media Release		
			Social Media		
			Email contacts		
			Countdown on website		
			Follow-up advert?		
			Other		
Closes 12.6.19					
CAR sent to applicant					1.7.19 (first draft)
Application				James Higgins	To be received by 10.9.19
Provisional date for Hearing Friday 11 th October, 2019				Fiona Riddell	Panel informed 19.7.19
Formal Application received from James					16.8.19
Acknowledge ment letter to James					23.8.19
CAR agreed					

QUESTIONNAIRE

SECTION A: LOCATION

ADDRESS : 1A HILLHEAD ROAD, TORNAGRAIN

Map & Boundaries



Tornagrain Healthcare Ltd proposes to open a new pharmacy at Tornagrain and states the neighbourhood is Tornagrain and Croy in its entirety. It is defined as:

North – to the line of the A96

East – as far as Cawdor

South – from Cawdor along the B9090 and along the road linking Dallaschyle, Cantraydoune and Dalroy

West – to Balloch

1. Do you agree the boundary of Tornagrain and Croy (above) describes the neighbourhood?

Yes	No	Don't Know
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Please explain your answer:

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2. Do you agree the proposed location at Tornagrain and Croy is appropriate to meet the needs of the neighbourhood?

Yes	No	Don't Know
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Please explain your answer:

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3. Do **you** live in the neighbourhood within the shaded area on the map?

Yes	No
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SECTION B: OPENING TIMES

The pharmacy proposes to provide services at the following times:

Monday	08:30 – 17:30	Saturday	09:00 – 13:00
Tuesday	08:30 – 17:30	Sunday	Closed
Wednesday	08:30 – 17:30		
Thursday	08:30 – 17:30		
Friday	08:30 – 17:30		

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

Yes	No	Don't Know
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Please explain your answer:

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SECTION C: PHARMACEUTICAL SERVICES

Tornagrain Healthcare Ltd proposes to provide all core, national and additional pharmaceutical services as listed below:

Core :

- Acute Medication Service
- Chronic Medication Service
- Gluten Free Food Service
- Minor Ailment Service
- Public Health Service: Smoking Cessation, Emergency Hormonal Contraception, Health Promotion
- Stoma Service
- Local/National :
- Pharmacy First: UTI & Impetigo Treatment,
- Enhanced pharmaceutical care
- Unscheduled Care: Urgent Supply of Medication
- Advice to Care Homes
- Buprenorphine Dispensing & Supervision
- Care at Home
- Hepatitis C Drug Dispensing
- Medication Compliance Device (Blister Box)
- Methadone Dispensing & Supervision
- Needle Exchange
- Palliative Care
- Pharmacist Prescribing Clinic

Additional :

- Travel Clinic

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

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 healthcare providers to work closer together i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services?

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 healthcare providers i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services?

Positive	Negative	Don't Know
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Please explain your answer:

Please write any other comments you may have:

- 9.

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 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 Highland Pharmacy.

**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/Tornagrain>
Alternatively, drop-off location - Tornagrain Visitor Centre

Community Pharmacy Tornagrain 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 4th February, 2019 and closing on 12th June, 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 12th June, 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 <https://www.surveymonkey.co.uk/r/Tornagrain>
- 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

(large print copies available on request)

Further information :

www.nhshighland.scot.nhs.uk

www.twitter.com/nhshighland

www.facebook.com/nhshighland

www.reachout.scot.nhs.uk



Tornagrain Healthcare Limited (THL) intends to apply to NHS Highland to

OPEN A NEW PHARMACY HERE

THL and NHS Highland are seeking the views of local people who may be affected by, or use the pharmacy at 1A Hillhead Road, to determine:

- **whether you feel you already have adequate access to pharmacy services in this area.**
- **to gauge support for the application.**



A public consultation questionnaire is available on the NHS Highland website
<https://www.surveymonkey.co.uk/r/Tornagrain>

The consultation questionnaire can also be obtained from the **Tornagrain Visitor Centre**.

A paper copy can also be posted to you on request by calling **01463 706886**.

All responses must be received by **5pm** on **Wednesday 12th June 2019**.



Appendix 3 – (Press Release)



MEDIA RELEASE

USE: Immediate

ISSUE DATE:

CONTACT: Andrew Devlin, 01463 704723

Tornagrain Healthcare Ltd intends to submit an application to NHS Highland to open a new pharmacy at 1A Hillhead Road, Tornagrain.

NHS Highland and Tornagrain Healthcare Ltd 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. The form can also be obtained from the Tornagrain Visitor Centre. A paper copy can also be posted to you on request by calling 01463 706814.

The consultation process will last for 90 working days starting on 4th February, 2019 and closing on 12th June, 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.

Further information

The survey can be completed online at:

<https://www.surveymonkey.co.uk/r/Tornagrain>

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

Appendix 4 (Responses to consultation survey)

Analysis of responses

62 responses to the consultation were received via paper version and survey monkey and the percentages are calculated on the total response return (102). This gives a consistent baseline for comparison, which takes account of the nil response.

	Total Responses per question	Agree	Disagree	Don't Know	Nil Response
Q.1. Do you agree the boundary of Tornagrain describes the neighbourhood?	102	89 (87%)	5 (5%)	7 (7%)	1 (0.8%)
Q.2. Do you agree the proposed location at Tornagrain is appropriate to meet the needs of the neighbourhood?	102	88 (86%)	9 (9%)	4 (4%)	1 (0.8%)
Q.3. Do you live in the neighbourhood within the dark border on the map?	102	94 YES (92%)	6 NO (6%)	1 (0.8%)	1 (0.8%)
Q.4 Do you agree the proposed hours are appropriate to the needs of the neighbourhood	102	74 (72%)	19 (19%)	7 (7%)	2 (2%)
Q.5 Do you agree there are gaps/deficiencies in the existing provision of pharmaceutical services to the neighbourhood	102	73 (72%)	16 (16%)	12 (12%)	1 (0.8%)
Q.6. Do you agree it is necessary to approve a pharmacy application in the neighbourhood to ensure pharmaceutical services are adequately provided?	102	74 (72%)	14 (14%)	14 (14%)	0 (%)
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?	102	69 (68%)	11 (11%)	20 (20%)	2 (2%)
Q.8. In your opinion how would the proposed pharmacy impact on other healthcare providers i.e. GPs, community nursing,	102	67 (positive) (66%)	7 (negative) (7%)	25 (24%)	3 (3%)

other pharmacies, dentists, optometrists and social services?					
Q.9. Please write any other comments you may have					

Survey Monkey responses (figures included in table on previous page)

Question 1.

1. Tornagrain will be the largest settlement in the 'neighbourhood' and therefore the appropriate location for a pharmacy facility within what is otherwise an largely rural area.
2. The communities north of A9 are excluded. Would be more sensible and realistic to make proposed location the centre of a circular zone. With that model Ardersier is almost same distance as Cawdor
3. People in this area will find it easier to get to Tornagrain pharmacy than any other pharmacies. It doesn't make much sense extending the southern boundary as it is largely uninhabited.
4. Outwith this area would be covered by other pharmacies
5. Yes any area beyond that would be covered the the pharmacy in Culloden

Question 2.

1. Please see answer above. Tornagrain will be the largest settlement in the neighbourhood so the location in Tornagrain will serve the largest proportion of the local population for the shortest journey distance.
2. I feel I can drive to boots to get my medicine, we need a shop before a pharmacy
3. The majority of new prescriptions are generated by visit to doctor and all the local GP surgeries (Culloden, Ardersier, Nairn) have closely located pharmacy. There may be a benefit for repeat prescription for those in zone, but reality is relatively few will be advantaged by this. My main objection is that the real need for this location is for a general store or other community resource such as a cafe, and locating an unnecessary pharmacy here simply removes this very good site for use by those enterprises. The sensible time to build a pharmacy here would be when some form of medical service is established in Tornagrain.
4. I don't think a pharmacy is currently needed in Tornagrain. There is currently no GP surgery to merit it.
5. the catchment area is constantly growing so would most definitely meet needs
6. Nearest pharmacy is in Culloden or Nairn one is needed with the new housing due in the area
7. Given the lack of business units in Tornagrain at the moment this unit would be better used as a local shop. A pharmacy would be nice to have however most people would be happy to drive the 6 miles to Boots as and when they need to. A local amenities shop would cover day to day living.
8. A pharmacy unit is not required as there are plenty within the outer lying areas.
9. There are a lot of properties in this area mainly spread quite a bit apart so this boundary is good.
10. Agree to location but do not want a chemist

Question 4.

1. Not applicable as I don't think the service is needed.
2. If needed then yes they would be fine
3. more than sufficient with Saturday morning opening very beneficial to community
4. It would be good to see slightly later opening times, even just 6pm, so that people could use the store after finishing work.
5. The way Tornagrain is situated it requires residents to travel to and from Inverness to work. Given this, would be good to have it open until six so prescriptions can be picked up.
6. Allows a window outside of traditional working hours Monday-Friday 9-5
7. Those opening times are not suitable for residents who work in full time employment. As the closest places of work are Inverness and Nairn it is much more likely a pharmacy in either of them would be used. I work in Inverness and would use a pharmacy in Inverness if those were the opening times as I leave Tornagrain at 8am and return at 6pm. If there were one or two nights a week where it was open until 7pm, I believe it will be used much more by residents including myself.
8. Later opening hours during the week would be beneficial.
9. Those working full time or commuting will be unable to take advantage of the opening hours as many will have left or returned outwith these hours, if they can be extended either side by half an hour from 8am to 6pm that would support the working residents.
10. I think for those who work weekends and evenings, opening at 8am some days would make it more accessible. With the current opening times I would be unable to use it which is sad as it is on my door step.
11. As above, a local shop with opening hours of 07:00-20:00 would be better suited to this business unit at the moment.
12. If I could choose, 6pm on week days would be ideal for people who maybe work and return to the area around 17:30. This would allow for them to use the Pharmacy.
13. Don't want a chemist

Question 5.

1. I am not aware of any facilities in the neighbourhood.
2. As developers of Tornagrain we have been told by both existing residents and potential purchasers that a pharmacy would be beneficial to them and forms an essential part of a growing new town. There are currently plans to build a retirement village in the near future within the town which would benefit hugely from having an NHS licensed pharmacy close by. We cannot comment directly on current local provision.
3. The majority of new prescriptions are generated by visit to doctor and all the local GP surgeries (Culloden, Ardersier, Nairn) have closely located pharmacy. There may be a benefit for repeat prescription for those in zone, but the reality is that relatively few will be advantaged by this. My main objection is that the real need for this location is for a general store or other community resource such as a cafe, and locating an unnecessary pharmacy here simply removes this very good site for use by those enterprises. The sensible time to build a pharmacy here would be when some form of medical service is established in Tornagrain.
4. There are currently no pharmacies close by Croy/ Tornagrain so this would be a very welcome for the community
5. There used to be an occasional GP surgery at Croy, and one could pick up medicines there, but this no longer exists. It is a long way to go to Ardersier, Inverness or Nairn; only Inverness has a bus service and it takes a long time.
6. No, I don't think there are gaps in the existing pharmaceutical provision. With a pharmacy in Ardersier, 2 in Nairn, 1 at the Culloden centre and 1 at the retail park, I really don't think a pharmacy is needed. Open a GP surgery then there will be a need.

7. The nearest are Nairn Ardersier or Culloden which are many miles away
8. There is no service at present so major gaps/deficiencies!
9. Nearest pharmacy is a ten minute car ride away
10. No, almost all residents are able to drive and the closest pharmacy is just under 7 miles away. There are also frequent bus links to this pharmacy as well.
11. There is nothing in place currently
12. Boots pharmacy handle this for the local area, 15 min bus or 8 min drive from the Tornagrain area
13. I have very young children and if they were ill and requiring medication I'd have to travel a significant distance to get it.
14. I use the pharmacy at Culloden however I am mobile and can drive.

Question 6.

1. Very significant growth is taking place at the community of Tornagrain with secondary growth in the adjacent community of Croy. It is important that this rapidly growing population has access to appropriate and important services.
2. The majority of new prescriptions are generated by visit to doctor and all the local GP surgeries (Culloden, Ardersier, Nairn) have closely located pharmacy. There may be a benefit for repeat prescription for those in zone, but the reality is that relatively few will be advantaged by this. My main objection is that the real need for this location is for a general store or other community resource such as a cafe, and locating an unnecessary pharmacy here simply removes this very good site for use by those enterprises. The sensible time to build a pharmacy here would be when some form of medical service is established in Tornagrain.
3. It provides a pharmacy that one can get to by walking or bicycle, not just by car.
4. I feel the shop could be better used.
5. with the services extremely lacking it's a no brainer
6. you're forced to travel to obtain pharmaceuticals which is not ideal when many people need this when they are unwell.
7. As above, it would be nice to have a local pharmacy however a food shop is much needed for this area.
8. Nothing to debate. It will be of great service to the whole community.

Question 7

1. I understand that to be their intention.
2. A GP surgery is planned for the town and a satellite outreach branch may be the first steps towards this. We believe initial discussions may have taken place between the NHS and the landowner Moray Estates to this end.
3. The majority of new prescriptions are generated by visit to doctor and all the local GP surgeries (Culloden, Ardersier, Nairn) have closely located pharmacy. There may be a benefit for repeat prescription for those in zone, but the reality is that relatively few will be advantaged by this. My main objection is that the real need for this location is for a general store or other community resource such as a cafe, and locating an unnecessary pharmacy here simply removes this very good site for use by those enterprises. The sensible time to build a pharmacy here would be when some form of medical service is established in Tornagrain.
4. there are none of these healthcare providers currently working in the area.
5. this could work as a central hub for all those services
6. No, currently there are no other health services in Tornagrain and as far as I am aware there is none currently being planned.

Question 8.

1. There are few, if any, other services in the neighbourhood. The provision of a pharmacy and consulting room would enhance medical support in the neighbourhood.
2. As we have been advised by locals there is a gap that is currently unsatisfied and so this provision should help bolster all local medical services and be beneficial to residents in the area as a result.
3. Competition would inevitably have an impact on other local pharmacies but beyond this it is difficult to see any significant impact on any of the services above. There may be benefit to a small number of the local population who have difficulty in accessing alternative pharmacy services. This is likely to be minimal for the Tornagrain development community where there is a high level of car ownership. My main concern is that the real need for this location is for a general store or other community resource such as a cafe, and locating an unnecessary pharmacy here simply removes this very good site for use by those enterprises. That is a very significant disadvantage to the community.
4. Pharmacies are well positioned to provide healthcare advice. Having this within the community would give the local population an alternative local port of call for obtaining advice/ treatment
5. Probably impact negatively on the Ardersier pharmacy. But many people with cars may use Inverness or Nairn and I doubt it will impact them.
6. really don't think it will have any impact.
7. would reduce unnecessary appointment at these other services as people can check with pharmacist first
8. shouldn't be a problem but always there for advice if needed
9. Residents need convenient access to medicine particularly the vulnerable. Not practical for those with young children or the elderly to travel to NAIRN or Culloden for medicine and advice
10. It wouldn't impact other healthcare providers.
11. I see it supporting them and providing a collaborative approach for the well-being if the general public
12. Residents of Tornagrain are not interested in have a pharmacy on site. They would rather have a shop like a bakers or convenience store.

Question 9.

1. As developers we would strongly support the granting of a license to enable the town to grow. A local pharmacy is seen as a strong indication to potential buyers of good local services and provides comfort and security for those living remotely from local GP practices etc. We are keen to see a diverse range of businesses populate the town to ensure that it is as well served as possible and the grant of this licence would be strongly supported by us.
2. I live about 1 mile and within easy walking distance from Tornagrain development and I have been very impressed with the project to date.
3. I think very important to the building of the new community at Tornagrain and the expansion of Croy that there is local access to such services
4. As I said above, I don't think there is currently a need for a pharmacy in Tornagrain. The space could be better used as a shop.
5. to have a local pharmacy that i can pick up a prescription from or get healthcare advice from would be great as i have two young children.
6. any beneficial service to the area would be gratefully received thanks

7. If there were a GP practice and other health care services in Tornagrain it would make sense. As there is none, it doesn't make sense to have a pharmacy. People are much more likely to use boots at the retail park in Inverness as other services such as shops are there too where people are likely to go.
8. With the growing communities in Croy, Tornagrain and at Inverness Airport Business Park, having this facility at an easily accessible location from each centre will assist local people and workers to obtain prescriptions for themselves and relatives outwith a standard working day. The location is next to a bus stop to allow those who don't drive to visit the pharmacy. Great asset to the local communities.
9. Not sure why consultation required. Please do it quickly!
10. There are enough pharmacy shops nearby. We need something like a convenience store

Responses received in hard copy

Question 1.

1. Yes I agree.
2. Seems to fit with current services.
3. Think it should include Galcantray too although this corresponds with school boundaries.
4. Broadly yes, odd to include Cawdor but exclude Ardersier.
5. After this you get close to Balloch/Nairn.
6. Seems reasonable and logical.
7. We are at edge of Battlefield and consider ourselves closer to Balloch and Culloden.

Question 2.

1. Yes would be ideal having pharmacy so close.
2. Tornagrain is a significant development and further house building in Croy means that the population in this area is set to grow considerably over the next few years. Pharmacy services are key to supporting wider NHS services in the area.
3. It is far more convenient for the residents of Croy and Tornagrain compared to the current provision at Ardersier/ Nairn/ Culloden.
4. Think it should include Galcantray too although this corresponds with school boundaries.
5. This is quite central and accessible.
6. The location is reasonably central to the area being served.
7. It covers areas where there is no current pharmacy.
8. Because of the new development.
9. Not currently served well terms of distance to a pharmacy.
10. Why travel further out of town where there are no other shops to get a prescription, when we can't even get a pint of milk.
11. But no bus service between Croy and Tornagrain whereas there is to Culloden.
12. There is currently no pharmacy in the area.
13. At the moment I would say that it would be better sited closer to Culloden Moor to serve more houses. However, there is a pharmacy at Culloden & obviously more houses will be built at Tornagrain.
14. The nearest existing locations are Ardersier and Nairn so Tornagrain would be good.
15. Probably ok for Croy and Cawdor.
16. Building work on-going and near road has not yet been built. The pharmacy proposes a very wide catchment area.

Question 4.

1. Think 9 to 5 weekdays.
2. I think the closing time weekdays should be 18.00 to allow people finishing work at 5 or 5.30 time if need be.
3. Maybe a few later nights opening would suit the working folk who work longer hours.
4. Daily but with fewer hours would also work.
5. This area supports many people who commute to Inverness Nairn and beyond. These hours would not help them and drive them to use pharmacies closer to their places of work. Some early mornings or late evening opening will be essential for any new business to thrive.
6. Many people will leave at 8.30 and be home at 5.30 it could take them 30 minutes to get back and forth to work. Perhaps 9-6 would be better? Or another combination.
7. It would be closed when I go to work and closed when I get home from work, the same for any working person - meaning one would have to go Inverness to Boots/Tesco for later opening hours.
8. If you close at 5.30pm you are missing out the normal day to day 9-5pm workers. They will go elsewhere, if you extended even 1 or 2 nights a week they would use you.
9. Impossible to say as the needs of an evolving community will invariably change first 12 months - Yes thereafter maybe not.
10. The hours will suit local residents who live & work locally & the Saturday opening will be beneficial to those who work hours prevent them in the weekdays.
11. Allows times that should suit most possible
12. Great that it will be open before School. Means I can just crack on with the day as normal if I have had to go to the pharmacy.
13. I am concerned about parking for the pharmacy- the parking outside the shop at present used by residents for visitors parking. If the shop is opened we will still need to be able to use this or have another area allocated.
14. Provides access to pharmacy throughout the week - rather than to many unavailable hours. Serves the community better.
15. 17.30 is too early to close every evening.
16. One late night i.e. Wed/Thurs - 19.30 would be useful.
17. Saturday close at 1pm not helpful need same times every day.
18. The proposed pharmacy will give Croy and Tornagrain access to a pharmacy without having to drive to either Nairn or Inverness local services are much needed.
19. Probably same hours as pharmacy in Culloden.
20. Maybe open short time on Sunday or alternative Sundays with Culloden Pharmacy.

Question 5.

- 1.As far as I know nearest provision is 4 miles away in Ardersier. I'm a non-driver.
- 2.No shop at all at moment
- 3.As Croy and Tornagrain grow I feel these are necessary as gaps will appear.
- 4.Ardersier pharmacy is excellent but limited. The provision detailed here seems more appropriate for the population. Any gaps would put pressure on NHS services so the new service must be wide ranging especially catering for the elderly and those with long term conditions.
- 5.My doctor is in Culduthel Road. Have to travel to a doctor so can get a prescription elsewhere but may be good for others.
- 6.The distance and available public transport to/from Culloden/Ardersier/Nairn make access difficult.
- 7.Pharmacy in Ardersier is only 10 minutes away and also Culloden. Not many people will be able to walk, so relies on car which could use anyway.
- 8.I don't often need a pharmacy personally but the Ardersier Pharmacy van is always passing through and most people shop in Inverness, Ardersier or Nairn - all of which have pharmacies - so I shouldn't think it is desperately needed.
- 9.The majority of people living in the catchment area commute to work either to Inverness or Nairn. There are good pharmacies at Ardersier, Nairn, Balloch and the large Boots at the retail park is open until 2000 hours
- 10.There is a pharmacy in Ardersier, 2 in Nairn, Tesco's Inshes & Boots A96.
- 11.There is no current provider of these services in the proposed area.
- 12.None in current area.
- 13.There are none close by.
- 14.Well I just go down to Ardersier at the moment.
- 15.I don't have a need for these services at this moment.
- 16.Have to drive to Nairn, Ardersier or Inverness to access a pharmacy from Croy - better to have a local pharmacy especially if unwell at anytime etc.
- 17.If I need something I go down to Ardersier not aware of any gaps or deficiencies.
- 18.Have to drive to Culloden, Inverness or Nairn. However direct bus from Croy to Culloden but not to Tornagrain.
- 19.I don't use Nairn for shopping etc, so it means having to go through to collect a prescription the day after your app. Which can sometimes be an inconvenience.
- 20.People need to travel to Nairn or Culloden at the moment to access a pharmacy.
- 21.Currently needs are met in Nairn medical centre; Boots/Lloyds.
- 22.No existing facility around Tornagrain. Retail Park too far.The need for a car to get to pharmacies is not a good idea especially for elderly folk who may not have access

Question 6.

1. Yes definitely needed in the community.
2. Especially for young families, the elderly & people with difficulties & chronic illness.
3. Healthcare important issue.
4. Seems the right process in a competitive market.
5. No doctor in area but this will come.
6. The distance and available public transport to/from Culloden/Ardersier/Nairn make access difficult.
7. Pharmacy in Ardersier is only 10 minutes away and also Culloden. Not many people will be able to walk, so relies on car which could use anyway.
8. The Ardersier van provides home delivery to those in Croy/Tornagrain already - will it harm his business creating a problem in Ardersier if that business became unviable. I have no idea if this could be the case just a question worth asking. I have no connection or interest in that business, however with the proposed expansion and ageing population Inverness attracts it certainly is worth a viability study.
9. The catchment area is too small and there are already good services being provided.
10. There is not a lack of pharmacies in the area.
11. It could be argued that the pharmacy at Ardersier is close enough to provide the services at Tornagrain.
12. There are no pharmaceutical services within the area highlighted.
13. It's already difficult to park for the pharmacy at Ardersier so if load of new peeps from the new Tornagrain are going down it'll be a nightmare!
14. No local pharmacy currently. Have to go to Nairn to collect prescriptions by car currently.
15. Would provide a closer service.
16. Yes, absolutely. I'm pregnant and my husband works offshore. I would be very beneficial to only have to nip down to Tornagrain to collect a prescription, rather than having to go to Nairn to collect. It would also benefit us if we needed over the counter medication for our child, if needed, rather than having to drive to Inverness or Nairn.
17. Local people have managed with existing provision unsure whether this is needed - resource better the existing infrastructure - manage overheads and costs with greater efficiency .
18. Probably.

Question 7.

1. There would be less pressure on the other pharmacies nearby.
2. Unsure how these services are provided.
3. Yes for all the reasons previously stated. If we are to convince the public to access pharmacy services perhaps before going to a GP or A&E, we must, however, ensure that these pharmacy services are as wide ranging and effective as possible.
4. Getting prescriptions delivered to local pharmacy to be collected.
5. Should be working together already.
6. The current trend is to set pharmacy to adopt more primary care input, and whilst pharmacists are better placed on drug advice than diagnosis they are definitely of value to helping provide healthcare.
7. All the other areas have a local GP surgery and pharmacy close by, that would except Tornagrain.
8. I would assume so but don't have enough knowledge of the industry to be categorical.
9. By the way it would be great if you could give blood there as well. I never have the time to go all the way into Inverness.
10. Likely to create more joined up services which would be likely to be beneficial to the community served.
11. Would it affect foot fall in Ardersier pharmacy? They are very helpful and have a good reputation. Not aware of the pharmacies role (Full Role) alongside other services.
12. No such facilities in area.
13. As the Tornagrain village expands more facilities can be added.
14. Already in place creating another unit exacerbates current provision another part of chain to fail.
15. No idea.

Question 8.

1. I feel it would lessen the load in some practices.
2. Mostly positive but I would hope the very good pharmacy in Ardersier can remain viable. This links well with the branch GP surgery there. If it were not able to continue trading, the community of Ardersier would be disadvantaged.
3. I don't see it affecting any healthcare providers - it may affect Tesco Pharmacy or similar.
4. Additional Pharmaceutical provision can only be positive for the area with housing expansion at both Croy and Tornagrain - Forward Planning!
5. Makes life easier for care providers and folk living in the area.
6. Could adversely affect Ardersier Pharmacy which currently has Croy customers.
7. There are local GPs, nurses, dentists, optometrists or social services centre that I know of to be impacted, the only things close is a pharmacy at Ardersier that I've mentioned to have GP here to influence established already in this area so I suppose negative on his (or her) business which I have never been in but presume might be limited in viability with only

locals and no passing trade in Ardersier.

8.I can't see how having a pharmacy in Tornagrain benefits the local community there are more pressing problems such as local shop which would be much better received.

9.You'll be taking business away from the Ardersier & poss Nairn etc pharmacy.

10.It may have a negative impact on the pharmacy at Ardersier.

11.Would help take pressure of other providers.

12.As the population in the area is currently expanding due to new home development it's important to have additional pharmacy to meet this need.

13.Not aware of the pharmacies role (Full Role) alongside other services.

14.This is just the first phase in the development, will benefit more people in the future which is a positive thing.

15.Less strain on current services.

16.No idea.

17.Possible adverse effect on Ardersier.

Question 9.

1.I really think it would be beneficial to Croy and Tornagrain if there was a GP as well.

2.Looking forward to having a chemist in the community.

3.It would be good to have a Drs in the area.

4.We could do with a Doctors Surgery in the area.

5.Thank you for the opportunity to express my thoughts and opinions on this development. I hope they are considered helpful and informative.

6.Basically need pharmacy.

7.It will be useful to have in area but would prefer a surgery as have to travel to get to a doctor so not really a huge benefit to me. Will be good for elderly who get prescriptions delivered but already probably get this elsewhere.

8.Given the growing population of Croy and Tornagrain perhaps we will see a doctor surgery in Tornagrain to meet the needs and relieve pressure on the overstretched surgeries at Nairn Ardersier & Culloden.

9.There is not a lack of pharmacies in the area. The site would be much better served with a local shop.

10.An accessible pharmacy is vital for a mixed community of elderly residents those with disability, young children, families and frail housebound residents a vital infrastructure for a serving community.

11.Would like to see GP at chemist a few days a week.

12.The only concern is the lack of parking at 1 Hillheath Road. I, as I'm sure most Tornagrain residents would walk but not possible for the wider area.

13.I am opposed to the pharmacy providing methadone dispensing and supervision and non diabetic needle exchange.

14.I live in Sunnyside on the western edge of the catchment area. The local school is

Balloch and the nearest pharmacy is in Culloden. That will not be the case if you open a new pharmacy in Tornagrain. I personally will not benefit from a new pharmacy there but all the people in the Croy area and the new houses at Tornagrain will do.

15. Is this consultation?

16. Looks like ready to go anyway, irrespective of comments here

17. My family & I are unlikely to use a pharmacy in Tornagrain. We will continue to use Culloden/Inverness Retail park (Boots)

18. My wife & I are both retired and use the Culloden pharmacy which is closer than the one suggested at Tornagrain also en-route to Inverness retail park and city centre.

19. I agree with a pharmacy in Tornagrain. They are needed in places where it takes time to get into Inverness or Nairn.

20. I object to a proposed pharmacy including methadone dispensing. There is a limited public transport in the area and serving the area therefore it is irresponsible and inappropriate to include such a facility in this community.

21. It would be useful if the Tornagrain Pharmacy would also stock a range of groceries, at least until a dedicated grocery store opens.

RECEIVED 30 MAY 2019



MORAY ESTATES

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

Our Ref: 5915

Date: 29th May 2019

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Dear Sir or Madam

I write on behalf of Moray Estates and Tornagrain Ltd. Moray Estates are the landowner at the Tornagrain project and Tornagrain Ltd is the company used to development project. It forms part of the Moray Estates group.

I wish to indicate our strongest possible support for James Higgins' (Tornagrain Pharmacy Ltd) application for a pharmacy licence at Tornagrain.


- Tornagrain is a fast growing community. There are already 115 occupied dwellings and we expect a further 60 to become occupied during the course of the year. Thereafter we expect occupations of between 75 and 100 units per annum. The current population of c200-225 will therefore increase by c200+ residents per annum.
- In addition to the residents of Tornagrain the community in the existing hamlet of Tornagrain and the neighbouring village of Croy (itself growing by 100 homes over the next two years or so) would also benefit from the proposed pharmacy.
- The neighbourhood population has now reached the point where such services are essential. The local community does not enjoy the same access to pharmaceutical and associated services afforded to similarly sized settlements elsewhere within NHS Highland.
- The central philosophy of Tornagrain is to create a walkable, sustainable community where the daily needs of residents are available without the use of the car if they wish. Inherent to that philosophy is the provision of local services. To encourage that the Estate is retaining ownership of the retail buildings to encourage the type of businesses such as Tornagrain Pharmacy to locate in, and thrive in the community.

Cont. overleaf/We.....

We are encouraged by James' early commitment to our project and his community focussed approach to his business. We feel that his business will be an extremely important part of developing the sort of sustainable, in the widest sense, community we aspire to at Tornagrain.

If you require any further information about the Tornagrain project or indeed have any questions pleased don't hesitate to contact me.

Yours faithfully


Andrew Howard
Managing Director

AWH/DL



NHS Highland

Published by Nhs Highland [?] · 30 January · 🌐



Tornagrain Healthcare Limited intends to submit an application to NHS Highland to open a new pharmacy at 1A Hillhead Road, Tornagrain.

NHS Highland and Tornagrain Healthcare Limited are undertaking a joint consultation exercise to seek the views of local people who may be affected by this.

NHSHIGHLAND.SCOT.NHS.UK



Pharmacy appliction: Tornagrain

Tornagrain Healthcare Limited intends to submit an application to NHS...

4,408

People reached

494

Engagements

Boost Post



Donna Fleming, Fran Ross and 21 others

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Write a comment...



Marianne Townsley Cher Townsley this would be handy!

Like · Reply · Message · 21w



1



Cher Townsley Marianne Townsley yes it would be very very handy!

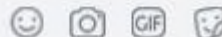
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Signed :
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Signed :
Jackie Agnew, NHS Highland