



# **NHS HIGHLAND AND HIGHLAND PHARMACY (Intended Applicant – Mr. M. Ameen) CONSULTATION ANALYSIS REPORT (CAR)**

**8<sup>th</sup> February, 2019**

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## 1. EXECUTIVE SUMMARY

NHS Highland and Highland Pharmacy undertook a joint public consultation exercise with regard to Highland Pharmacy intention to open a new pharmacy in the Cradlehall area of Inverness – 7 Cradlehall Court, Cradlehall. IV2 5WD (a.k.a. Unit 4 Cradlehall Shopping Centre, Cradlehall. IV2 5WD).

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 some requirements for the consultation process and these have been followed.

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 Highland Pharmacy with advice sought from the Scottish Health Council.

The consultation was required to run for 90 working days and took place from 1<sup>st</sup> October, 2018 to 8<sup>th</sup> February, 2019 (allowing for Public Holidays during that time).

Survey responses were received from 766 people; 504 via paper copy questionnaire and 262 via electronic Survey Monkey. Based on all the feedback there was a strong consensus across all elements of the consultation feedback:

- There was agreement that the boundary accurately described the neighbourhood (92%)
- There was agreement that the proposed location at Cradlehall Court is appropriate to meet the needs of the neighbourhood (90%)
- The hours being proposed were supported (86%)
- 81% felt that the current provision of pharmacy services was not adequate in the area
- 77% felt that the proposed application would help to foster improved joint working across other health care providers
- 77% felt that the proposed pharmacy would positively impact on other healthcare providers
- 84% agree that it is necessary to approve a pharmacy application in the neighbourhood to ensure pharmaceutical services are adequately provided

This summary report has been prepared jointly by NHS Highland and Mr. Mo Ameen of Highland Pharmacy.

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 Cradlehall Court, Inverness.

## **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 some requirements to be followed.

Highland Pharmacy held an initial meeting with NHS Highland in July, 2018 to discuss the intention to open a new pharmacy in the Cradlehall area of Inverness (Cradlehall Court). The proposed opening times would be:

Monday - Friday	8.30am – 6.00pm (open during lunch)
Saturday	9.00am – 1.00pm
Sunday	Closed

This report summarises the approach and findings from developing the consultation plan through to describing the consultation feed-back, which ran for 90 working days from 1<sup>st</sup> October, 2018 to 8<sup>th</sup> February, 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 Highland Pharmacy to discuss how to take forward the pre-application joint consultation. This included briefings on the Regulations, the Board's Hours of Services Scheme and specifically any requirements regarding the consultation and consultation process.

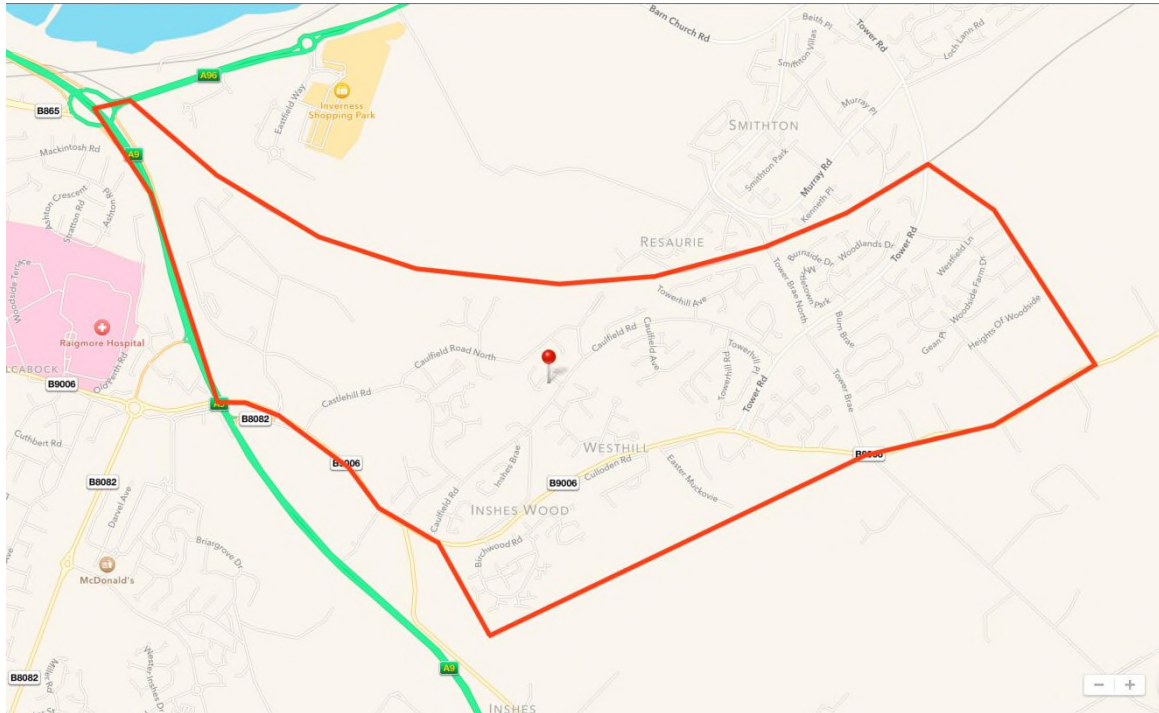
Further discussions took place and a communications and engagement plan was developed which set out initial planned activities. Advice was sought from Scottish Health Council and The Chair of Pharmacy Practices Committee (PPC) was informed of the likelihood of an Application.

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

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

#### **4.2 Defining location**

Pre work identified included preparing a map to define the neighbourhood. 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.

#### 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 Highland Pharmacy.

Various approaches were used to raise awareness including an advert in the local papers (28.9.18) - this is a formal requirement of the Regulations, a series of media releases (see Appendix 3A) to announce the consultation and the reminder on 21.1.19 (see Appendix 3) as the consultation entered its final 2 weeks), and ongoing social media including Facebook and Twitter (see

Appendix 3A).

A number of local engagement events and meetings also took place including community council meetings. The applicant visited Cradlehall Primary School, two Nurseries and Cradlehall Nursing Home. The Community Council held monthly meetings where the public consultation was discussed.

There was media interest in the consultation throughout the process and a selection of cuttings are provided (Appendix 3A). There was also a range of on-line and social media coverage.

#### **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 Community Councillor and the Applicant. The Chair of the Community Council placed notices of the pharmacy consultation in the community Noticeboards in Cradlehall and Westhill. 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 hard copy and a prepaid envelope to return responses as well as a large font questionnaire. Paper copies were also delivered to various retail outlets including the school and Care Home in Westhill by the Community Councillor. The local primary school and local shops agreed to act as return points. Pick-ups were carried out by the Community Councillor and the Health Board. A total of 1700 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 766; 262 from the electronic Survey Monkey and 504 paper submissions. (7 late responses were received and not included). 714 responses were from individuals (not on behalf of groups) and 11 from an organisation representative. (41 did not respond to this question). 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 Cradlehall and Westhill (above) describes

the neighbourhood?

Yes – 705, No - 24, Don't know – 27

There was general agreement with the boundary outlined in the questionnaire. However, a small number of responses indicated that the boundary should not extend as far as the A9.

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

Yes – 693, No – 55, Don't know – 9

A large number of the public felt the close proximity to local amenities was an advantage. A number of respondents commented that the location of the proposed pharmacy would mean they wouldn't need to make unnecessarily lengthy journeys thus also avoiding the expense of double journeys in the event of part-dispensing. It was felt that the Care Home would also benefit. However, a number of responders were concerned about the potential links to drug abuse with the close proximity of the local Primary School and Nursing Home. Limited parking was also highlighted as a potential problem. Some responders felt there was sufficient provision in the area to meet the current needs.

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

Yes – 680, No - 72

705 out of 766 (92%) of respondents agreed that the area highlighted in the consultation map described the neighbourhood. 693/766 (90%) also felt that the location of the proposed new pharmacy (Cradlehall Court) was appropriate to the needs of the neighbourhood with local conveniences highlighted as it was near local amenities. Most respondents 680/766 (88%) also confirmed that people living within the area highlighted would consider themselves to be living in the neighbourhood.

## **Section B – Opening times**

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

Yes – 657, No – 59, Don't know - 28

657 out of 766 (86%) people who responded thought the hours being proposed (Mon-Fri 8.30am - 6.00pm and Sat 9.00am – 1.00pm) were appropriate to the needs of the neighbourhood.

The majority of positive responses felt the proposed hours were adequate to meet most needs. A few felt that additional opening hours on a Saturday and limited opening hours on a Sunday could prove beneficial.

## **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 – 622, No – 72, Don't know – 53

A large number of responders expressed concerns regarding the current burden of travel distance and consequent expense to their nearest pharmacy for the elderly population. A few comments received intimated there were sufficient pharmacies currently in the area.

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

Yes – 643, No – 62, Don't know - 37

Questions were asked about the current adequate provision of core and locally negotiated pharmaceutical services. 622 (81%) responded positively that there were gaps/deficiencies, however 16 did not respond. Key issues highlighted by those who responded included a lack of services in the local area and difficulties in accessing services outwith the local area due to lack of personal or public transport.

84% felt that it would be necessary to approve the application in the neighbourhood to ensure adequate provision. 8% felt it was unnecessary.

There was great concern with regard to the elderly in the neighbourhood; the lack of regular public transport sometimes necessitating expensive taxi fares. There was concern over undue burden being placed on the surrounding pharmacies, these pressures potentially increased when considering the expected housing development growth of the surrounding area. Concerns were expressed about the potential drug misuse related issues particularly being so close to the Primary School and Care Home and feeling there was sufficient provision in the area.

## **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 – 586, No – 63, Don't know – 97

With regard to whether the proposed pharmacy would help other healthcare providers work closer together, a number of responders felt the close proximity of the Care Homes could have a positive impact as well as easing the burden on the GP surgery. However, concern was expressed with regard to the fact there isn't a GP surgery closer to Cradlehall which would be a welcomed development. A number of responders claimed their lack of knowledge made this a difficult question to answer.

**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 – 594, Negative – 41, Don't know – 98

It was felt by 586 of those who responded (76%) 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 97 (13%), however, felt they had insufficient knowledge to comment. 594 (77%) felt the proposal had the potential to impact on other healthcare providers while 5% did not feel it would; a further 13% stated they 'didn't know'.

Most of the responses were positive, in particular easing the burden on the local GPs. A few comments were received from responders indicating that they felt they had insufficient information to comment, whilst a few other comments received once again indicated a concern about potential creation of drug related issues in the area.

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

Of those who provided additional comments it is reasonable to conclude that the consensus was the impact of the proposed application would be positive.

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 feed-back from young people with families, older people, and partially sighted residents. Their comments included positive impact on the community, negating the need to rely on public transport, and the need to allow for the future development currently underway in the surrounding areas. However, once again, there was concern expressed regarding the potential drug abuse and associated problems.

## **5.2 Other written responses**

One written letter of response was also received from Secretary of Myrtletown Park Residents Association, expressing concern about the provision of a methadone clinic/needle exchange near a primary school, nursery and Nursing Home. (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 766 people.

In terms of the feed-back on the specific questions there was a strong

consensus across all elements of the consultation with the vast majority supporting the location, opening times and range of services as proposed.

On completion of this report Highland Pharmacy will then decide whether he wishes to submit an application or not under the Regulations to NHS Highland to open a pharmacy in Cradlehall.

# Potential pharmacy application Highland Pharmacy

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## Joint consultation plan

90 working days  
1<sup>st</sup> October, 2018 - 8<sup>th</sup> February, 2019

NHS Highland and Mr. M. Ameen (Highland Pharmacy)

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

**STATUS**

## Introduction

Under the National Health Service (Pharmaceutical Services) (Scotland) Regulations 2009 as amended, Highland Pharmacy intends to submit an application to be located at Cradlehall Court.

Before any application is made Highland 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 (9<sup>th</sup> May) 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.

<b>Head of Public Relations and Engagement</b> NHS Highland	<b>Mr. M. Ameen</b> Owner Highland Pharmacy
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### NHS Highland Project Team

Name	Designation	Reports to	Role in Project	Notes
Fiona Riddell	Community Pharmacy Business Manager	Jackie Agnew, Head of Community Pharmacy & CD Governance	Advisory on 'Interested Parties'	
Jackie Agnew/Alison MacRobbie	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	
Alasdair Christie/Gaynor Roger	Board Members, NHS Highland	NHS Highland	Chair/Vice Chair of PPC	

### Applicant

Name	Designation	Reports to	Role in Project	Notes
Highland Pharmacy	Mr. Mohammed Ameen		Applicant representative	

### Scottish Health Council Adviser

Name	Designation	Reports to	Role in Project	Notes
Scottish Health Council		Scottish Health Council	SHC Adviser	No reply as yet

**Who to contact at NHS Highland:-**

Phone Number: 01463 706814; Email address: [high-ulhb.cpsoffice@nhs.net](mailto:high-ulhb.cpsoffice@nhs.net)

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

### **Applicant**

Mohammed Ameen

### **Stakeholders**

### **Potential Interested Parties**

<b>When</b>	<b>Who</b>	<b>Message</b>	<b>How</b>	<b>Lead</b>	<b>Status</b>	<b>Notes</b>
<b>Week 1-2</b>	Neighbouring Community Pharmacy	Awareness of joint consultation and next steps in the process	Letter or email with link to media release	Fiona Riddell	Completed (28.9.18)	
	GP Sub Committee				Completed (26.9.18)	
	Community Councils				Completed (28.9.18)	
	Area Pharmaceutical Committee				Completed (28.9.18)	
	Community Pharmacy Highland (Contractors Committee)				Not required	

## Public Engagement

When	Who	Message	How	Lead	Status	Notes
<b>Week 1-2</b>	General public in defined area	Awareness of joint consultation and next steps in the process	Press Release/Public Consultation Survey, website, tweets and Facebook	Andy Devlin	Complete (28.9.18)	
<b>Throughout the process</b>	Local Media		Tweets/ Press Releases/ Facebook, NHS website to media release	Andy Devlin	Complete media releases issued (28.9.18)	
<b>Week 1</b>	Relevant local councillors, community councillors, MSPs, MP		Letters agreed by Mr. Ameen	Alison MacRobbie	Complete	
<b>Week 1</b>	South & Mid locality of HHSCP, Area Medical Committee (GP Sub Committee), and Area Pharmaceutical Committee		Letters agreed by Mr. Ameen	Alison MacRobbie	Complete	
<b>Throughout the process</b>	General public in neighbouring area		link to media release		Complete	

## Public Engagement

When	Who	Message	How	Lead	Status	Notes
Throughout the process		Awareness of joint consultation and next steps in the process	Letter or email with link to media release	M. Ameen to liaise with various groups/members of the public		Fiona to make available copy questionnaires and sae envelopes (1700 copies and 100 sae provided)
Throughout the process			Letter or email with link to media release			



## Checklist of actions to be prepared prior to consultation

By end of	Action	Comms Lead	Pharmacy Lead	Other	Date signed off
<b>Week 0</b>	Agree administration details		F. Riddell		October, 18
	Generic content	Andy Devlin			October, 18
	Advert for Courier	Andy Devlin			October, 18
	Media Release to announce consultation	Andy Devlin			October, 18
	Prepare tweets to be scheduled	Andy Devlin			October, 18
	Prepare Facebook content	Andy Devlin			October, 18
	Prepare Survey	Andy Devlin		Rachel Hill	September, 18
	Survey link in place	Andy Devlin			October, 18
	Hard copies of survey ready				October, 18
	Pre-Paid envelopes				January, 19
	NHSH Website content in place	Andy Devlin			September, 18
	Media	Andy Devlin		Applicant	September, 18
	Social Media	Andy Devlin		Applicant	September, 18
	Websites	Andy Devlin		Applicant	September, 18
	Councillors		Alison MacRobbie		September, 18
	Community Councils		Alison MacRobbie		September, 18
	Local contacts		Alison MacRobbie	Applicant	September, 18
	MSPs		Alison MacRobbie		September, 18
	Contact for Media	Andy Devlin			

## Communications Plan

When	Who	Message	Method	Lead	Status	Notes
<b>Week 1-2</b>	Local Community	Launch of joint consultation and further information	Advert – Inverness Courier/P & J, Highland News	Andy Devlin	Completed	
			Press Release	Andy Devlin	Completed	
			NHSH Facebook	Andy Devlin	Completed	
			NHSH Twitter	Andy Devlin	Completed	
			Community Council	Applicant	Ongoing	
			Arrange date for meetings	Applicant	Training meeting has taken place and follow-up dates to be confirmed with Chair of PPC and APC	
	Wider Inverness		Posters and boxes for collection questionnaires	Mo Ameen		Applicant to arrange
			Advert Inverness Courier	Applicant	Completed	
			Press Release	Andy Devlin	Completed	
			NHSH Facebook	Andy Devlin	Completed	
	General public awareness		NHSH Twitter	Andy Devlin	Completed	
			Letter to councillors	Alison MacRobbie	Completed	
			Press Release	Applicant	Completed	
<b>Weeks 3 - 16</b>	<b>All</b>	Relevance of consultation for local people and importance of engagement	Social Media	Andy Devlin	Completed	
			NHSH Website	Andy Devlin	Completed	
			NHSH Facebook	Andy Devlin	Complete	
			NHSH Twitter			
			Local community websites/ social media			
			Pro-active contacts			
			Distribution of Flyers			
			Respond to queries			
			Media			
			Meet with Councillor/Groups	Alison MacRobbie/		Met early December

## Communications Plan

When	Who	Message	Method	Lead	Status	Notes
				Jackie Agnew		
Weeks 17+	All	Reminder of consultation	Media Release	Andy Devlin	21.1.19	Final reminder
			Social Media			

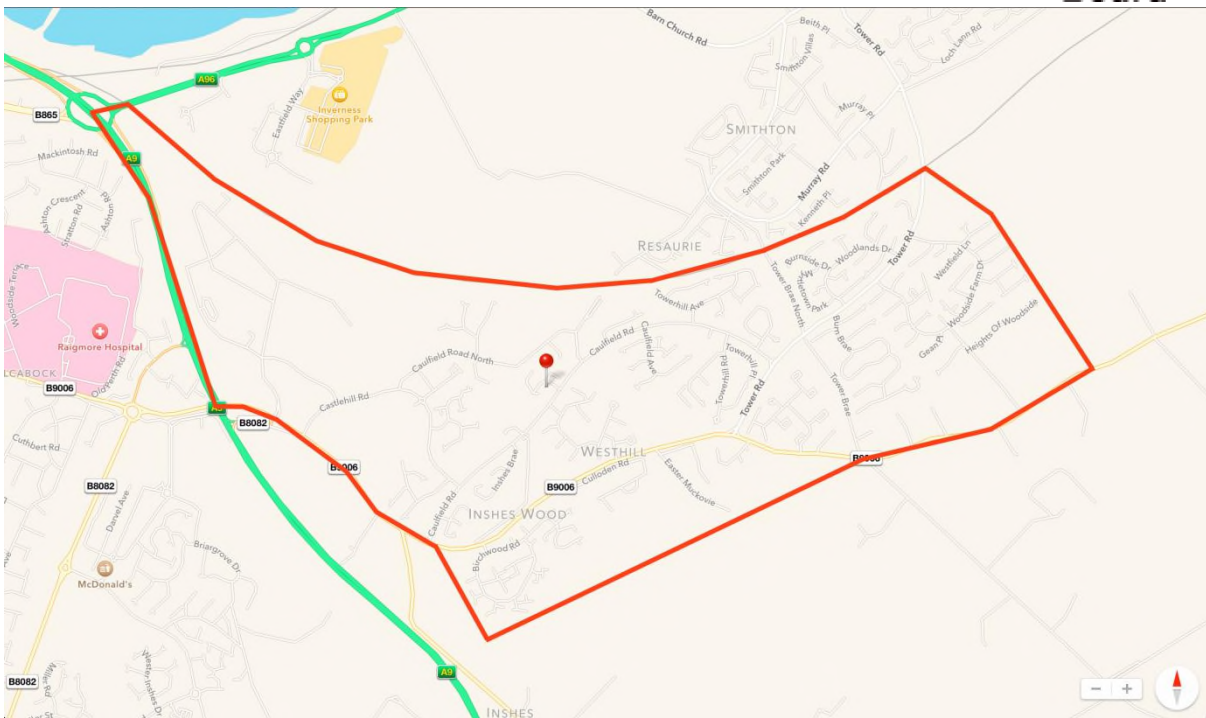
## Appendix 2 Consultation survey

Highland Pharmacy



# QUESTIONNAIRE

## SECTION A: LOCATION



Highland Pharmacy proposes to open a new pharmacy at Cradlehall Court and states the neighbourhood is Cradlehall and Westhill in its entirety. It is defined as:

North - Along the Railway Line from A96 to Tower Road that meets Culloden Wood

East - Culloden Wood to B9006/Culloden Road

South - (including homes to south of) B9006/Culloden Road to A9

West - A9 to Raigmore Interchange to meet A96

1. Do you agree the boundary of Cradlehall and Westhill (above) describes the neighbourhood?

Yes	No	Don't Know
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Please explain your answer:

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

Yes	No	Don't Know
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Please explain your answer:

Do **you** live in the neighbourhood within the dark border on the map?

3.

Yes	No
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## SECTION B: OPENING TIMES

Highland Pharmacy proposes to provide services at the following times:

Monday - Friday 8.30am - 6pm

Saturday 9am - 1pm

Sunday Closed

Open during lunch

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:

## SECTION C: PHARMACEUTICAL SERVICES

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

- 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
- Pharmacy First: UTI & Impetigo Treatment
- 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

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:

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:

6.

#### 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:

9. Please write any other comments you may have:

## SECTION E: CONTACT INFORMATION

- 10 Please indicate whether you are responding as an:

. 

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

11	Name	
.	Organisation Name	
	Address	
	City/Town	
	Postcode	
	Email	

**Contact information** will **not** be included in the Consultation Analysis Report 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 which is 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 :  
Community Pharmacy Services,  
Assynt House,  
Beechwood Park,  
INVERNESS. IV2 3BW

## Appendix 3 – (Press Release)



## MEDIA RELEASE

USE: Immediate

ISSUE DATE:

CONTACT: Andrew Devlin, 01463 704723

Mohammed Ameen intends to submit an application to NHS Highland to open a new pharmacy at Cradlehall Court in Inverness.

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

A public consultation questionnaire will be available on the NHS Highland website. The form can also be obtained in a number of local centres in Cradlehall, including the Post Office, local shops and community centre. A paper copy can be posted to you on request by calling 01463 706886.

The consultation process will last for 90 working days beginning on 01 October 2018 and closing on 01 February 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

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

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

**ENDS**

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

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

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





## MEDIA RELEASE

USE: Immediate

ISSUE DATE:

CONTACT: Andrew Devlin, 01463 704723

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

NHS Highland and Highland 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 Cradlehall Court.

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 1<sup>st</sup> October 2018 and will close on Friday, 8<sup>th</sup> February 2019. No responses can be accepted after 5pm on the closing date.

A public consultation questionnaire is available on the NHS Highland website. The form can also be obtained in a number of local centres in Cradlehall, including the Post Office, local shops and community centre. 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://www.surveymonkey.co.uk/r/PV255CJ>

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

The public consultation questionnaire is available at:  
<https://www.nhshighland.scot.nhs.uk/Publications/Pages/publicationsmain.aspx>

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

[www.twitter.com/nhshighland](https://www.twitter.com/nhshighland)  
[www.reachout.scot.nhs.uk](http://www.reachout.scot.nhs.uk)

## Appendix 3a (Media Release)



P & J September 28.docx



NHS\_H Website.docx



Letter circulated to residents.pdf

Highland News 04/10/18

### Plan for pharmacy

FEEDBACK on the prospect of a new pharmacy at Cradlehall Court in Inverness is being sought by NHS Highland.

A joint consultation by the health board and Mohammed Ameen, who intends to submit an application for the venture has been launched.

Views submitted before the February 1 deadline will be taken into account by a pharmacy practices

committee which decides the outcome of an application.

A health authority spokesman said: "NHS Highland and Mohammed Ameen are undertaking a consultation exercise to seek the views of local people who may be affected by this, or use the pharmacy at its proposed location, to determine whether residents feel they already have adequate access to pharmacy services."

Facebook post 29/09/18



NHS Highland

Published by Nhs Highland (?) · 28 September ·

The consultation process will last for 90 working days beginning on 01 October 2018 and closing on 01 February 2019.

NHSHIGHLAND.SCOT.NHS.UK

#### Pharmacy application

A public consultation questionnaire will be available on the NHS Highland website. The form can also be obtained in a number of local centres in Cradlehall, including the Post Office, local shops and community centre. A paper copy can be posted to you on request by calling 01463 706886.

1,905  
People reached

91  
Engagements

Boost Post

Twitter



Duncan Macpherson  
@dmaphers1

Follow

NHS Highland statutory 90-day public consultation to create a New Pharmacy in the Cradlehall & Westhill Community of Inverness is about to begin. Reaching the nearest Chemist involves a 4 mile round trip. We ALL need to be proactive to achieve this for everyone in our local area



The Press & Journal  
(Inverness, Highlands & Islands)  
24 January 2019

8 NEWS

#### HEALTH

### Locals to have say on new chemist

Residents in the Cradlehall area of Inverness are being invited to have their say over a proposed new pharmacy in Cradlehall Court - but have been warned that time is running out.

The consultation exercise between NHS Highland and Highland Pharmacy began in October and is due to close on Friday February 8.

A questionnaire is available via the NHS Highland website and can also be obtained from a number of local centres in the Cradlehall area, including the post office, local shops and community centre.

Residents can request a paper copy by dialling 01463 706 886.

All responses must be received by 5pm on Friday February 8.

Inverness Courier (Tue)  
2 October 2018

(5)

### New pharmacy

FEEDBACK on the prospect of a new pharmacy at Cradlehall Court in Inverness is being sought by NHS Highland.

A joint consultation by the health board and Mohammed Ameen, who intends to submit an application for the venture has been launched.

Views submitted before the February 1 deadline will be taken into account by a pharmacy practices committee which decides the outcome of an application.

Inverness Courier 08/02/19

### Pharmacy deadline

THE deadline for questionnaires on the proposed new pharmacy at Cradlehall is by close of business today Friday, February 8.

Plans by Mo Ameen to open Highland Pharmacy in the small shopping centre have had mixed reaction, with an anonymous flier against the plan being circulated at one stage.

Mr Ameen is keen that locals have their say and return the questionnaires to NHS Highland, Community Pharmacy Services, Assynt House, Beechwood Business Park, Inverness IV2 3BW, or online using <https://www.surveymonkey.co.uk/r/PV255CJ>


## Appendix 4 (Responses to consultation survey)

### Analysis of responses


766 responses to the consultation were received via paper version and survey monkey and the percentages are calculated on the total response return (766). 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 Cradlehall and Westhill (above) describes the neighbourhood?	756	705 (92%)	24 (3%)	27 (3%)	(2%)
Q.2. Do you agree the proposed location at Cradlehall Court is appropriate to meet the needs of the neighbourhood?	757	693 (90%)	55 (7%)	9 (1%)	(2%)
Q.3. Do <b>you</b> live in the neighbourhood within the dark border on the map?	752	YES 680 (89%)	NO 72 (9%)	0 (0%)	(2%)
Q.4 Do you agree the proposed hours are appropriate to the needs of the neighbourhood	744	657 (86%)	59 (8%)	28 (4%)	(2%)
Q.5 Do you agree there are gaps/deficiencies in the existing provision of pharmaceutical services to the neighbourhood	747	622 (81%)	72 (9%)	53 (7%)	(3%)
Q.6. Do you agree it is necessary to approve a pharmacy application in the neighbourhood to ensure pharmaceutical services are adequately provided?	742	643 (84%)	62 (8%)	37 (5%)	(3%)
Q.7. In your opinion would the proposed pharmacy <b>help</b> other healthcare providers to work closer together i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services?	746	586 (76%)	63 (8%)	97 (13%)	(3%)
Q.8. In your opinion how would the proposed pharmacy <b>impact</b> on other healthcare providers i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services?	733	(positive) 594 (77%)	(negative) 41 (5%)	98 (13%)	(5%)
Q.9. Please write any other comments you may have (see next page)					


**Comments received from paper questionnaire**




Question 1  
comments.pdf




Question 2  
comments.pdf




Question 4  
comments.pdf




Question 5  
comments.pdf




Question 6  
comments.pdf



Question 7  
comments.pdf




Question 8  
comments.pdf



Question 9  
comments.pdf

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



Cradlehall Survey  
Monkey responses.pc

## Appendix 5 – (Letter of Concern & Reply)

RECEIVED 08 FEB 2019

David Denoon  
17 Woodland Drive  
Westhill  
Inverness  
IV2 5JD

*Myrtletown Park Residents Association*

Dear Sir/Madam

I am writing to you to raise some concerns about how your consultation has been carried out in relation to the proposed New Pharmacy at Cradlehall on behalf of Myrtletown Park Residents Association.

We have concerns about the provision of a methadone clinic/needle exchange near a primary school, nursery and nursing home. We feel the chances of this has not been fully explained to residents and as such the consultation is flawed.

We feel that the consultation has been pushed locally focusing just on the positives of the pharmacy and not a balanced view.

We understand that the local primary school and nursery had been asked to support the pharmacy, but after discussion with some parents they did not fully understand the services that were being offered (e.g. methadone clinic and needle exchange). We feel these people may have agreed to the pharmacy based on a false understanding.

Without naming names, we have seen also seen the promotion on social media, which has been one sided.

We feel the communication to the local residents has been biased towards supporting the pharmacy and not fully explaining the situation.

Thank you

David Denoon  
Secretary of Myrtletown Park Residents Association

**NHS Highland**

**Director of Pharmacy**

NHS Highland  
Assynt House  
Beechwood Park  
Inverness  
IV2 3BW  
Telephone 01463 706895  
[www.nhshighland.scot.nhs.uk](http://www.nhshighland.scot.nhs.uk)

Mr David Denoon  
Secretary, Myrtletown Park Residents  
Association  
17 Woodlands Drive  
Westhill  
INVERNESS  
IV2 5JD

Date: 08/02/19  
Your Ref:  
Our Ref: Cradlehall application  
  
Enquiries to: Fiona Riddell  
Extension:  
Direct Line: 01463 706886  
Email: [Fiona.riddell@nhs.net](mailto:Fiona.riddell@nhs.net)

Dear Mr Denoon

I write to acknowledge receipt of, and to thank for your letter in reply to the joint consultation regarding a potential application for a new pharmacy at Cradlehall.

We are grateful for as much feedback as possible regarding this potential application, and therefore your letter will be added to the consultation feedback. As such its contents will form part of the information presented to the Pharmacy Practices Committee should an application go ahead and a Committee be formed to hear the evidence for and against the application.

With kind regards,

Ms Jackie Agnew  
Head of Community Pharmacy Services & CD Governance