



NHS HIGHLAND

&

Zakpharma Ltd

**CONSULTATION ANALYSIS
REPORT (CAR)**

Monday 9th December 2024 –
Thursday 17th April, 2025.

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1. EXECUTIVE SUMMARY

NHS Highland together with Zakpharma Ltd undertook a joint public consultation exercise with regard to their intention to open a new pharmacy in Oban. There is currently two community pharmacies located in Oban within the Town Centre following the recent Boots closure of their community pharmacy located at Soroba Road in November 2023. The current population of Oban is circa 8000 according to the 2022 National Records of Scotland.

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

The purpose of the joint consultation was to seek the views of the local residents as to whether they think they have adequate access to community pharmacy services in the area, and to measure the level of local support for the potential of a new pharmacy in the area. A Joint Consultation and Engagement Plan were agreed between NHS Highland, Zakpharma Ltd, and with the knowledge of the Scottish Health Council. The consultation was required to run for 90 working days and took place from Monday 9th December 2024 to Thursday 17th April 2025 (allowing for four Public Holidays on 25/26th December, 2024 and 1st/2nd January, 2025).

A total of 1080 survey responses were received from members of the public via the Microsoft Forms questionnaire. These were considered viable for the purpose of this exercise.

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

This summary report has been prepared jointly by NHS Highland and Zakpharma 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 apply for an NHS contract for a pharmacy in Oban, Argyll & Bute.

2. INTRODUCTION

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

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

Zakpharma Ltd held an initial informal meeting with NHS Highland on 25th July 2024 following which several meetings were arranged to finally confirm the commencement of the Joint Consultation on Tuesday 19th November 2024.

This report summarises the approach and findings from developing the consultation plan through to describing the consultation feedback, which ran for 90 working days from Monday 9th December 2024 to Thursday 17th April 2025 (allowing for Public Holidays during this time).

3. AIMS

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

Specifically in terms of the scope of the consultation, the aim of the questionnaire was to:

- Seek the views of local people as to whether they feel they have adequate access to pharmacy services in the area.
- Measure the level of support for the potential new pharmacy in the area.

4. METHODOLOGY

4.1 Communications and Engagement Plan

Meetings took place between representatives of NHS Highland, and Zakpharma 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 were undertaken and an Action Plan was developed which set out initial planned activities. Advice was sought from Scottish Health Council. However, to date, no response has been received from the SHC. The Chair of the NHS Highland Pharmacy Practices Committee (PPC) was informed of the possibility of an Application.

The Action Plan was agreed by NHS Highland and Zakpharma Ltd (Appendix 1). It

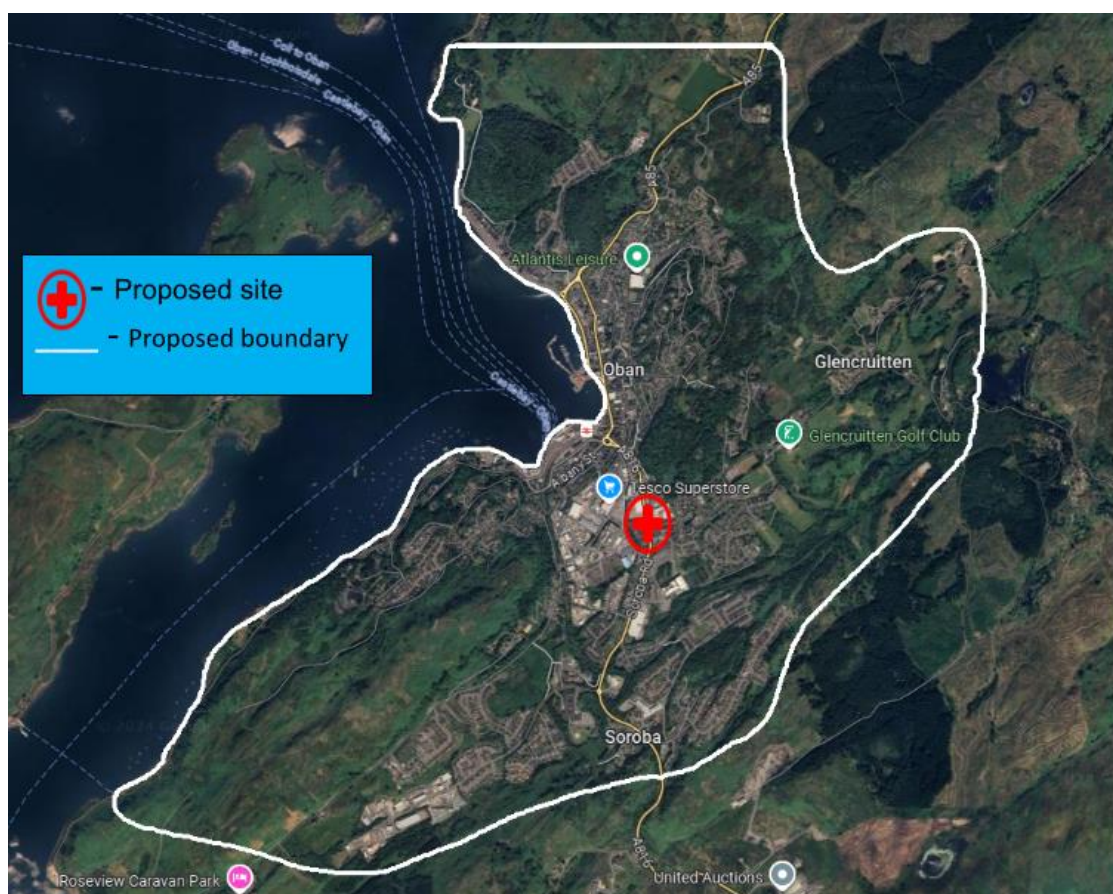
was understood that the Action Plan would be further developed, as required, to respond to any requests or address any emerging gaps in the plan but that any additional activity would be jointly agreed.

The joint approach to the consultation between NHS Highland, and Zakpharma Ltd was agreed by both parties through written and telephone communication.

We were notified on 25th November 2024 that the Applicants attended a meeting with the Lorn Medical Practice and a Community Council meeting. The meetings were not attended by members of the Health Board. In an effort to encourage completion of the questionnaire, the Applicant introduced themselves to the community through roller banners, posters and leaflets with QR codes giving access to a digital copy of the questionnaire available in local shops; other healthcare premises and notification insertion into the local newspapers. As well as being made available to home carers; Care Homes for patients and staff; local public services e.g. leisure centre and door to door with regular Facebook advertising with a link to the questionnaire. Paper copies of the questionnaires with pre-paid envelopes were left at the Lorn Medical Practice.

4.2 Defining Location

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



Boundaries :

To the East -. Luachrach Loch
To the West -. Kerrera Ferry Terminal
To the South -. Soroba Road
To the North - A85

Pre-consultation Activities

Other pre-consultation activities included identifying potential Interested Parties and other stakeholders. This included Boots Pharmacy, 34-38 George St., Oban; Connel Pharmacy, The Surgery, Connel and Gordons Chemist, 16 George St., Oban, preparing communication materials and developing a NHS Highland website presence. Due to the fact there is not a Dispensing Practice in close proximity to the potential site of the new pharmacy, the Area Medical Committee were not informed.

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

4.3 Raising Awareness of the Consultation

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

Various approaches were used to raise awareness including an initial Press Release and subsequent reminder Press Release (Appendix 2 & 2a), posting on NHS Highland website including Twitter and Facebook. This is a formal requirement of the Regulations. We were notified on 27th January 2025 that a Community Council meeting was held.

4.4 Consultation Survey Response Form

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

The questionnaire was available for completion via an on-line MS Forms questionnaire or completion of a paper copy to be submitted to the Health Board prior to the closing date (17th April 2025). Paper copies were available on request from NHS Highland as well as the Applicants. One hundred printed forms were provided to the Applicants along with 100 self-addressed envelopes. The survey documentation (and communication materials) also provided contact details of NHS Highland administration staff should anyone wish support completing the questionnaire or requesting further advice. No such contact was made to the Health Board. Large font copies were available on request. No such request was received.

5. RESULTS

Question 1

Zakpharma Ltd propose to open a new pharmacy at 5 Soroba Road, Oban, PA34 4JA and state the neighbourhood as indicated on the map. The boundaries of this neighbourhood are:

To the East -. Luachrach Loch
 To the West -. Kerrera Ferry Terminal
 To the South -. Soroba Road
 To the North - A85

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

Yes	1005	93%
No	47	4%
Don't know	28	3%

Question 2

Do you live within the neighbourhood ?

Yes	858	80%
No	222	20%

Question 3

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

Contracted services –

MCR – Medicines; Care & Review

Yes	327	31%
No	547	53%
Don't know	167	16%

Pharmacy First Service

Yes	335	32%
No	573	54%
Don't know	151	14%

Acute Medication Service

Yes	282	27%
No	519	49%
Don't know	249	24%

PHS – SC/EHC

Yes	312	29%
No	387	37%
Don't know	359	34%

Unscheduled Care

Yes	257	24%
No	488	46%
Don't know	306	29%

Advice to Care Homes

Yes	236	23%
No	267	26%
Don't know	511	50%

OST Service

Yes	211	21%
No	255	26%
Don't know	534	53%

Care at Home

Yes	229	23%
No	397	39%
Don't know	384	38%

Palliative Care

Yes	250	24%
No	353	34%
Don't know	447	43%

Clozapine Dispensing

Yes	190	18%
No	217	21%
Don't know	632	61%

Vaccine Administration

Yes	363	35%
No	387	37%
Don't know	302	29%

Medication Compliance Support

Yes	265	25%
No	323	31%
Don't know	454	44%

Hep C Drug Dispensing

Yes	209	20%
No	201	19%
Don't know	635	61%

Prostate Cancer Drug Dispensing

Yes	242	23%
No	218	21%
Don't know	593	56%

Stoma Care

Yes	225	21%
No	239	23%
Don't know	588	56%

Emergency Naloxone Supply

Yes	207	20%
No	213	20%
Don't know	628	60%

Gluten Free Foods Service

Yes	222	21%
No	287	28%
Don't know	530	51%

Comments (see appendix 4)

Question 4

The pharmacy additionally wishes to provide the below services. Do you think the provisions, outlined in Q3 along with the additional services outlined below, would be adequate?

*Ear Wax Removal by Microsuction
Free Collection and delivery service
Prescription text message service
Free Blood Pressure monitoring
Free Blood Glucose monitoring
Private Vaccinations
Flu Vaccinations
Online app/web service*

Yes	1033	96%
No	47	4%

Question 5

Do you think there are any gaps or deficiencies in the current provision of pharmaceutical services?

Yes	686	64%
No	82	7%
Don't know	312	29%

Question 6:

If yes, please comment:

Only 7% of the responders agreed with the current services being adequate, 64% did not agree. A huge variety of reasons were given for this, the majority of which commented that the current pharmacies and staff were over-stretched, slow turnaround of prescriptions, limited availability of stock resulting in incomplete prescriptions and long queues/lengthy wait times. There was a mention of dosette boxes being refused to patients requiring them and access issues for those with mobility problems. Within the responses mention was made that the increased opening times would be beneficial as current opening hour provision is restricted.

Question 7

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

	Monday to Friday		Saturday		Sunday	
Just Right	1039	96%	1019	94%	992	92%
Too Short	34	3%	21	2%	42	4%
Too Long	4	<1%	28	3%	19	2%
Don't Know	3	<1%	12	1%	27	3%

96% of the respondents agreed with the proposed opening times for Monday to Friday, 94% agreed with the opening times for Saturday and 92% felt the opening times on Sunday were just right.

Question 8

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

Yes	623	58%
No	457	42%

Question 9

If yes, please comment:

Comments (see appendix 4)

Many respondents (58%) agree that they faced issues or challenges receiving community pharmacy services in the neighbourhood. Many mention difficulty with parking, accessibility for wheelchair and prams, long queues and waiting times, restricted opening hours, lunchtime closures and the pharmacies being overwhelmed with workload.

Question 10

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

Yes	844	78%
No	236	22%

Question 11

If YES, please comment below

Of the 1080 responders, the majority (78%) agreed an additional pharmacy would change the way they currently accessed NHS pharmaceutical services. The majority of the comments mentioned the location being in close proximity to Lorn Medical Practice, providing residents and in particular the elderly improved accessibility to pharmaceutical services. As a result, a substantial number of comments were made about ease of parking, more suitable opening times and adequate service.

Question 12

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

Yes	1051	97%
No	11	1%
Don't Know	18	2%

Question 13

Please comment below

769 comments were made. (See Appendix 4 for free text responses)

The majority of respondents (97%) see a positive impact to the neighbourhood with the intended proposed pharmacy. Responses included reduced waiting times/ queues, relieving pressures on current services, a need for an adequate provision of pharmaceutical services in the area and improved accessibility for elderly patients or those with mobility issues. Of those that responded with comment in the No and Don't Know fields, only two respondents felt that there was no requirement for an additional pharmacy with the remainder of comments in these fields entered in the incorrect response box as their comment was in the positive.

Question 14

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

Yes	528	49%
No	336	31%
Don't Know	216	20%

Question 15

Please comment below

454 positive comments were received with most indicating that other services, such as GP and pharmacies, would have less pressure, resulting in improvements in service delivery including reduced waiting times. No negative comments were received in response to this question. (See Appendix 4 for free text responses)

Question 16

Do you support the opening of a new pharmacy in Oban?

Yes	1071	99%
No	9	<1%

Question 17

If YES, please comment below

731 positive supporting Comments received with 99% of respondents supporting the application for a new pharmacy in Oban. Comments reiterated the overwhelming workload, overstretched staff, long delays in turnaround of prescriptions, long queues and waiting times and restricted opening hours.

Other comments concerned the overall inadequate service being provided to the area, stock issues necessitating return visits to the pharmacy, lack of privacy and lunchtime closures. (See Appendix 4 for free text responses)

Question 18

If NO, please comment below

One comment was made with concern that funding will be withheld from other pharmacies and services in the area. (See Appendix 4 for free text responses)

Question 19

How did you become aware of this consultation ?

Advert		205
NHS Highland Website		40
Social Media		754
Other		42
Not Specified		39

Question 20

Respondent Information

I am an individual	1063
I am part of a group or organisation	17

Question 21

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

0-10	4
11-50	9
50+	4

Questions 22--24 Contact Details (not printed)

6. CONCLUSION

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 by the Health Board, newspaper article in the form of a Press Release, Facebook, Twitter and meetings with the local community by the Applicant. An approach was extended to Scottish Health Council for comments, however, to date no reply has been received.

As evidenced by the number of responses received (1080) there is a clear positive support registered for this Application to go ahead. This is evidenced by the concerns expressed by the public regarding the recent closure of one of the Boots pharmacies, resulting in long queues, staff workload pressures, length of time experienced obtaining some medications and a general feeling of inequality in the availability of some services.

93% of the responders agreed with the defined neighbourhood, however 4% disagreed and 3% were not sure or did not know.

80% of the responders resided within the neighbourhood with 20% residing elsewhere.

Most of the respondents were either unaware of the current services outlined in question 3 or believed that they were not adequate.

With regard to the question of the additional services wishing to be provided by the Applicant 96% felt that these would be adequate with 4% disagreeing.

96% of the respondents agreed with the proposed opening times for Monday to Friday, 94% agreed that the opening times for Saturday were right, and 92% agreed with the opening times for Sunday. However comment was made during the consultation that lunchtime opening hours would be useful perhaps in a joint agreement between the pharmacies.

64% of the responders agreed that there were gaps or deficiencies in the current provision of pharmaceutical services in the area, with only 7% disagreeing. Responders commented about long queues, lengthy prescription turnaround times and the current pharmacies being overwhelmed.

78% of the responders agreed that the opening of a pharmacy at these premises would change the way they currently access NHS pharmaceutical services. Comments were made that referenced the additional opening hours which accommodates members of the public accessing pharmaceutical services outwith normal working hours and improved accessibility due to parking and mobility access.

97% of the respondents believed that having a new community pharmacy would be a positive impact or benefit to the neighbourhood. Comments were made about relieving pressures on the existing services by reducing long queues and wait times.

49% of the respondents felt that the intended proposed pharmacy would impact (either positively or negatively) on other NHS funded services. 454 positive comments were received, most of which indicated that the opening of the new pharmacy would alleviate the pressures on the existing services.

In summary, the overwhelming majority of the responses (99%) were positive in their opinion supporting the opening of a new Community Pharmacy in Oban.



Potential Pharmacy Application (Zakpharma Ltd)

Joint Consultation Plan

5 Soroba Road, Oban, PA34 4JA

9th December 2024 – 17th April, 2025 (inc 4 PH)

(90 working days)

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

Introduction

Under the National Health Service (Pharmaceutical Services) (Scotland) Regulations 2009 as amended (Zakpharma Ltd) intends to submit an application to be located at 5 Soroba Road, Oban, PA34 4JA.

Before any application is made Zakpharma Ltd 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 – Monday 9th December

The potential applicant will then have 90 days (not working days) from the end of the joint consultation to submit their application to the Secretary to the Pharmacy Practices Committee, NHS Highland, Assynt House, 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, Zakpharma Ltd. the Applicant and Scottish Health Council. The plan will be further developed as required to respond to any additional gaps or requests.

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

Fiona MacFarlane Associate Director of Pharmacy, Community Pharmacy & CD Governance	Zakpharma Ltd Applicant
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NHS Highland Project Team

Name	Designation	Reports to	Role in Project
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Fiona MacFarlane	Associate Director of Pharmacy, Community Pharmacy & CD Governance	Sarah Buchan, Director of Pharmacy (from 1.2.24)	Advisory on Regulations
Fiona Clark	Community Pharmacy Business Manager	Fiona Macfarlane	Advisory on Interested Parties
David Ritchie	Communications Team	Head of PR and Engagement	Communications Lead
tbc	Board Member, NHS Highland	NHS Highland	Chair of PPC

Applicant

Name	Designation	Role in Project
Zakpharma Ltd	Owner	Applicant representative

Scottish Health Council Adviser

Name	Designation	Role in Project
Scottish Health Council		SHC Adviser

Who to contact at NHS Highland:-

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

Postal address:

Secretary to the Pharmacy Practices Committee,

NHS Highland,

Assynt House,

Beechwood Park,

Inverness.

IV2 3BW

Applicant :-

Zakpharma Ltd

Potential Interested Parties

When	Who	Message	How	Lead
Week 1-2	Neighbouring Community Pharmacies (Boots Pharmacy, Gordons Pharmacy, Connel Pharmacy)	Awareness of joint consultation and next steps in the process	Letter or email with link to media release	FC
	Area Pharmaceutical Committee			
	Scottish Health Council			
	Federation of Small Businesses			
	Chamber of Commerce			
	Jenny Minto, MSP			
	GP Subgroup – Karen Doonan			

Public Engagement

When	Who	Message	How	Lead
Week 1 (09.12.24)	General public in defined area	Awareness of joint consultation and next steps in the process	Press Release/Public Consultation Questionnaire, website, tweets and Facebook	AD

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

	Questionnaire link in place	David Ritchie /FC		
	Hard copies of questionnaire	FC		
	Stamped Addressed Envelopes	FC		
	Community Councillors	FC		
	MSP	FC		
	Contact for Media	David Ritchie		
	- Request data from Public Health - Request data from Tracy Beauchamp	FC FC	Caroline Hunter-Rowe Carolyn.Hunter-Rowe@nhs.scot	
Weeks 17+	Reminder of consultation end date (two weeks prior to end date)		Media Release	FC/David Ritchie
			Social Media	
ACTION TO DATE				
26.04.24	Note of interest received, premises tbc			Nicola
18.07.24	Meeting to be held between Fiona C and Ali on 25 th July to discuss application			Nicola
29.08.24	Draft questionnaire sent to applicant to review			Neil
16.09.24	Ali replied with suggested updates to questionnaire			Neil
17.09.24	Healthboard reviewed and made required updates to MS form and resent to applicant. Opening times requested			Neil
19.09.24	Opening times provided by applicant and queries re the questionnaire answered.			Neil
19.09.24	Questionnaire agreed between applicant and healthboard			Neil
02.10.24	Followed up with applicant. Ali previously confirmed that he wished to hold off on undertaking the public consultation for now. Emailed to confirm this is still the case. Applicant confirmed they wish to hold off starting the public consultation until the end of November.			Neil
15.11.24	Further minor amendments made to questionnaire on request of applicant. Changes made and resent to applicant for approval.			Neil

18.11.24	Further minor amendments made to questionnaire on request of applicant. Changes made and resent to applicant for approval.		Neil
19.11.24	Application agreed and applicant confirmed they wish to begin public consultation on Monday 9 th December.		Neil
25.11.24	Applicant had meeting with Lorn Medical practice. This was attended by their Business Manager, Pharmacy Technicians and their GP Partner. Applicant also attended the Oban Community Council Meeting on the same day.		
28.11.24	100 questionnaires and 100 addressed envelopes posted to applicant		Neil
02.12.24	Draft press release sent to NHS Highland Communication team to be published 09.12.24 when joint consultation begins		
09.12.24	Public consultation go live date. Letters sent and press release published.		Letters sent 09.12.24 Nicola
09.12.24	Applicant advised they have undertaken the following - - Put up roller banners, posters and gave out leaflets with QR codes at the Lorn medical practice, the Oban Dental and Implant Centre and the Lorn and Islands Hospital - Put up posters and left leaflets with the local leisure centre and local supermarkets - Left paper copies of the questionnaires with pre-paid envelopes at the Lorn medical practice - Made an Oban Pharmacy Facebook page and put up a post informing the public that the consultation was now live and the questionnaire can now be filled out with a link to the questionnaire provided underneath		
11.12.24	MS Form completed requesting Public Health Intelligence information for the Oban area.		
02.01.25	Did door to door handing out leaflets in Soroba making residents aware of the consultation		Ali Syed
06.01.25	Met with Crossroads North Argyll and North Argyll Carers Centre informing them about our proposal and requesting them to fill out the consultation		Ali Syed

27.01.25	Attended our first Community council meeting - Had a meeting with Jenni Minto (MSP) about our proposal - Had a meeting with the manager for Oban community carers		Ali Syed
31.01.25	Had a meeting with Oban Hospice, Tim Eagle (MSP) and Amanda Hampsley (councillor) informing them about our proposal		Ali Syed
12.02.25	Had a meeting with Oban Access Panel informing that about our proposal		Ali Syed
26.02.25	Had a meeting with Oban Dental Care, Oban Dental Clinic and Specsavers informing them about our proposal		Ali Syed
26.03.25	Draft sent to David Ritchie for reminder of Application Consultation. Closes 17.4.25		
17.04.25	5pm – Consultation closed		

Appendix 2 – Press Release



MEDIA RELEASE

USE: Immediate

ISSUE DATE: 9 December 2024

CONTACT: David Ritchie

Oban Pharmacy Application

Zakpharma Ltd intend to submit an application to NHS Highland to open a new pharmacy at 5 Soroba Road, Oban, PA34 4JA.

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

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

The consultation process will last for 90 working days beginning on Monday 9th December, 2024 and closing on Thursday 17th April, 2025. No responses can be accepted after 5pm on the closing date.

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

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

ENDS

Further information

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

Secretary to the Pharmacy Practices Committee,
NHS Highland NHS Highland Community Pharmacy Services,
Assynt House Beechwood Park,
INVERNESS. IV2 3BW Tel : 01463 706886.

Appendix 2a - Reminder



MEDIA RELEASE

USE: Immediate

ISSUE DATE: 03 April 2025

CONTACT: David Ritchie

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

NHS Highland together with Zakpharma Ltd are undertaking a joint consultation exercise to seek the views of local people who may be affected by the opening of a new pharmacy at 5 Soroba Road, Oban, PA34 4JA.

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

The consultation process began on Monday 9th December, 2024 and closing on Thursday 17th April, 2025. No responses can be accepted after 5pm on the closing date.

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

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

Further information

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

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

Secretary to the Pharmacy Practices Committee,

NHS Highland Community Pharmacy Services

Assynt House

Beechwood Park

Inverness IV2 3BW

Appendix 3 - Questionnaire



Community Pharmacy Application, Oban

This survey will close on Thursday 17th April 2025

* Required

Contact Information

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

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

1

Zakpharma Ltd, 5 Soroba Road, Oban, PA34 4JA, states the neighbourhood as indicated on the map. The boundaries of this neighbourhood are:

North: A85
West: Kerrera Ferry Terminal
South: Soroba Road
East: Luachrach Loch

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



- ☐ Yes
- ☐ No
- ☐ Don't Know

2

Do you live within the neighbourhood? *

- ☐ Yes
- ☐ No

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

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

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

NHS Pharmacy First Plus Scotland - The Pharmacy First Plus Service Scotland is a Pharmacist Independent Prescriber (PIP) led service for patients presenting in the community pharmacy with a common clinical condition, which is beyond the scope of the standard NHS Pharmacy First Scotland service.

AMS (Acute Medication Service) - This is the dispensing of acute prescription supported by the electronic version of the prescription to increase patient safety, improve data collection and payment processes.

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

Unscheduled Care - Urgent provision of current NHS prescribed medicines, appliances and ACBS products (Advisory Committee on Borderline substances: nutritional or dermatological products that have been specially formulated to manage medical conditions) to NHS patients by pharmacists where there is a clinical need, when a patient's prescriber is unavailable.

Locally Agreed Services

- Advice to Care Homes
- OST Service - Support for people with substance misuse issues.
- Care at Home Service
- Palliative Care Service
- Clozapine Dispensing
- Vaccine administration
- Medication compliance support (Dosette Box)
- Hepatitis C Drug dispensing
- Prostate cancer dispensing

National Services

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

	Yes	No	Don't Know
Medicines; Care & Review	☐	☐	☐
Pharmacy First/ Pharmacy First Plus Service (advice/treatment or referral for common clinical conditions)	☐	☐	☐
Acute Medication Service	☐	☐	☐
Public Health Service; Smoking Cessation, Emergency hormonal contraception	☐	☐	☐
Unscheduled Care	☐	☐	☐
Advice to Care Homes	☐	☐	☐

OST Service	☐	☐	☐
Care at Home	☐	☐	☐
Palliative Care	☐	☐	☐
Clozapine Dispensing	☐	☐	☐
Vaccine Administration	☐	☐	☐
Medication Compliance Support	☐	☐	☐
Hepatitis C Drug Dispensing	☐	☐	☐
Prostate Cancer Drug Dispensing	☐	☐	☐
Stoma Care	☐	☐	☐
Emergency Naloxone supply	☐	☐	☐
Gluten Free Food Service	☐	☐	☐

4

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

- Ear Wax Removal by Microsuction
- Free collection and delivery service
- Prescription text message service
- Free Blood pressure monitoring
- Free Blood glucose monitoring
- Private Vaccinations
- Flu vaccinations
- Online app/web service *

☐ Yes

☐ No

5

Do you think there are any gaps or deficiencies in the current provision of pharmaceutical services? *

☐ Yes

☐ No

☐ Don't Know

6

If Yes, please comment below

7

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

	Just Right	Too Short	Too Long	Don't Know
Monday to Friday 8am - 6pm	☐	☐	☐	☐
Saturday 9am - 5pm	☐	☐	☐	☐
Sunday 12pm - 4pm	☐	☐	☐	☐

8

Do you or your representatives experience any issues or challenges accessing a community pharmacy? *

- ☐ Yes
- ☐ No

9

If Yes, please comment below.

10

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

- ☐ Yes
- ☐ No

11

If Yes, please comment below

12

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

- ☐ Yes
- ☐ No
- ☐ Don't Know

13

Please comment below

14

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

- ☐ Yes
- ☐ No
- ☐ Don't Know

15

If Yes, please comment below

16

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

☐ Yes

☐ No

17

If Yes please comment below.

18

If No please comment below

19

How did you become aware of this consultation? *

☐ Advert

☐ NHS Highland Website

☐ Social Media

☐ Other

20

Respondent Information *

☐ I am an individual

☐ I am part of a group or organisation

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

- ☐ 0-10
- ☐ 10-50
- ☐ 50+

Contact Information

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

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

22

Name and organisation name (if applicable)

23

Address & Postcode

24

Email Address

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

 Microsoft Forms

A link to the on-line form is [here](#)

Appendix 4 – Free text to questions within the questionnaire

Supplied as a separate excel file.

Appendix 5 - Letters to Interested Parties

The letter below was sent out to the following Interested Parties.

- Chamber of Commerce
- Federation of Small Businesses
- GP Sub Group
- Jenni Minto – MSP
- Oban Community Council
- Scottish Health Council

Date: 9th December, 2024

Dear Sir/Madam,

APPLICATION FOR INCLUSION IN THE PHARMACEUTICAL LIST

Oban Pharmacy, 5 Soroba Road, Oban, PA34 4JA.

NHS Highland has received an expression of interest prior to an application from **Zakpharma Ltd**, to open a pharmacy at **5 Soroba Road, Oban, PA34 4JA.**

Opening a Pharmacy

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

Pharmacy Practices Committee

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

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

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

A Questionnaire has been agreed jointly by the Applicant and the Health Board. If you wish to complete this questionnaire, please do so by use of the QR code below or alternatively contact nhsh.cpsoffice@nhs.scot. The closing date for this Questionnaire is Thursday 17th April 2025 (allowing for PHs).



Yours faithfully,

A handwritten signature in purple ink, which appears to read "E. Clarke", is shown on a light-colored, textured background.

Secretary to the NHS Highland
Pharmacy Practices Committee

Appendix 6 – Letters of Support

Received by email.

----- Forwarded message -----

From: **Nikki Herd (Lynn Court)** <N.Herd@bield.co.uk>

Date: Tue, 1 Apr 2025, 10:25

Subject: Letter in Support

To: Syed Ali <obanpharmacy@gmail.com>

To whom it may concern,

I am issuing this letter of support to Oban Pharmacy to encourage the board to allow Oban Pharmacy to open for the following reasons.

I am a Retirement Housing Manager and Registered Nurse (RMN). I currently assist and support 45 tenants over the age of 60 with various health issues in Lynn Court, Soroba Road, Oban, PA34 4HY.

After conversation with my tenants we are in support of Oban Pharmacy opening ASAP for following reasons:

1. **Patient Care**, for context out of 45 tenants, only 1 does not have regular medication requirements. However, given the ages of my tenants this will more than likely change. We have care staff in for several tenants up to 4 times per day and overnight if required due to changes in condition, we have some tenants with mobility issues, we have some tenants with mental health issues including agoraphobia.
2. **Mobility Challenges**, as stated above the majority of tenants have various mobility issues, not able to walk far but are trying to live independently as possible, may only manage to walk a short distance for example before becoming short of breath, muscles cramping, legs giving up on them becoming anxious etc. we have several tenants using mobility aids such as Zimmer frames, walking sticks, tri-wheeler frames and wheelchairs, several have eyesight issues, such as cataracts, blurred vision and we have a few tenants that are registered blind and find navigating too far away from home very dangerous and scary.
3. **Access Difficulties**, due to above issues mentioned a lot of my tenants feel that both Boots chemist and Gordons are not safe for them not only due to the distance (so they are unable to attend on their own, therefore requiring delivery from the chemists or rely upon family / friends that puts added pressure on all) but also the difficulties in getting into the shops as Gordon's especially is very dangerous due to the huge step at the front door! Not only this but we have found that due to an influx of new residents and tourists that during high season

it can be even more difficult in gaining access to either chemist. We also note that in Gordons there are no grab rails with helping customers leaving the building which again leads to them feeling unsafe on their feet and at risk of falls.

4. **Privacy, or lack of!!** We have found that again in Gordons especially the private room does not accommodate wheelchairs and that's if they can get in the building in first place so we have several issues with this building gaining access which leads to a lack of privacy and dignity for the individual to discuss personal/private concerns relating to health and medication, This also can become painful for my tenants if having to not only struggle to get to the chemists in first place being the distance away that they are but also if able to get access to the shop we have found that waiting for any length of time can have a very negative impact upon their health in many ways.
5. **Services are overwhelmed**, we have found on too many occasions now that vital medication such as blood thinners, anti - epileptic and diabetic medication are taking longer to be delivered or in stock in the first place! Many tenants have had to get in touch with both Boots and Gordons due to this issue and panic as they have only one tablet left or have run out! I have had one tenant that attended A&E to get her medication as it had not been delivered in time! I think that you will agree that this is not acceptable! we have also had issues where tenants have walked along to Boots and they are closed! We understand things happen however to not have any service or not open until the afternoon means that my tenants are having to walk double distance or ask relatives etc to collect or ask for it to be delivered which again puts added pressure on the already struggling service.
6. **We fully support** the proposed location of Oban Pharmacy, it is very convenient, it is safe for my tenants also as the crossing is right next to it, it means that my tenants would not have to walk as far therefor they are still able to live as independently as possible and feel safe as it's not too far from home, they can return home quicker so they are not as tired, they have all stated what a difference this would make to them if it's across the road and that their lives would all be easier again as they miss the convenience of "nipping across the road " they also built up a good relationship with the staff and this contributed to social interaction especially for those that don't get out the house as often, they felt that due to the other services being overwhelmed that Boots and Gordons did not have the time for them and that they were just a nuisance.

7) **We also fully support** Oban Pharmacy in the opening of 7 days per week. This will prove vital for the area not just my tenants, as a parent i like the fact that we have a pharmacy and pharmacist available 7 days per week for information on medication but also other ailments that would take the pressures off other health services. My tenants have stated that they feel safer knowing that this service would be available 7 days a week and close to them.

At Bield housing, Lynn Court we have served the local community for over 40 years in several capacities and will continue to provide this vital service, we only hope and

encourage you can approve Oban Pharmacy to serve the local community too and provide the vital service that is required by our town. We deserve to have the services we need and to live our life's as fully as possible, this includes a working pharmacy for the community that is accessible for ALL!

Thank you,

With hopeful kind regards

Nikki Herd (Retirement Housing Manager, Lynn Court)

Tenants of Lynn Court

Nikki Herd | Retirement Housing Manager | Bield Housing and Care | **Working Days: Monday - Friday**
Tel: 01631 564650 | **E-mail:** n.herd@bield.co.uk | **Web:** www.bield.co.uk
Address: Lynn Court, Soroba Road, Oban, PA34 4HY

Thomas Ritchie

Operations Manager

Affinity Trust West of Scotland

15th April 2025

To whom it may concern,

I have been asked to write a letter of support towards the opening of a new chemist within Oban.

We have been supporting people within the Oban area for 10 years. In that time, we have had issues, listed below, with the current provision of pharmacies within Oban.

- Medications not being ready resulting in numerous trips to the chemist.
- Long waiting times within the main chemist
- Having to travel to find an open chemist for emergency medications on Sundays and Bank holidays
- As we collect medicines for an HMO often some are ready for collection, but others are not and have to find a chemist with the medications.
- Most of the chemists do not dispense between 1pm and 2pm.
- It is difficult to have medication delivered for vulnerable people. Support staff have to eat into people's support to wait/collect their medications.
- The distance from the doctors surgery to the current chemist's is quite a way and if a person has a disability they walk can be too much.

We would be more than happy to utilise another chemist within the Oban area. It would enhance people we support time and lives to be able to have a choice of where they collect their medications.

Kind regards

Thomas Ritchie

Operations Manager

Affinity Trust

Glenshellach House

Glengallan Road

Oban

Carers Direct Ltd

Providing Outstanding Personal Care and Support

Tel: 01436 671389 31 James Street

Email: admin@carersdirect.com

Oban 11.04.25

Letter of support

To whom this might concern.

I would like to offer support in case of matter to open a new pharmacy in Oban. As a current care provider in Oban area who supports many vulnerable service users, I feel at this point of time the need for a new pharmacy service is vital.

I feel like this would take a pressure of two existing pharmacies who clearly at this time can not cope with current demand for town size of Oban. From my experience as a care coordinator the waiting time for medication being dispensed to service users with section 47 in place is very long and often medication that is required is not in stock and this can put vulnerable people health at risk. The time that our staff also need to wait in the ques is at times very long and often we are informed that medication is not ready to be collected due to not being available in stock. This comes at the increased budget being spend by Argyll and Bute council as extra visits are required. Staff very often is required to return again. Neither of the current pharmacies are able to take on new clients who might have require blister packs and waiting list is long. Also the location of the existing pharmacies is not ideal as our elderly service users most of the time when being prescribed new medication are not in a position due to reduced mobility or health condition to travel to the existing pharmacies as where the new one will be right next to the surgery. I feel that new pharmacy will greatly improve money being spend on extra visits. Also due to staffing levels and being quite stretched it would support our staff to have more time off. I would like to strongly recommend a need for a third pharmacy in Oban area. If you have any more questions, please don t hesitate to contact me at my email address:

anna@carersdirect.com

Kind regards

Anna Domanska (care coordinator)

CROSSROADS NORTH ARGYLL

Care Attendant Scheme

2 Gibraltar Street

Oban

Argyll

PA34 4AY



27.03.25

To whom it may concern,

We as an organisation who support elderly and vulnerable people in Oban would like to support the application of a new pharmacy, namely Oban Pharmacy.

We have had a lot of feedback from our clients who have said they miss the pharmacy that used to be next to the medical practice. It was handy being next to the medical practice as they didn't have to go into town to the big pharmacy to get their prescription.

The existing pharmacies, especially the big Boots has always got long queues and sometimes they don't have your medication, so you have to go back another time. It is impossible to nip out at lunchtime to get your medication because of the queue.

This is not sustainable for the future, so re-instating a pharmacy next to the medical practice would be so beneficial for our clients.

We have spoken with the boys from Oban Pharmacy. They are so community-minded and very approachable, which will go down well in a small town like Oban.

Many thanks.

Joan Best

Manager

Lorn Medical Centre

Soroba Road
OBAN
PA34 4HE

Telephone 01631 563175

Fax 01631 562708

15th April 2025

New Oban Pharmacy Application – Soroba Road

The Lorn Medical Centre is the only GP Practice in the town of Oban, with a list size of 11 500 patients. It is the largest GP Practice in Argyll.

Our patients and staff have been significantly affected by the closure of the former Boots Pharmacy in Soroba Road. We are fully supportive of the application to re-open the Pharmacy in Soroba Road as the current provision is definitely inadequate.

We have had the following issues

- **Excessive Waiting Times:** Since the closure of the previous pharmacy, patients have been facing long queues and waiting times to collect medications. Many are required to make repeat visits for the same prescriptions.
- **Patient Complaints** – We have daily complaints from patients trying to access medicines. Our staff spend long periods on the phone chasing up prescriptions. We have had a number of occasions when urgent medications such as antibiotics have not been dispensed as they are “too busy” Unfortunately staff in the Boots pharmacy have taken to making derogatory comments about the GP Practice not sending prescriptions when they are sitting in a bundle in their pharmacy.
- **CMS Service Utilization.** This service is underutilised and has been difficult to implement with the existing pharmacies because of capacity.
- **Pharmacy First Underutilisation** There is an underutilisation of the Pharmacy First service, leading to patients regularly getting sent to us when they could be efficiently managed at the pharmacy.
- **Accessibility Challenges** - Residents, particularly those in supported living complexes close to the surgery, face significant challenges accessing the current pharmacies due to distance and limited mobility. Parking in the centre of town is difficult for all including those with young children.
- **Alignment of Opening Times** -The opening times of the pharmacies in Oban have decreased despite Boots initially promising they would keep extended opening to 6 pm.

Our emergency surgeries run till 6 pm and access to urgent medicines after 5 pm is very difficult. The new pharmacy's hours align with the surgery's, the addition of Sunday openings is a welcome development.

- **Monitored Dosage Systems** – Boots have stopped offering this service for vulnerable elderly patients we are trying to keep at home. The other pharmacy has a very long waiting list. This can lead to delayed discharges from hospital.
- **Additional services** – we have met with the Oban Pharmacy team and are impressed by their ideas for additional services and the fact they are in such close proximity will benefit our patients.

All the clinical and administrative staff are desperate to see the return of the Soroba Road pharmacy, as we all recognise has the last year has been very difficult for us to provide the quality service we want for our patients. There is no doubt that the current pharmacy service in Oban is inadequate.

Yours sincerely

Erik Jespersen

On behalf of the Lorn Medical Centre

Dr Erik Jespersen MBE MRCGP DA(UK) DCG DRCOG

Senior Partner

Lorn Medical Centre

Soroba Road

Oban

PA34 4HE

01631 563175

Oban and District Access Panel

20th March 2025

Dear Mr Kazam

Further to the presentation by you and your colleagues on 12th February 2025, and subsequent full consideration of the points made, it was unanimously agreed at the ODAP meeting of 11th March that the Panel fully support the creation of a pharmacy at 5 Soroba Road Oban.

With regard to the perceived shortcomings of the current arrangements, the following observations were made.

Premises 1: No disabled parking close by, nearest being 45 metres which also includes the need to cross a busy road junction. Access is not currently disabled accessible ie 75mm upstand from the footway, heavy manually operated door and constrained congested internal layout.

Premises 2: Disabled parking available, but this can be difficult to negotiate at times.

Due to the significant clients there are often lengthy queues leading to the recommendation that additional seating be provided.

We wish you well with your proposal.

Regards

Jim Tolmie – Chair ODAP



Oban Community Carers Ltd.
Glenshellach House
7E Glengallan Road
Oban
PA34 4HG
01631 358906

To whom it may concern,

I write this letter of support on behalf of my organisation, to support the proposal to open an independent pharmacy next to the Lorn Medical Centre, Soroba Road, Oban.

Since the closure of the pharmacy on Soroba Road we have encountered numerous inadequacies. Most of our service users moved to Boots in George Street. The issues we have encountered and still encounter is,

MAR chart dates incorrect

Getting to a service users' home to find MAR charts are missing, medication is there but no MAR chart

Having to go back the following day to collect antibiotics

Not getting a text when the prescription is ready to collect

Despite ordering at least 10 working days in advance, the prescriptions are not ready, or not all the stock is there and having to go back days later

For the past 2 months one of our service users' prescriptions has not been ready on time, despite being ordered 10 working days in advance. The prescription due to start on a Monday morning has not been delivered until Monday afternoon, meaning the service users is getting medication later than planned.

The wait time to be served in the pharmacy can range from 5 minutes to 45 minutes. We collect many prescriptions and are in the pharmacy at least once/twice weekly. This has not improved at all and is extremely time consuming and costly.

The opening times and closing times over recent months had to be amended due to not having a pharmacist. The time it takes to get through traffic, park to then see a sign on the door saying it is closed!

Going to the pharmacy with a prescription for antibiotics at 12:15 to find they are locking the door, reason given was, the queue was too long, and they were closing for lunch at 12:30.

Kind regards

Josephine Tidser

Josephine Tidser
Registered Manager
Oban Community Carers
01631 358906

18 March 2045

To whom it may concern

I am writing to you to give my support for the application being made by **Mr Zain Younis, Mr Idrece Khan** and **Mr Syed Ali Kazam** for the approval of the **Oban Pharmacy Project** at the site on Soroba Road attached to Lorn Medical Practice under the company name **Zak Pharma Limited**.

I am the senior dentist at the Oban Dental Clinic, run by Scottish Dental Care, which is situated within the Lorn & Islands Hospital. I have worked there for 8 years.

Over that time, I and my 3 dental colleagues have seen the availability of pharmacy services reduce in the area, having a significant impact on provision of services.

Issues we have experienced are listed below.

1. **Access issues**
 - a. Firstly, opening times. We run late clinics where emergencies that cannot be seen during working hours attend. The latest opening time at either of the current pharmacies is 17.30hrs. It would be helpful to our patients if they have a chance to fill prescriptions after this time.
 - b. Secondly, access to available parking slots for disabled and able-bodied people, currently both pharmacies are on George Street, a tourist haven with little available parking.
2. **Waiting times.** It is regularly reported to me that patients have to wait for long periods of time to obtain prescriptions. In my own experience I went down at lunch expecting it would maybe be maximum of 20 minutes to pick up antibiotics for myself. I first went to Boots on George Street and the queue was nearly 15 to 20 people deep. I thought I would run along the road to Gordon's Pharmacy and was told by the team there it would be a week before I would be able to receive a simple prescription of 500mg Amoxicillin. I assumed they had spoken in error. To my amazement they confirmed that it was in fact a whole week wait! I returned to Boots and waited in the horrendously long queue to retrieve my script. It took significantly longer than the time I expected, nearly 40 minutes and I was 15 minutes late back for surgery due to this. Clearly this is an unsustainable situation for working people in Oban trying to obtain prescription medication.
3. **Stock Issues.** It has been highlighted to me often by patients that stock is unavailable for certain items. In particular, *Duraphat Highly Fluoridated Toothpaste and Artificial Saliva Substitutes*. I have even gone to the lengths of taking the prescriptions to a pharmacy in Glasgow (where I actually live) that I use to obtain the items for my patients in Oban. Essentially acting as source and delivery agent so that my patients are not compromised by this issue. This is at some inconvenience to myself. I do it out of a duty to my patients but again this model is unsustainable.

For these issues but not limited to, I would say that pharmacy services within Oban are currently wholly **inadequate**.

The Zak Pharma Team have confirmed:

1. They intend on staying open later which will be of huge benefit. The proposed site has access to 2 separate car parks, one across the road at Lidl which has a conveniently placed zebra crossing to allow easy access.
2. The extra provision will undoubtedly reduce waiting times at all sites.
3. They are happy to work with me and the team on stocking the specific items we would require them to hold, this would massively assist our patients and me by reducing inconvenience.

I have also asked patients regularly if they are in favour of another pharmacy in the town. Without exception every patient has been in favour of the new pharmacy. Many of them citing the same reasons I have included in this letter.

In conclusion, I would say the town would be greatly served by the granting of permission to Zak Pharma Limited to open the new pharmacy.

If you need any further information please come back to me,

Yours sincerely

A handwritten signature in black ink, appearing to read 'MG MacEachen', with a stylized flourish at the end.

Dr Martin G MacEachen

BDS (Glasgow) MFDS RCSPSG MCGDent

Senior Dentist

Scottish Dental Care

GDC Reg: 78242



47 MAR 2025

The Scottish Parliament
Pàrlamaid na h-Alba

Tim Eagle MSP
Member of the Scottish Parliament for Highlands and Islands Region

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

Our ref: TE464

19/03/2025

Dear Secretary,

I am writing to you to convey my support for the approval of the proposed pharmacy in Oban by Zakpharma Ltd.

Having had the pleasure to meet with Mr Idreece Khan, who is a co-founder of Zakpharma Ltd, recently during a recent constituency visit, I am delighted to offer my support for his application and would implore the Committee to consider it.

As you will be aware, Zakpharma Ltd recently successfully secured approval for a new pharmacy in Campbeltown with strong support from the local community, and I understand that following the initial consultation on such a premise opening in Oban, the local community has responded with overwhelming positivity.

I believe Mr Khan and his colleagues to be credible people, who are bringing forward a much needed service locally, and from my interactions with constituents and local stakeholders, it is clear that there is a demand to be met, and Mr Khan and his team are willing and able to fulfil this role with their well-earned credentials and reputation.

I offer Mr Khan and his team my full support for their endeavour, and I trust that the committee will recognise that this proposed pharmacy will meet the needs of a local community which most certainly needs it.

I hope to hear of the proposal's success in the near future.

Yours sincerely,

Tim Eagle MSP
Member of the Scottish Parliament
Highlands and Islands Region

M2.02, The Scottish Parliament, Edinburgh, EH99 1SP
Tim.Eagle.msp@parliament.scot
0131 348 6989



OBAN COMMUNITY COUNCIL

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

7 April 2025

By Email

Dear Sir or Madam

APPLICATION FOR INCLUSION IN THE PHARMACEUTICAL LIST
Oban Pharmacy, 5 Soroba Road, Oban, PA34 4JA.

1. Oban Community Council (OCC) strongly supports the application to reopen the above pharmacy. Its possible reopening was first discussed at a meeting of the Community Council in late November last year, when very clear and overwhelming support for this was expressed unanimously by both the members of OCC and members of the public attending. At that time several people spoke of the very obvious deterioration in pharmacy services in the town since it was closed by Boots, apparently with no consideration given by that company to the effect of the closure. This sentiment is even more strongly held to this day, as the summer approaches and with it the clearly anticipated additional demand. The reasons expressed included the following:
2. Since closure of this pharmacy by Boots, the increased workload on the two remaining pharmacies immediately led to severe delays in filling prescriptions with long queues forming, and this continues to the present time. Repeat prescriptions require up to five days turnaround and, speaking from personal very recent experience, to obtain an urgent one off prescription on the day that it is issued was almost impossible.
3. OCC is strongly of the view that the closure by Boots cannot have had any consideration of the severe adverse effect on local pharmacy services that inevitably would occur. According to press reports, the decision was taken on a UK-wide corporate level to close branches where two or more were within two miles of each other, but paying scant attention if any to local pharmacy needs. As such this decision was, in the case of Oban, most irresponsible.
4. The two remaining pharmacies are both located in close proximity in the centre of town, where parking is very difficult, and almost impossible during the summer tourist season. This has contributed to the creation of long queues and inadequate service, particularly for residents in Soroba and the southern end of town.

5. Accessibility is a major problem at Gordons, one of the two existing pharmacies. Having a step at the entrance, it is not accessible for wheelchair users or people with prams, and only with difficulty for the elderly and those with mobility issues. Thus, such customers effectively only have a single pharmacy available to them. Because of the listed status of the property, this entrance step cannot be replaced with a ramp, and this was acknowledged recently during an application for planning permission for some interior alterations at Gordons pharmacy
6. Closure of the former Boots pharmacy on Soroba Road has resulted in reduced availability of pharmacy consultations as pharmacists struggle to keep up with increasing demand. This is evidenced by long wait times for pharmacy appointments.
7. It is proposed that the new pharmacy will be open seven days a week and will offer extended opening hours, thus ensuring better accessibility to accommodate all community members, and to improving overall pharmaceutical care in Oban. The additional pharmacy will support community wellbeing by providing timely access to medications and professional healthcare advice.
8. OCC urges NHS Highland to grant approval for the re-opening of this vital resource in as timely manner as possible. Indeed, the overwhelming feeling is that approval should be automatically granted for a suitable applicant, given the cavalier way in which it was previously closed by Boots having no concern for the public need.

Yours faithfully



Dr Frank Roberts,
Convenor, Oban Community Council.
Tel: 01631 563617
Mob: 07540 611709
Email: frankmroberts@me.com

Adult Social Work

Community Corridor
Lorn & Islands Hospital
Glengallen Road
Oban
PA34 4HH
Telephone: 01546 60551
Our Ref: AB/AM

If calling please ask for: Acacio Barros
Email: Acacio.Barros@argyll-bute.gov.uk
Date: 4th April, 2025

To whom it may concern

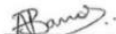
I am writing in my professional capacity as a Team Manager for the Community Care Operations Team for Oban, Lorn and the Isles (Adult Social Work). I am writing in support of having a new pharmacy covering Oban.

Having a good Pharmacy service helps reduce the requirement for formal services (Home Care). Currently the Local Authority is struggling to fund Home Care services in Oban. Additionally, we have a significant shortage of Home Carers throughout the locality (with providers struggling to recruit and retain staff).

Given the work pressures on the current pharmacy services in Oban, we have struggled to get urgent MAR charts and Vena Links / Blister Packs. I have on occasion had to ask the Connell Chemist (attached to the Surgery) to help out with MAR Charts because the chemists in Oban were unable to assist. The Local Chemists do not have capacity to take on any more Vena Links / NOMADs in the community; furthermore, the task of delivering medication in Oban is often commissioned to Home Carers (where people do not have family support, etc.).

Currently Agency Home Carers support 13 people with Ordering and Collection of medication in Oban (This does not include clients who have the same task carried out by Local Care Provider staff). Staff note that they have to wait in long queues for long durations (at times up to an hour) and often medication isn't correct so they have to go back to the chemist to have the matter resolved (again having to wait in queues). This is an added strain on the budgets as well as the existing strained Home Care service in Oban.

Please contact me if you need further



Acacio Barros

Social Work Team Manager (Adults)

Oban, Lorn and the Isles
Social Work Department
Lorn and Islands Hospital
Glengallen Road,
Oban, Argyll
PA34 4HH



16/04/2025

To Whom it May Concern

I am writing to express my strong support for the application to open a new pharmacy in Oban, aligned with the ongoing requirement to improve and expand pharmacy services for our community. It is imperative that we address the significant inadequacies in our current pharmaceutical care following the closure of Boots near the health centre.

Since this closure, pharmacy services in Oban have not met the necessary demands of our community. Patients frequently express frustration over excessive wait times, often exceeding an hour to submit prescriptions. These delays can have severe repercussions, especially when it comes to accessing urgent medications like antibiotics, which sometimes are not available until the following day.

The current pharmacies are overwhelmed and struggle to provide adequate care due to their limited capacity. As someone with family relying on these services, I have personally witnessed the strain placed on patients and providers alike. Essential services such as Pharmacy First have become less accessible due to pharmacists being too busy to conduct standard consultations. Many patients have also reported that Gordons Pharmacy often refuses to accept prescriptions for antibiotics after 4 PM, leaving patients with nowhere to go. Additionally, long waits and queues at Boots, often over an hour, deter patients needing urgent care.

This situation is further compounded by the lack of privacy in both pharmacies, particularly at Gordons, where space constraints hinder confidential consultations. Such conditions compromise patient dignity and confidence in seeking pharmaceutical care.

The proposed pharmacy promises to alleviate these issues through extended opening hours and availability seven days a week, significantly benefiting the community and supporting out-of-hours services. This proposal will not only distribute demand more evenly across pharmacies but also ensure that patients receive prompt treatment, mitigating the risks associated with delayed care.

In conclusion, the addition of a new pharmacy in Oban is urgently needed to ensure that the community receives the quality and timeliness of care it deserves. I wholeheartedly support this proposal and urge the relevant authorities to consider the significant positive impact it will bring.

Thank you for considering this letter of support.

Sincerely,

Dr Abdulwahab Aslam
Clinical Director

Oban Dental and Implant Centre
Cawdor Place
Shore St
Oban
PA34 4LQ

hello@obandental.co.uk
01631563006

2 Soroba Road
Oban
PA34 4HU

01631 565730
obanhopekitchen@gmail.com

25th March 2025

Dear Sir/Madam

I am writing as the service manager of Hope Kitchen, a community café, garden and shop that supports people who are vulnerable due to physical and mental health conditions, learning disabilities, neuro diversity, social isolation, low income or addiction issues.

The participants at Hope Kitchen have experienced numerous issues with the pharmacy provision in Oban, which worsened when the Boots on Soroba Road shut down.

Elderly people have had to wait in very long queues for what can be over one hour to give prescriptions at Boots, there is then often a very long wait for dispensing the prescription. People often experience stock problems and are unable to obtain medication.

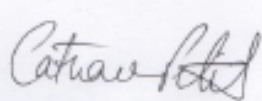
The Boots on Soroba Road had excellent parking at Lidl which meant that people with poor mobility could park very close to the chemist. This is not the case at the two pharmacies that are in Oban as they are both on the main road with very limited parking.

For people who are working the opening times are also not very helpful as there are limited times outwith 9-5, Monday to Friday that prescriptions can be picked up.

On a few occasions people have come into Hope Kitchen in tears due to the pain they are in waiting in a long queue only to find out that their essential medication is not available.

As Oban is such an isolated rural community the need for improved pharmacy provision is paramount. With a pharmacy that can offer more services this would also take pressure off the GP surgery and the hospital which would free up more time for more urgent and complex cases. I wholeheartedly support the Oban Community Pharmacy.

Your faithfully



Catriona Petit
Service Manager



The Scottish Parliament
Pàrlamaid na h-Alba



Jenni Minto MSP
Member of The Scottish Parliament for Argyll & Bute

05/02/2025

To whom it may concern,

I am writing to offer my complete support for the proposed new pharmacy in Oban.

I know from cases raised to my office by constituents that an increase in pharmaceutical capacity in Oban would be very much welcomed.

I understand that following the closure of the Boots pharmacy, there has been a major increase in demand on the remaining pharmacies and that constituents of mine, including care workers, have seen very long wait times to access pharmaceutical services.

With an ageing population and very high visitor numbers, Oban is the perfect location for a new pharmacy such as this.

In conclusion, a new pharmacy opening in Oban would provide a significant boost to my constituents in Oban as well as to visitors to the town and local health and social care services. I therefore sincerely hope to see this application be successful.

Best wishes

Jenni Minto MSP
Argyll & Bute

60-62 Hillfoot Street, Dunoon, PA23 7DT
jenni.minto.msp@parliament.scot
01369 707792



facebook.com/JenniMintoSNP



@jenni_minto



Patron: Dame Judi Dench CH

24 Stevenson Street, Oban, Argyll, PA34 5NA
Telephone: 01631 561315

10th April 2025

To whom it may Concern

I Peter Darling Co Ordinator of the Oban Dove Centre write this letter in support of a new pharmacy (Oban Pharmacy) in Soroba Road on behalf of Oban Hospice Dove Services.

Oban Hospice support people with cancer, from diagnosis, through their individual treatment plans and post treatment. We also support individuals with Parkinson, MS and MND.

From the feedback we receive, from those we support, access and mobility challenges are issues that they face from current Pharmacy provisions in Oban. This is especially prevalent among those who use wheelchairs and zimmers.

Privacy is also high on their concerns, as there is little or no provision for private consultation within Gordon Chemists, this is especially concerning for the more elderly individuals. There is also lack of privacy for parents with children.

With current limited provision of pharmacy services in Oban, long waiting times for prescriptions or to see a pharmacist (if at all) is a constant concern. Long waits are concerns for those who are infirm. Locality of the current Pharmacies is all also top of the agenda for individuals, both Gordons and Boots being at the heart of the town some distance away from the Lorn Medical Centre. As with the now closed Boots the Chemist, the proposed Oban Pharmacy is in the same location (same building) as the Medical Centre, on Soroba Road, we are continually hearing that the location is very convenient, with nearby parking and easily accessible to public transport.

To sum up, based on what we are being told and asked about, the main points relating to the proposed opening of Oban Pharmacy:

- It would return the provision of Pharmacy service to its previous level with the addition of extra services and better opening days and hours.
- It would reduce the unsatisfactory waiting times, and the unnecessary stress caused.
- People like the proposal, planned by Oban Pharmacy, that it would be located next to the only medical centre in Oban, reinstating a service that was previously available.
- Enhance the provision of services that provide privacy and accessibility.

Yours Sincerely

Peter Darling

Oban Hospice Dove Centre (Dove Services)

Scottish Charity No SCO29299
Company Reg No: Edinburgh SC198133



70 George Street, Oban, Argyll PA34 5NN
T 01631 567770 F 01631 567772 W specsavers.com

Dear Sir/Madam

I am writing to give evidence of support for the proposed new pharmacy at 5 Soroba Road Oban, PA34 4JA.

As health providers within the area, we occasionally have issues with getting our patients eye drops they require for managing conditions with the pre-existing pharmacies in town. Commonly drops are out of stock resulting in delay to starting treatment. This of course is not ideal for those suffering from sometimes very painful eye conditions.

We currently have around a 4 week wait period for routine eye exams and can only offer a few appointments each day for "same day triage/emergency slots". Unfortunately, we find quite often patients are sent over from the pharmacy to be seen urgently who have been advised to come to ourselves for things which could be comfortably managed by a pharmacist- bacterial conjunctivitis/ dry eye etc. It means that our triage slots are then less available for true emergencies requiring an Optometrist to assess.

The opportunity to have another pharmacy within the area would be in my opinion a great advantage to all who live here. From an optical point of view, it would help allow those requiring urgent care to be seen by the correct clinician quicker and those requiring treatment with eye drops to start as soon as possible.

Warm regards,

A handwritten signature in black ink that reads "Fiona Cannon".

Fiona Cannon MCOptom DIPTp(lp)

Optometrist Director

Fiona Cannon BSc (Hons) MCOptom, Director - Optometrist

Registered Company Oban Specsavers Limited Registered in England No 5031320
Registered Office Forum 6 Parkway Solent Business Park Whiteley Fareham PO15 7PA
Directors A list of directors is available from the Registered Office 10/21



19.03.25

To whomever may concern,

At Oban Dental Care we have felt a huge impact in losing the pharmacy from Soroba road. We have had patient complaining about wait times and think re-opening the pharmacy would be beneficial to the community. We also spoke with the new owners of Oban pharmacy and the plans they have got set in place such as home deliveries free of charge, limited wait times that don't exceed more than 15 minutes. Another point that would be crucial for our patients is the pharmacy being open 7 days a week as it would mean there would be access to antibiotic for the out of hours service.

We really hope this does go ahead for the town.

Kind regards

Rachael and Ryan

Practice managers of Oban Dental Care

obandentalcare.co.uk

 /ObanDentalCare

 01631 562 791

 info@obandentalcare.co.uk

 17 Lochside Street
Oban, PA34 4HP



10th February 2025

To Whomever it may concern

PROPOSED PHARMACY APPLICATION – OBAN

I write in full support of this application. I have 30 Tenants in Torosay Court which is a Retirement Housing Development here in Oban. Since the closure of the pharmacy adjacent to the Lorn Medical Centre they have struggled to navigate to the other 2 pharmacies which are both located on George Street. The location of the closed pharmacy was much easier for them to access from this end of town.

There were no parking issues as spaces were always available close by.

Parking charges were not a problem.

A visit to the GP Surgery and pharmacy would only involve one journey.

Many of our tenants have mobility issues and not able to access the town easily.

Also having access to a pharmacy service on a Sunday would be a great asset to the community.

Kind regards

Vivienne Macarthur

Manager, Torosay Court | Bield Housing and Care

Working Days: Monday - Friday | Working Hours: 9am - 5pm (Mon - Thurs) & 9am - 2pm (Fri)

Tel: 01631 570674 | Team email: torosaycourt-y@bield.co.uk | Web: www.bield.co.uk

Address: Torosay Court, Glengellan Drive, Oban, Argyll PA34 4RW



Signed  ...
Zakpharma Ltd, Applicants

Date : 17/06/2025


Signed: ...
NHS Highland

Date : 18/6/2025