Introduction

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

NHS Highland has been in consultation with the applicant, Green+ Healthcare Limited, regarding their proposed application to apply to the Board to open a new pharmacy at 30 Laurel Avenue, Dalneigh, Inverness, IV3 5RP.

Under terms of the above Regulations, before any application is made, Green+ Healthcare Limited and NHS Highland are undertaking a joint consultation exercise to seek the views of local people who may be affected by this application. The consultation aims to gauge local opinion on whether people feel they already have adequate access to pharmacy services in the area, as well as to measure the level of local support for this new application.

Please take a few minutes to complete the questionnaire below, the results of which will form the basis of a Consultation Analysis Report which will be available to all interested parties to aid their consideration of the application.

If you would like this information in large print or another format (audio, another language), please get in touch.

You can also complete an online submission by visiting the NHS Highland website.

* For the purposes of this consultation, the Dalneigh & Columba Community Council and Park Community Council areas are defined on the map by the dark border and will be referred to throughout this document as “the neighbourhood”.

Secretary to the Pharmacy Practices Committee
NHS Highland
John Dewar Building
Inverness Retail & Business Park
Highlander Way
Inverness
IV2 7GE

Telephone: 01463 706814
Email: nhshighland.ppcsecretary@nhs.net
SECTION A: LOCATION

Green+ Healthcare Limited has defined the neighbourhood* that would be served by the proposed pharmacy site as the area within the area highlighted by the dark border below showing the location of the proposed new pharmacy.

1. Do you agree that the area highlighted by the dark border on the map (above) describes the neighbourhood*?  (please tick)
   
   Yes [ ]  No [ ]  Don’t Know [ ]

   Please explain your answer:

2. Do you agree that all people living within the dark border on the map would consider themselves to be living in the neighbourhood?

   Yes [ ]  No [ ]  Don’t Know [ ]

   Please explain your answer:
3. Do you think the proposed location at 30 Laurel Avenue, Dalneigh, Inverness, IV3 5RP is appropriate to the needs of the neighbourhood, as outlined within the dark border shown on the map? (please tick)

   Yes  No  Don’t Know

   Please explain your answer:

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

   Yes  No

SECTION B: OPENING TIMES

Green+ Healthcare Limited proposes to provide services at the following times:

   Monday to Friday:  8.30 am to 5.30 pm
   Saturday:           9.00 am to 1.00 pm
   Sunday:             Closed

5. Do you think that the proposed hours are appropriate to the needs of the neighbourhood? (please tick)

   Yes  No  Don’t Know

   Please explain your answer:
SECTION C: YOUR VIEWS AS TO WHETHER PHARMACY SERVICES PROVIDED TO THE PROPOSED NEIGHBOURHOOD FROM OTHER PHARMACIES IN INVERNESS ARE PRESENTLY ADEQUATE

6. Do you think that the **core and nationally agreed** pharmaceutical services (as listed in the Glossary of Terms at the back of this questionnaire) are currently being adequately provided by the existing pharmacies in Inverness to the neighbourhood? (tick all that apply)

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
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<tbody>
<tr>
<td>Acute Medication Service (AMS)</td>
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<tr>
<td>Chronic Medication Service (CMS)</td>
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<tr>
<td>Gluten Free Food Service</td>
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<td>Healthy Start Vitamins</td>
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<tr>
<td>Minor Ailment Service (MAS)</td>
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<tr>
<td><strong>Public Health Service (PHS)</strong></td>
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<tr>
<td>1. Smoking Cessation</td>
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<td>2. Emergency Hormonal Contraception</td>
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<td>(morning-after pill)</td>
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<td>3. Health Promotion</td>
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<td>Stoma Service</td>
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<td>Unscheduled Care:</td>
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<td>Please explain your answer and in particular to any gaps you have identified:</td>
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7. In your opinion is it necessary to approve an application for a pharmacy in the neighbourhood to ensure the **core and nationally agreed** pharmaceutical services (as listed in the Glossary of Terms at the back) are adequately provided?

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<th></th>
<th>Yes</th>
<th>No</th>
<th>Don’t Know</th>
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Please explain your answer:

**Additional Pharmacy Services**

Additional Services: are services provided by some pharmacies and may include methadone dispensing and supervision, buprenorphine dispensing and supervision, hepatitis C drug dispensing, needle exchange service, advice to care home service, care at home service, palliative care service and compliance devices.
8. Do you think that additional pharmaceutical services, described above are being adequately provided by existing pharmacies in Inverness to the neighbourhood? (tick all that apply)

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
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</thead>
<tbody>
<tr>
<td>Advice to Care Home Service</td>
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<tr>
<td>Buprenorphine Dispensing &amp; Supervision</td>
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<td>Care at Home Service</td>
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<td>Hepatitis C drugs dispensing</td>
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<td>Medication Compliance Device Service</td>
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<tr>
<td>Methadone Dispensing &amp; Supervision</td>
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<tr>
<td>Needle Exchange Service</td>
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<tr>
<td>Palliative Care Service</td>
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<tr>
<td>Any other Service you would like to see not listed above</td>
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Please explain your answer and in particular to any gaps you have identified:

9. In your opinion is it necessary to approve an application for a pharmacy in the neighbourhood to ensure the additional pharmaceutical services listed above are adequately provided?

   Yes [ ]  No [ ]  Don’t Know [ ]

Please explain your answer:

SECTION D: WIDER IMPACT

10. In your opinion would the proposed application 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 [ ]

Please explain your answer:
11. In your opinion would the proposed application **impact** on other healthcare providers i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services?

Yes ☐ No ☐ Don't Know ☐

Please explain your answer:

12. Please write any other comments you may have here:

**SECTION 5: CONTACT INFORMATION**

13. Please indicate whether you are responding as an (please tick):

   Individual ☐

   Organisation ☐

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

   Name 

   Organisation Name 

   Address 

   City/Town 

   Postcode 

   Email 

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

   **THANK YOU FOR TAKING THE TIME TO ANSWER THESE QUESTIONS.**

   **YOUR VIEWS WILL BE INCLUDED IN THE CONSULTATION ANALYSIS REPORT.**
GLOSSARY OF TERMS

Core & Nationally Agreed Pharmacy Services

In addition to the dispensing of medicines, core and nationally agreed services delivered through the community pharmacy setting are listed below and include:

Minor Ailment Service (MAS): patients with an NHS exemption register with a community pharmacy of their choice and use the pharmacy as the first port of call for the treatment of common illnesses. The pharmacist has a consultation with them and then offers advice, supplies medicines on the NHS or refers them to their GP according to their needs.

Public Health Service (PHS): consists of:

- **Smoking Cessation Service** - to help people give up smoking. The pharmacist offers advice and supplies free nicotine replacement therapy (NRT) and other smoking cessation products, such as varenicline if appropriate.
- **Sexual Health Service** - without an appointment allows free access to confidential advice and Emergency Hormonal Contraception (morning-after pill) if needed.
- **Health promotion** – the pharmacy takes part in healthy living and self care campaigns and provides advice.

Acute Medication Service (AMS): at the present time prescriptions are printed on paper but this is matched up in the community pharmacy to an electronic prescription message from the GP. This improves patient safety and data collection and in the future will replace paper prescriptions. Currently most prescriptions are dispensed this way.

Chronic Medication Service (CMS): patients with long-term conditions can register with a community pharmacy of their choice and the pharmacist provides pharmaceutical care in agreement with the patient and their GP recording the outcomes in a care record. This helps patients to understand their medicines and to get the most benefit from them. Some GP practices are now able to produce prescriptions as part of this service which last for 24 or 48 weeks and the patient picks up their prescriptions from the pharmacy at time intervals decided by the GP.

Gluten-Free Food Service: introduced as a trial in 2014 for patients with Coeliac Disease or Dermatitis Herpetiformis to participate in the supply of gluten-free foods directly from community pharmacy along with pharmaceutical care.

Stoma Service: allows pharmacies to be on a list of approved suppliers authorised to dispense and supply stoma appliances and associated services to patients in the community.

Healthy Start Vitamins: a trial scheme where community pharmacies supply and encourage the uptake of these vitamins distribution of these to support the healthier nutrition of pregnant women and young children who meet the eligibility criteria.

Unscheduled Care: enables community pharmacy contractors to provide patients with regular repeat medicines and appliances when the patient’s prescriber is unavailable e.g. the surgery is closed or an out-of-hours service is in operation and they have insufficient medication. This service also allows pharmacists to refer patients directly to an out-of-hours GP if appropriate.