



CONSULTATION ANALYSIS REPORT

NHS Dumfries & Galloway and Dalston Pharmacy Ltd

**Proposed Application for New Pharmacy at
2-3 High Street, Moffat, DG10 9ET**

Date Agreed 20 January 2016

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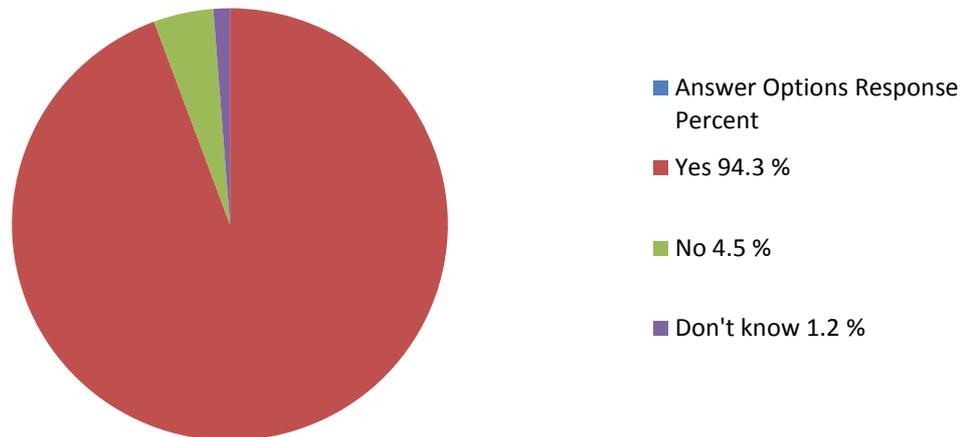
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1.	INTRODUCTION
	<p>Amendments to the National Health Service (Pharmaceutical Services) (Scotland) Regulations 2009 were made in June 2014, which introduced changes to public consultation arrangements in respect of applications to join a Health Board's Pharmaceutical List.</p> <p>The amendment now requires a person intending to make a pharmacy application to consult with the Health Board and together undertake a joint public consultation. This consultation must aim to reach, as far as possible, the majority of residents within the identified neighbourhood of the proposed premises. After the Consultation Analysis Report (CAR) has been agreed by the Health Board and the proposed applicant if the proposed applicant wishes they may submit a pharmacy application for a new pharmacy to the Health Board for processing. Following due process the application will then be heard by the Pharmacy Practices Committee.</p>
2.	PURPOSE OF CONSULTATION
	<p>The aim of this public consultation was:</p> <ul style="list-style-type: none"> ➤ To seek the views of local people as to whether people felt there was adequate access to pharmacy services within the identified neighbourhood (outlined on the map at item 5 of this report) for premises proposed at 2-3 High Street, Moffat, DG10 9ET. ➤ To measure the level of public support for a new pharmacy in this area.
3.	METHOD OF ENGAGEMENT TO UNDERTAKE CONSULTATION
	<p>Representatives of NHS Dumfries & Galloway and Dalston Pharmacy met on 30 July 2015 to discuss and agree the approach to undertake an effective joint consultation.</p> <p>At that meeting it was agreed that:</p> <ul style="list-style-type: none"> ➤ the consultation would be by advertisement in the two local papers Annandale Herald and Moffat News, and that posters would be distributed in the local area. ➤ that the consultation should be conducted via a standard questionnaire to capture respondents' definitive responses and free text views for accurate reproduction graphically and textually without influence through interpretation by either party; ➤ the consultation would allow for the invitation of general comments if preferred. ➤ Notification of the consultation would be disseminated to lead officers of the Health Board and Dumfries & Galloway Council, local groups, elected representatives at the commencement of the consultation; ➤ The consultation link would be hosted on the Health Board's public website www.nhsdg.scot.nhs.uk. ➤ The consultation would commence on 17 September 2015 and conclude on 16 December 2015. <p>Thereafter, the Joint Public Consultation Agreement between NHS Dumfries & Galloway and Dalston Pharmacy Ltd was formally agreed and the joint consultation exercise commenced on 17 September 2015 and concluded on 16 December 2015. During the consultation period it was agreed that an amendment be made to include a further venue for poster display and questionnaire access.</p>

	<p>Accordingly, the consultation was undertaken as described below:</p> <ul style="list-style-type: none"> ➤ the consultation was advertised (Annex A) in the two local papers and included detail of the link to the information, including consultation questionnaire, on the Board's website. ➤ general information about a new pharmacy application, how to access associated statutory documents and useful website links were provided on the Health Board's website and a link to the Health Board's Pharmaceutical Care Services Plan was also provided. ➤ Printed copies of the questionnaire were provided in addition to the SurveyMonkey questionnaire being made available via the advertised link to the Board's public website. An extract of the preliminary information included with the questionnaire is provided at Annex B. ➤ Notification of the consultation was made to Lead Officers of the Health Board and Dumfries & Galloway Council, Councillors, local MP, MSPs, Scottish Health Council, Community Councils, League of Friends, Nursing Homes, Housing Partnership, school groups, charitable organisations and local community groups who were all given the opportunity to submit questionnaires or provide responses. Annex C provides a list of the stakeholders notified of the consultation. ➤ Posters (Annex D) were displayed in the local hospital and library as well as GP practices, dental surgery, shops, schools and parish churches where questionnaires could be collected and prepaid envelopes were provided for their return to the Health Board. Annex E provides details of poster and questionnaire distribution. ➤ Tweets (Annex F) were made to the Health Board's Facebook page and Moffat On Line at regular intervals as reminders to the public about the consultation exercise.
4.	SURVEY RESPONSE ANALYSIS
	<p>In total 252 responses were received, 131 via the SurveyMonkey questionnaire, 119 paper questionnaires returned and 2 letters. All 252 responses were received within the consultation timescale and are included in this Consultation Analysis Report (CAR). The paper submissions were input to SurveyMonkey by Board Officers after the closing date to allow for consistent analysis and reporting. The handwritten questionnaires have been retained.</p> <p>From the responses 250 identified themselves as individuals and 2 identified themselves responding on behalf of a Group/Organisation.</p> <p>The two letters received both indicated support for the new pharmacy application Annex G.</p> <p>The 250 responses by questionnaire are detailed in this section. 9 questions were provided for consideration and the analysis provides a summary of the responses together with free text comments which are provided as they were submitted below the summary of responses for each question.</p>

Summary of the responses:

Question 1: Do you think the area highlighted in the above map describes the 'neighbourhood' where the **proposed** pharmacy is situated?



Answer Choices	Response Percentage	Response Count
Yes	94.33%	233
No	4.45%	11
Don't know	1.21%	3
Total number of responses received to this question:		247
Total number who did not answer this question:		3

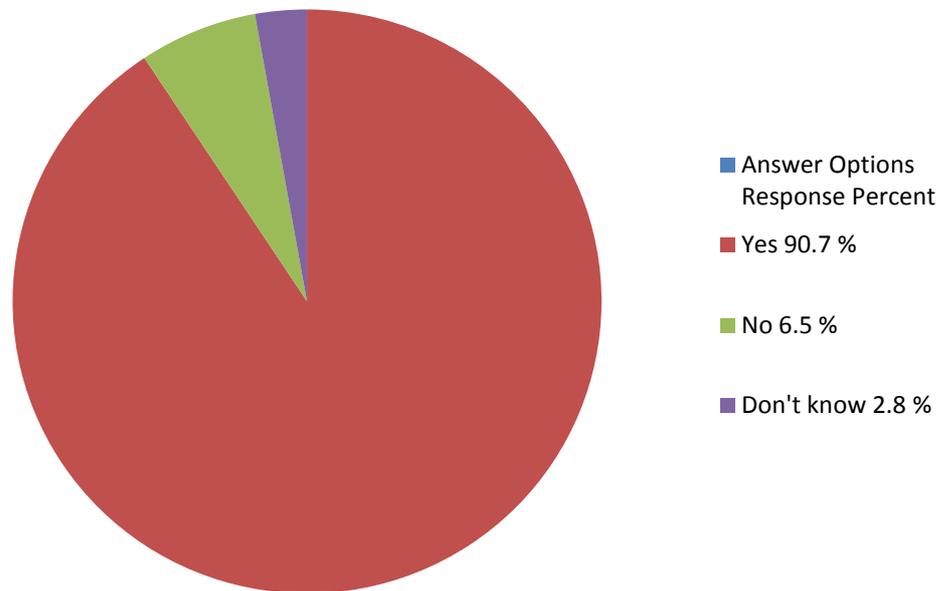
85 comments received:

- I agree with map.
- I think it covers a larger area.
- The area is not taking into account Johnstonebridge, Crawford, Abington & Leadhills. Patients may need the pharmacy for times when the dispensing GP practices cannot serve them.
- The highlighted area indicates the "neighbourhood" of the proposed pharmacy.
- Correct position, with parking nearby.
- Centre of town.
- Not as congested for parking.
- Central & near surgery.
- Moffat & various outlying areas.
- On main street in town.
- It covers the DG10 postcode/neighbourhood!!
- Parking nearby.
- Clear description.
- Know people from mentioned area who come into town.
- Poor service.
- No explanation necessary. Area clearly defined.
- Map not very clear - could be difficult for people not familiar with town.
- Similar to what it is at present
- The area is fairly central.

- This is DG10 area!! (Why not Johnstonebridge?)
- Proposed to go into present time.
- All near to Moffat. Only one pharmacy in this area.
- Needs to go further north.
- I think it is correct.
- Yes, but think the map could have been much better eg. drawing the roads & streets instead of everything being en masse. The one at the front is good, of the district.
- It is in the town of Moffat.
- Moffat is in the centre area featured.
- Because thats where its located in town!
- Yes - locals all know where
- What is there to explain? its a good area
- Because it is Moffat town center ???
- It is accurate as far as I can see.
- Seems to represent area from which folk would come in to Moffat for shops & doctors.
- The proposed location would be ideally situated being at the entrance to the town and in close proximity to a very busy surgery.
- The area is fine. But there is no need for a new or better pharmacy.
- But not a suitable position.
- Available to town centre.
- It encompasses the various outlying villages and settlements near Moffat.
- Self Explanatory.
- Very accessible.
- Close to town centre and one of the Surgeries.
- Right in middle of are.
- People come from a wide area, not just Moffat.
- A good description.
- Because it is !!! The catchment area is much bigger.
- I would also include Johnstonebridge as well as I am aware of many residents who use Moffat's services regularly and would perhaps also use the pharmacy services whilst in the town.
- I know the area.
- Virtually in town centre - - good.
- I live in Moffat so know the site.
- I believe so but also that some patients living further north than the proposed boundary may also use the service.
- reasonable travelling distance.
- It is central to the high street and the surrounding area
- it is on the way to the new post office and at the junction of the Church place surgery.
- It is the DG10 area - but bear in mind that the local surgeries cover a much larger area, and many people from those areas (e.g Leadhills & Wanlockhead) also make use of the pharmacy currently in the town.
- because the area covered by both doctors surgery's is much greater than shown.
- I live here.
- On Main Street so definitely shows the main neighbourhood where people shop.
- Just round from a busy doctors.
- Yes the description is accurate.
- it clearly shows the proposed location relating to the other shops and roads in Moffat

- The condition of the copy is too poor to judge. nothing like streets or roads are visible.
- Street areas not defined.
- The answer to this question depends very much on the definition of "neighbourhood". I understand that the proposal relates to the provision of a "community" pharmacy. The community of Moffat extends to a much larger area than that highlighted on the map. This point has an important bearing on answers to subsequent questions in this questionnaire where further references are made to the term "neighbourhood". To make sense of this questionnaire I will assume that the pharmacy would be intended to serve the needs of the community of Moffat including, but extending beyond, the neighbourhood shown on the map.
- Knowledge.
- I know where it is.
- I live in Moffat so I know where 'Present time' is
- marks the shop, name and location.
- What's wrong with current chemist.
- It is not very precise as the roads are not included. It is a lot closer to the church and not as near to other premises shown. Parking outside for disabled people would not be easy as it is directly opposite a junction and several busy roads.
- The neighbourhood in relation to this pharmacy should surely include Beattock and even Whamphrey.
- It surrounds the proposed premises and covers the most inhabited areas.
- Any further south would be covered by Lockerbie.
- The map shows the correct place.
- Because Moffat is clear on the map.
- High Street shops and business area and central to town.
- REASONABLE DISTANCE WITHOUT OVER EXPOSURE.
- It is the area within which people would tend to have registered with a doctor in Moffat and therefore would need pharmacy services provided in Moffat. It is also possible, however, that people from further north on the A74 such as Beattock Summit are also registered in Moffat and shop in Moffat and this applies also to those resident in Johnstonebridge just to the South of the proposed area.
- It is certainly obvious to people living in Moffat that the 'neighbourhood' is in a town centre position.
- It will improve the pharmaceutical service to the population.
- A good central location for this rural area.
- Parking at the door for disabled or nearby.
- I know people who come from Johnstonebridge who shop in Moffat and use health services also.
- The neighbourhood consists mainly of Moffat & Beattock, which appear to be the target of the proposed new pharmacy
- The high street is clearly two sides, if the plan was marked with the roads that would assist as to where the streets are. Present Time is directly beside the church gate whereas here it looks a long way between them.
- There is no other main town covering these areas

Question 2 : Do you think the location of the **proposed premises will provide adequate access to pharmaceutical services in and to the 'neighbourhood'?**



Answer Choices	Response Percentage	Response Count
Yes	90.69%	224
No	6.48%	16
Don't Know	2.83%	7
Total number responses received to this question:		247
Total number who did not answer this question:		3

115 comments received

- Alone.
- It is sorely needed as the existing pharmacy is so worfully inadequate.
- Yes it will provide for the extended area (backup for dispensing practices) suggested above.
- It is central and has easy access by road and public transport.
- On the high street.
- There should be adequate parking close to the premises.
- Central location.
- As above.
- There is adequate parking available.
- As above.
- For older people it is the worst position possible - Road situation dire & dangerous. Its at a crossroads - very busy & buses constantly turning all ways.
- It's easily accesible in the high street. right at the start of the town.
- See answer 1.
- At entry to town for visitors close to car parking.
- Local availability.
- Unless parking allowed in church yard access will be difficult for some.
- As above - Proposed facility is at the population centre of DG10
- As above.
- Positioned well and beside doctors.
- Good position and no parking problems.

- Nearer a doctors outlet
- Location is good: access easy and parking available.
- Perfect situation on main street. Easy access in small borders town.
- Easy access.
- Central location easily accessible by foot, bus or car.
- Town centre with parking in nearby church yard.Moffat is main centre.
- It is near my doctors.
- Easy to see with being on the corner of the High Street at the beginning of Moffat.
- Premises will be close to one of ther busy surgeries in Moffat.
- The present chemist is awful.
- Easily accessible.
- About 5000 people are permanent residents will be service benaphicaries and transition other including caravan site and day visitors.
- Yes provides good parking
- See above.
- Self evident
- It is in a good position in Moffat.
- Parking for customers.
- But there may be packing issues.
- As above.
- On an extremely busy junction beside a hotel with double yellow lines on both sides, entrance to church, Doctors surgery and only on a side street with only enough space for 2 cars to pass at a push.
- Shop adjoining local doctors surgery.
- Its on the High Street.
- Self Explanatory.
- Appx 150 yds from one of the towns two doctors surgeries.
- Maybe a problem with parking. - yellow lines.
- Close to parking facilities.
- Near to doctor's surgery. Car park close to proposed premises.
- Yes easy access by car, bus & walking.
- Moffat is lacking a competent chemist who can dispense prescriptions quickly.
- Like the existing chemist there is adequate car parking on high street. Also patients going to and from church place surgery will be walking/driving straight passed the front door as opposed to having to walk all the way up high street and having to walk over both sides of busy roads. As with high street surgery pedestrians will not have to cross the busy high street either.
- Very much.
- On Moffat High Street and very close to a surgery.
- Good town centre site with plenty of parking nearby.
- Because it will!!!
- Excellence position en route to Church place doctor's surgery. Parking spaces on the high street and at the near by church would provide close enough access for those requiring it.
- It is easy for nearly all the people in the catchment are to get to the High St and the proposed location is near to the doctors.
- So central.
- Good central location
- It is located in an accessible position in the town.
- A high Street position makes for easy access.
- Lack of convenient parking and problems for pedestrians crossing roads at that location.

- Very well placed near to surgery.
- Very much so.
- It will provide another option for customers and will be accessible to all.
- It is on the main street and easily accessed by patients from the local surgeries and for locals and tourists on a day to day basis.
- On a corner of a busy junction for parking.
- The Old post office in high Street might be a better option.
- No convenient parking outside. The old Moffat Academy building at the opposite end of the town is in a much better position.
- Not good parking, but easily seen on the corner.
- The premises are situated at a busy junction and it is difficult for pedestrians to cross at this point, also parking at this busy corner opposite a keep left junction will add to the congestion than there is at present.
- Yes but may need a pedestrian crossing.
- I believe that the service provided by the pharmacy at present is not of a good standard. as I personally use this and I am frequently having to return to the shop for things missing from my prescription
- Small building on a corner of a very very busy junction. Elderly folks like to park close to existing chemist and bus stop opposite existing premises. I cannot believe Dalston will run it as a chemist only and feel it will be another "shop" to promote their goods with pharmacy being a secondary service.
- Good central location, close to Dr's surgery in Church St. Walkable and convenient. Easy to find.
- The site chosen will be excellent.
- Its at a bad part of the town, poor parking and not a good junction for crossing the road.
- Another pharmacy not needed in Moffat.
- But there is a vacant shop on Moffat high Street near the toffee shop at present.
- It is on the wrong side of the street for parking, more people will park opposite the junction or on double yellow lines causing trouble turning towards Selkirk and also cars will have to pull out across the junction where the visibility is poor.
- The shop is in an open and attractive area of the town, centrally located and with good pavement width.
- Close enuf to High street, and has street level access.
- Poor map as above.
- Is is an accessible place and very close to one of the 2 surgeries in the town.
- Very close to one of the Moffat doctor's surgery.
- In the main high street.
- What's wrong with current chemist.
- It will be very close to one of the GP surgeries and will be very convenient for those on foot. If it were the sole chemist in the town, it would not be adequate but sharing the provision of these services with the existing chemist, it would enhance the services provided to the community.
- Provided it is inclusive as outlined above.
- Not sure about parking at that point in Moffat. The junctions outside the building are busy and risky for pedestrians. Where would vans going out to the neighbourhood be parked.
- What you havent explained is whether this would replace the present pharmacy - which does meet my needs fully at present? We dont need another pharmacy but if this is a replacement then keeping it in the square is the best option..so YES.
- There's a GP's Surgery in the immediate vicinity.
- Because there is parking around the premises and it is in the High Street which is very convenient for those without transport.

- It's a wide and varied neighbourhood with scant bus services from the outlying regions. People in those more distant areas may have difficulty in accessing the proposed pharmaceutical services.
- There is no parking at the proposed location. Parking spaces are available across from a very busy part of the main road into and out of Moffat and beside a busy junction. Considering the ages of the majority of users of the existing pharmacy (who quite often abandon their cars outside and make no attempt at parking) I think the proposed new location is irresponsible not only to the pharmacy users but also to the general public who will inevitably have to navigate around abandoned cars at busy junction.
- The proposed site could cause problems for traffic. Customers double parking or extra vehicles parked outside the premises could prevent easy flow of traffic travelling into the town from the Dumfries side. It is already a narrow area with a T junction opposite, extra cars could cause issues.
- Yes/no! part double yellow lines, which people ignore+ Pub next door. delivery Lorries, most days.
- The current premises on the High Street provides adequate cover for the Moffat area. Any new premises may be better located in Beattock, although this may not be commercially viable.
- Moffat already has an adequate pharmacy, another one is not required.
- As above.
- CENTRALLY LOCATED.
- It is a difficult junction corner at the best of times with traffic entering the town on the A701 and turning onto the Selkirk Road, pedestrians crossing and traffic coming in and out of church place. A pharmacy is likely to attract more people to try and stop outside or just "jump" out the car as we already see happen at the other pharmacy and this would be a nightmare on this already tricky corner. There are already the challenges of the road narrowing at Church Place with scheduled buses, tour buses and haulage vehicles.
- Its literally round the corner from my surgery, picking up prescriptions will be a breeze. will make life a lot easier, especially the elderly.
- Free car parking available and it may be considered prudent to provide a dedicated "disabled parking space in front of the proposed premises. Handy for both doctors surgeries and in main shopping area.
- It is on the main street with on street parking available and it is on the bus routes.
- It is almost next door to one medical practice (where customers could park in the churchyard) and only a 5 minute walk from the other medical practice in town. It is very central and has bus stops across the road.
- Situated on the main street.
- It is the best central location for the area. Dalton Pharmacies provide a free delivery service in other areas, and this would be a godsend in a far flung rural area like Moffat.
- Well Chemist never have our prescriptions ready & do not keep stock of medication even when we get the same things every month.
- Very good situation, with ample parking.
- Its proposed location is central to other shops and services within the neighbourhood.
- If on the High Street that is accessible.
- The location is very central and within easy reach of both doctors surgeries. The central location is also good for those with mobility issues with nearby parking and public transport connection.
- Very central and near both doctors surgeries. Ideal.

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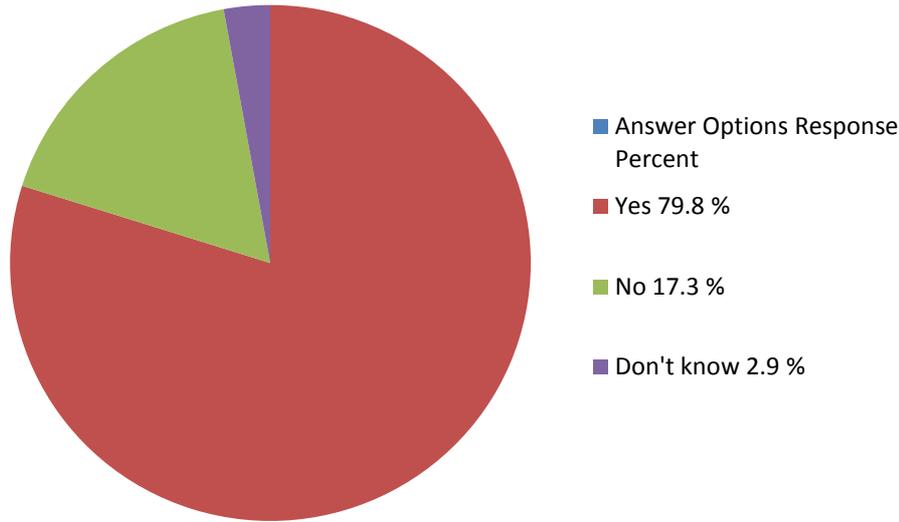
Question 3: Do you think that the following existing pharmaceutical services currently being provided in the neighbourhood are adequate?					
Question	Yes		No		Total
Dispensing of NHS prescriptions with reasonable Promptness	16.60%	41	83.40%	206	247
Supply of medicines under the Minor Ailment Scheme	48.73%	96	51.27%	101	197
National Pharmaceutical Public Health Services including smoking cessation and supply of emergency hormonal contraception	44.25%	50	55.75%	63	113
Chronic Medication Service – for people with long term conditions	35.44%	56	64.56%	102	158
Substance Misuse Services	52.81%	47	47.19%	42	89
Stoma Services – appliance supply for patient with a colostomy or urostomy	42.35%	36	57.65%	49	85
Unscheduled Care – urgent health matters/supply of emergency prescription medicine	28.03%	44	71.97%	113	157
Total number of responses received to this question:				248	
Total number who did not answer this question:				2	
No provision for comments to this section					

Question 4: Do you think that the following pharmaceutical services being proposed for the new pharmacy are required within this neighbourhood?					
Question	Yes		No		Total
Dispensing of NHS prescriptions with reasonable Promptness	90.61%	222	9.39%	23	245
Supply of medicines under the Minor Ailment Scheme	90.29%	186	9.71%	20	206
National Pharmaceutical Public Health Services including smoking cessation and supply of emergency hormonal contraception	86.54%	135	13.46%	21	156
Chronic Medication Service – for people with long term conditions	90.71%	166	9.29%	17	183
Substance Misuse Services	81.88%	113	18.12%	25	138
Stoma Services – appliance supply for patient with a colostomy or urostomy	89.93%	125	10.07%	14	139
Unscheduled Care – urgent health matters/supply of emergency prescription medicine	88.46%	161	11.54%	21	182
Total number of responses received to this question:					246
Total number who did not answer this question:					4
No provision for comments to this section					

Question 5: Do you think the proposed opening hours are appropriate?

Pharmacy opening hours

Monday	-	8.45 am – 5.45 pm
Tuesday	-	8.45 am – 5.45 pm
Wednesday	-	8.45 am – 5.45 pm
Thursday	-	8.45 am – 5.45 pm
Friday	-	8.45 am – 5.45 pm
Saturday	-	9.00 am – 4.00 pm
Sunday	-	Closed



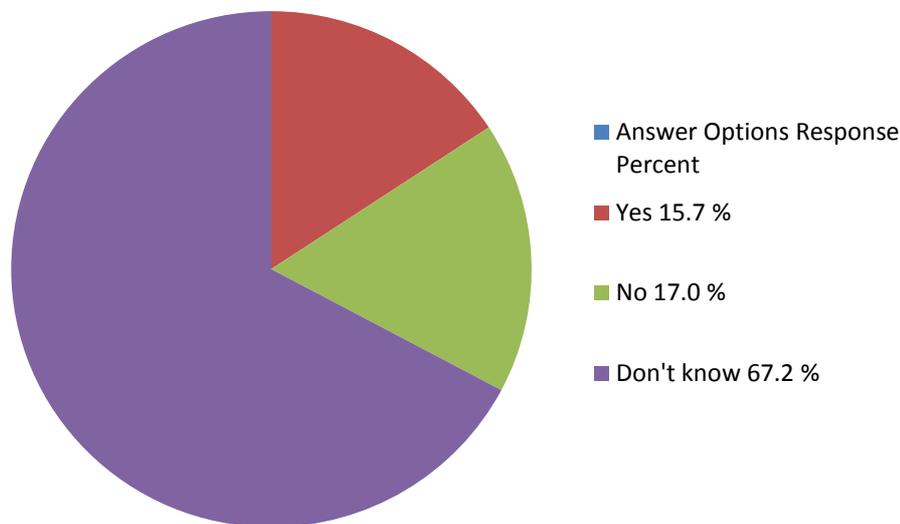
Answer Choices	Response Percentage	Response Count
Yes	79.84%	194
No	17.28%	42
Don't know	2.88%	7
Total number of responses received to this question:		243
Total number who did not answer this question:		7

125 comments received:

- Should be reasonable times for most people.
- Needed.
- The pharmacy should shadow the GP surgery times and Saturday needed for catch-up from Friday for the weekend.
- No explanation necessary with a positive answer.
- If you are working it better 845am to 545pm you can pick for pills.
- Improved opening hours, open longer than current pharmacy.
- These hours suit my needs.
- Better than existing service.
- The local GP surgeries close at 6pm so it should be open till at least this time.
- Reasonable but not excessive.
- Too long for staff.
- Ideal for late doctor appointment.
- Mon/Sat covered with appropriate time spreads.
- One late night would be great. Especially for those working. It is hard getting an open chemist.

- Perhaps stay open until 6pm
- No need speaks for itself.
- Opening hours are generous and should suit most patients.
- Times would seem to be good.
- 6pm might suit patients at evening surgeries.
- Workers needed above to at least 6.30.
- Much better opening hours than the existing pharmacy.
- I cannot comment on some of the listings as I have no personal experience but would state a better service is needed.
- 6pm as GPs often work until 6pm with patients. No need to open at 8.45am.
- As long as the prescriptions are made up promptly.
- Fits in with Drs surgery.
- What about emergency prescriptions from 4pm on Saturday to 9am on Monday.
- The earlier opening times is better for early DR Appointments.
- If there are to be two pharmacies in Moffat, one should have later closing times; and closing at 4.0h on a Saturday is not satisfactory service.
- Doctors appointments usually start at 8.30am so pharmacy should be ready for 1st patients prescriptions.
- These times should suit most people, especially as being open through lunch time.
- Yes for normal use but Moffat could do with an emergency out of hours service.
- This is longer than present chemist.
- Perfectly adequate times.
- There is a reasonable ??? week and weekend coverage.
- Perhaps a later closing time to suit late opening surgery day.
- Don't want to shop outside those hrs.
- See Q1.
- Doctor surgeries open till 6pm if "urgent" prescription required - Pharmacy closed by 5.45pm.
- One night of the week should be open later, as some people work long hours, including Saturdays.
- One late night opening would be good for those who work late and work Saturdays.
- Ludicrous Question !
- It suits most people.
- Allows most working folk time to access shop & services.
- A short Sunday opening is something that could be considered also one night a week late opening.
- With two pharmacies in town, it would make sense to have the some shared alternative out of hours opening on Sunday morning, late evening.
- Please see question 1.
- Same as existing chemist. Not open on Sunday so no urgent service available as in any town.
- Existing pharmacy saturated with work, delays are long at counter.
- I would prefer some Sunday opening.
- Existing pharmacy in the town is overloaded with work, waiting time can be up to 30 mins.
- Sunday opening - say 10am - 12 noon.

Question:6 Do you think there are other NHS services that the **proposed** pharmacy should consider providing?



Answer Choice	Response Percentage	Response Count
Yes	15.74%	37
No	17.02%	40
Don't know	67.73%	158
Total number of responses received to this question:		235
Total number who did not answer this question:		5

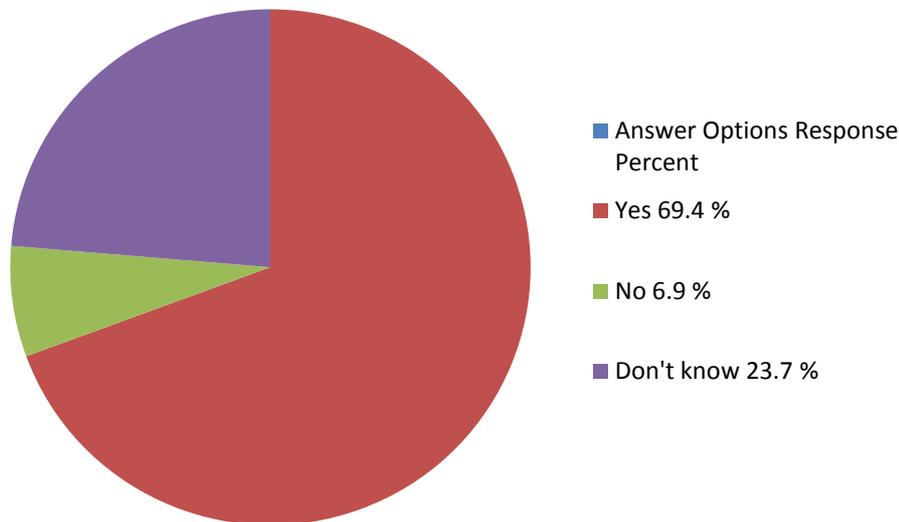
56 comments received

- Minor injury/ailment clinic.
- Standardising qualities of drugs with patients to cut down the no. of visits to pharmacy by chronic patients ?. This does not seem to be working at the moment due to lack of management.
- Not aware of other services.
- Optician.
- Surgery provided other services.
- Eye tests/hearing tests bp / cholesterol checks.
- Blood Pressure - Cholesterol checks - other goods for sale.
- Optician.
- Flu jab, eye tests.
- What is on offer seems extensive. we would not wish a wider choice.
- Home Delivery.
- Flu vaccination; Travel Advice; Prescribing Review
- Feel if this pharmacy is as well stocked as Lockerbie then no more should be required.
- More toiletries
- Not to begin with!
- Blood, Urine testing - Diabetic advice.
- Opticians/Hearing Services.
- Optical and hearcare.
- Not sure about this question.
- Delivery of prescriptions to the housbound.

- Eye tests, Hearing tests.
- I am unaware of what other services could be provided.
- Checking that medicines don't clash - doctors often forget to check to see if medicines clash with others prescribed to patient.
- Unsure of services needed.
- Travel and flu vaccinations.
- I don't know what other pharmaceutical needs there are apart from dispensing and the shop. Hence the blanks in questions 3 and 4. I'm sure the other needs exist but I don't know whether they are being met.
- BP clinic Asthma clinic possible pre-diabetic advice/screening Minor ailments service publicised as many residents don't know about it. This would help to free GPs time and use the pharmacists skills. Referral to out of hours services.
- Meets all neighbourhood needs.
- Being able to pick up repeat prescriptions direct from the pharmacy would be a great additional service to patients at Church Place Surgery in Moffat and being open till 5.45pm is another benefit for the working public.
- I have little knowledge of what could be provided but I am certain anything they can provide will be an improvement.
- Why not combine the NHS services with the Doctors surgeries to provide a total Health Care Centre? As above, I think the old Moffat Academy site would provide an ideal unit.
- Depends what they are considering.
- Greater minor ailment advice, more that one qualified member of staff on the premises.
- As above.
- We already have a good pharmacy in the town.
- If they provide a service that can be relied on and provide the medication that is required when needed, they will be providing the community with a better service than the one being provided at the moment.
- I would need clarification as to what other services might be available.
- I am not sure that they would be considered NHS services but there is a need for alternative therapies and medications/vitamins etc. In addition to this we need a wider range of products readily available for carers to care for their loved ones in the home without having to wait for orders or search on the internet.
- An overall much better managed service is required; having moved around the country quite a bit I can honestly say this is the worst managed provision in any of the 4 countries that make up the UK I have come across. I have been in the present pharmacy when there have been 7 staff visible with one serving (slowly) and even then my prescription, received by them the previous week, had not even been ordered by the following Tuesday (just one example). So, a larger provision with more facilities would be good; but the absolute priority is to first get the basics right -to manage supply, order, make-up, flow-through and service. The above is not a comment on the personalities of the individuals in the current pharmacy, all who appear very nice, but in the management and organisation.
- Im satisfied with the present set up.
- Existing service is adequate.
- Opticians.
- Minor aides.....eg Helping Hands, cooking assistance etc. Hearing aid repair.
- Without telling me what other proposed services they could provide, I cannot comment.

	<ul style="list-style-type: none">• I'm sure there are but until they are obviously supplied, I don't know what they are. Can I add that having yes/no options for questions 3 and 4 doesn't allow for the 'don't know' response and as such skews the answers in favour of the proposal.• Can't think of any.• Free delivery of prescriptions to patients with mobility problems etc.• Eye and Hearing Tests.• Everything is covered by the existing pharmacy services are adequate.• Some more advisory / minor ailment management services to alleviate the issues around the current nhs primary care provisions in the town.• A qualified nurse able to advise over the counter medicines or prescribe for minor ailments, thus reducing the load on (diminishing) Doctors in the town
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Question 7: 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?



Answer Choices	Response Percentage	Response Count
Yes	69.39%	170
No	6.94%	17
Don't know	23.67%	58

Total number of responses received to this question: 245

Total number who did not answer this question: 5

95 Comments

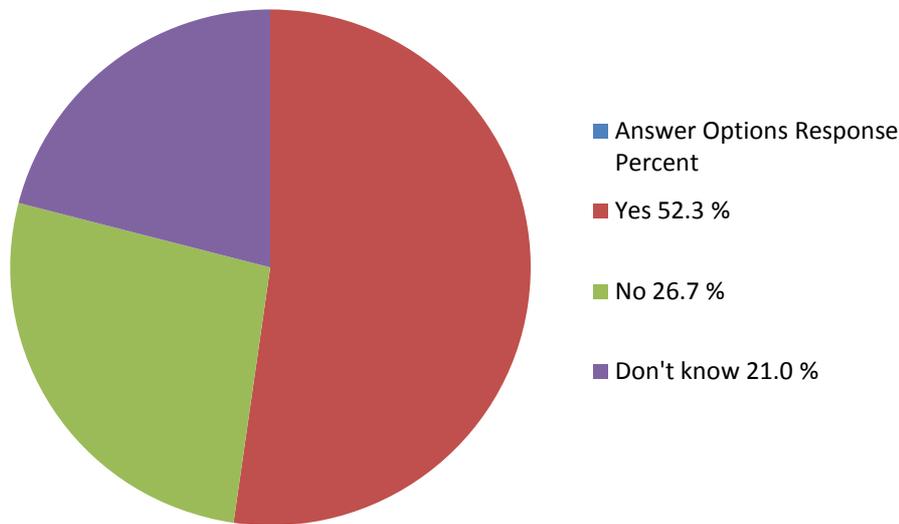
- Existing service in Moffat is satisfactory.
- All healthcare providers should work with a degree of co-ordination.
- Co-operation.
- A well-managed pharmacy could take over ? the other healthcare professionals ' work with patients' medication and minor ailments.
- Competition in this type of service counter productive.
- We need to work together as one team.
- Quicker service for all concerned.
- Yes, because proposed premises are central to present surgeries & hospital.
- Co-operation with chemist.
- The current provider is completely inadequate so any improvements can only be a benefit.
- Not clear what this means.
- More capable & user friendly
- Present practitioner ? pharmacist. In adequate investment in premises ? nill response to complaint.
- Yes more support & choice of general medication.
- The present inadequate facility does not support other services.
- I think the existing pharmacy is extremley busy it could help alleviate the waiting time.

- Often see carers waiting inappropriately long time for someone to serve them, as do other customers.
- All of the people need this.
- It should work well.
- Got to be a good thing.
- Hopefully it would improve the time factor.
- Pharmacist should be integral part of team - Ideally within medical centre.
- Pharmacy integral to Primary Care. GP appointments could be saved if more people used pharmacy.
- Working together should help immensely.
- As below.
- With the busy GP surgeries plus its above services it is too much for one pharmacy to deal with.
- It would help.
- An ??? pharmacy will meet the need.
- Woulde'nt or couldent be ayy worse!
- Communication lacked at present.
- Very near both surgeries
- An efficient pharmacy in Moffat would be very helpful when using my doctor or dentist.
- This would help all the above listed providers.
- See Q1.
- It appear to be adiquate as it is.
- Moffat when only half the size had 2 pharmacies a return to this situation would meet the towns needs.
- Current pharmacy clearly cant cope with volume of prescriptions.
- Would take share of business and ease overload of existing pharmacy.
- An additional pharmacy should be of benefit to other healthcare providers as additional pharmacy.
- The doctors surgery would benefit from a better chemist.
- It would take some of the burden from other pharmacist they cant cope.
- Doctors ect would be safe in knowledge that patients receive prescription promptly & medicines prescribed.
- With surgery around the corner how couldn't this help?????????
- With the town community.
- The present pharmacy is far too busy to be efficient. The catchment are and the surgeries overwhelm their facilities.
- I think that having a second pharmacy would enhance the ability of other healthcare providers such as GPs and community nurses to provide care and delivery of healthcare services in the area by taking the pressure off the existing pharmaceutical service in the town as it is very busy.
- The existing pharmacy is obviously hard pressed to keep up with the dispensing it is called on to do. We almost always have to wait for prescriptions, however long in advance they came in and sometimes they are too hard pressed to tell us when something is unavailable.
- Not so much pressure on existing pharmacy.
- Need for better services for healthcare workers.
- As there are two GP surgeries it would ease the dispensing of NHS prescriptions.
- Additional pharmacist support could be useful. increased speed of accessibility of prescriptions would help everyone.

- In addition to the above a smoking cessation clinic would help the local dental clinic as they would be able to refer patients locally which would result in a better uptake of referrals. This would have a knock on benefit to the health of patients and the possible reduction in oral cancer and other associated illnesses.
- It is clear that existing pharmacy finds it difficult to provide all the services required and would benefit professionally from the addition of another pharmacy. In addition more time for communication between the allied professions would be realised.
- I am unsure as to what links are already in place.
- They would all benefit from being in one building, otherwise the present facilities would suffice.
- And it will help the public, as the other pharmacy is awful half the town take their things to dumfries as it's quicker.
- The current pharmacy does not seem to be efficient in their service to customers. Hopefully having an alternative source for prescriptions would better satisfy customers and ease the pressure that the sole chemist in Moffat seems to be operating under.
- Moffatt seriously lack joint working between health provides and it is essential that we start to move towards greater integration.
- We already have a pharmacy in the town. What we need is an Optician.
- I believe this would help the Gps and care workers provide a better service. this would save them time to care for their patients rather than wasting their valuable time and having to repeatedly having to return for medication for their patients.
- I feel at present the pharmacy is so busy that they do not have time to provide all the services and a second pharmacy would take some of the pressure off the existing pharmacy . This would mean that the pharmacist would be available to provide all the services and have more time to work with the other health care professionals especially as I believe there are more houses to be built in the town.
- They already work well together.
- I have no idea. Is there something to explain why this would be possible?
- There would be less complaints! New pharmacy would have a lot of experience.
- The service provided by the only pharmacy in the neighbourhood currently is absolutely awful !A new more efficient Pharmacy is a definate must for this area.
- The existing pharmacy is completely overwhelmed with the volume of prescriptions, there is little time for the pharmacist to consult with patients and another pharmacy opening can only be a good thing
- The other chemist, which is the oldest in Scotland is directly between the two surgeries. The proposed pharmacy is close to one of the surgeries, in a bad place for people with no disabled parking near by. Why spend money on a new pharmacists, why can't we use the facilities that we already have and spend the money on something more useful like attracting Drs to the Region
- They seem to work fairly well now.
- I think thst the services already in place are sufficient.
- Only if they stagger opening hours
- This is impossible to say without knowing the attitudes of the professionals involved. If anything, it may cause confusion and split loyalties.
- Hopefully, the doctors are very good, the dentist also-when they can retain staff- (unfortunately no optometrists) both of these are well managed.
- I don't have a clear idea of what the advantages might be in having this service. What is wrong with what we have and what is being proposed that we don't already have?

- Works fine at the moment.
- Existing service is adequate
- The current pharmacy should provide a focus for this..... any new arrangement will only work if agencies want it to.
- Because Dalston Pharmacy is always very efficient and user conscious.
- I have experience of a new pharmacy opening in a small town where the surgery and local shops were providing the majority of services needed. When the new place opened, the surgery only provided emergency pharmaceutical services and the shops stopped selling the over the counter supplies once available. The pharmacy then cut it's opening hours and wondered why people went into the bigger towns for their needs.
- It may be of benefit to the church place doctors surgery, but of no benefit to the high street surgery.
- Would need to know more about Dalston Pharmacy.
- It would be an unnecessary duplication of facilities.
- Cut down waiting times.
- NOT SURE HOW THE EXISTING SETTING UP WORKS.
- I think there are more significant issues that need to be addressed first in terms of primary care, community nursing, dentist etc before then ascertaining the pharmacy services which need to support this. In my opinion these need addressing first before a second pharmacy. These issues are being looked at in the wrong order.
- It may bring an opticians here? As the closest is dumfries/Lockerbie.
- See comment above about possible on call hours. Currently the existing pharmacy receives all repeat prescription requests and it would be nice for this to change and to be able to use it in either especially when as has happened, the existing pharmacy appears unable to fulfil the complete prescription and the patient then has to make another journey to pick up the rest. It would be nice if instead one could get the prescription completed at the other on the same trip.
- A new chemist would hopefully cut down the waiting times for prescriptions to be prepared for collection by the nurses for housebound patients. The healthcare providers would have more confidence in advising patients on self care if more products available.
- Extra resources.
- Gives additional alternative to existing pharmacy.
- The Well chemist cannot cope with the towns needs.
- It can only be beneficial in providing an extra avenue to obtain medicines, dressings, injections etc. Also with an ageing population the increasing need for healthcare services to be linked with social services continues to be important. The proposed application can only enhance healthcare services linked with the other providers in this area.
- The service in the current pharmacy is shocking.
- Will help my work as care agency , at present only 1 pharmacy which has a long delay at times when collecting prescriptions , although good pharmacist on site . Shop at present does not stock enough as a pharmacy , very poor selection on some items.
- It would offer a greater level of choice with the potential for more efficient and effective joint working for the ultimate benefit of the patients and customers.
- The present chemist is always very busy and customers always have to wait. This will help customers have an improved service and also a choice while taking the pressure off the existing chemist.

Question 8: In your opinion would the **proposed** application **impact** on other healthcare providers i.e. GPs, community nursing, other pharmacies, dentists, optometrists and social services?



Answer Choices	Response Percentage	Response Count
Yes	52.26	127
No	26.75	65
Don't know	20.99	51
Total number of responses received to this question:		243
Total number who did not answer this question:		7

128 Comments

- But for the benefit of customers.
- Give them a wakeup due call.
- It would hopefully provide an efficient back up service to GPs instead of the inefficient mess we have now.
- There is probably not enough buisness for 2 pharmacies in Moffat.
- See previous answer.
- We need to work together as one team.
- Bound to impact on existing pharmacy buisness.
- It would impact on the existing pharmacy but as it already is under pressure to dispense medication in reasonable time another pharmacy would relieve this pressure.
- But present pharmacies appears to be over-stretched - often prescriptions are not ready after 3-4 days after request. It should help.
- As above.
- Possibly.
- Cant be worse.
- Improvement see para 7.
- More support & choice if opened.
- Impact to their benefit (save the existing pharmacy).
- As above - and hopefully allow medicines to arrive quicker as the suppliers are tocking 2 premises.
- Can only improve service.
- Could do but existing pharmacy does not give good service.

- Self explanatory.
- Presumably it would impact on the other existing pharmacy. As for the rest, I wouldn't know.
- Should be complimentary to all the above.
- Probably the other chemist - a good thing.
- Hopefully increased competition would lead to greater efficiency & improve patient care.
- It would impact on High St. Chemist. But. another . chemist is so needed. Prescriptions are never ready or they never have the prescription in stock.
- Present pharmacy will lose monopoly.
- Can't be any worse than the one we have got.
- Gives patient choice - will raise standards in all pharmacies. As above - Could help access to services.
- Present chemist can't accommodate present needs of Moffat & surrounding area.
- Hopefully a much better service and a better equipped shop.
- As below.
- In a good way in my opinion.
- It can only be a help.
- Probably close existing pharmacy, due to their inefficiency, unhelpfulness or general inadequate customer care.
- It will help the "other pharmacy" raise its standard.
- Nobody I know would use present pharmacies.
- Possibly more organising service.
- If any impact a positive one, as availability of supplies ect would be better.
- Only in a positive way.
- Would support surgeries better.
- The present pharmacy service provided by "Well" which I have to use regularly is abysmal. An efficient pharmacy would be very welcome.
- As the waiting time for prescriptions in the present pharmacy is a matter of great concern this hopefully would help.
- Better service and choice for healthcare providers.
- Bound to impact one way or another
- Only a small town and Dalston already have a pharmacy in Lockerbie - Just being greedy.
- Would suggest a welcome with open arms.
- In a positive way
- But only Positively.
- Would be an asset.
- Already have one pharmacist in the area do we need two??.
- See answer to question 7.
- If the chemist is better, I would be happy to stay with current doctors instead of going to Lockerbie.
- No it would help a growing community.
- Other chemist is constantly being complained about.
- Surely it will make services quicker?? Mind you nothing could be slower than existing pharmacy.
- It should not.
- It would be beneficial.
- In a good way by supporting the aforementioned.
- Positively.
- Other pharmacies.
- The shop functions in the pharmacies would have to compete. Possibly with the dentist too.

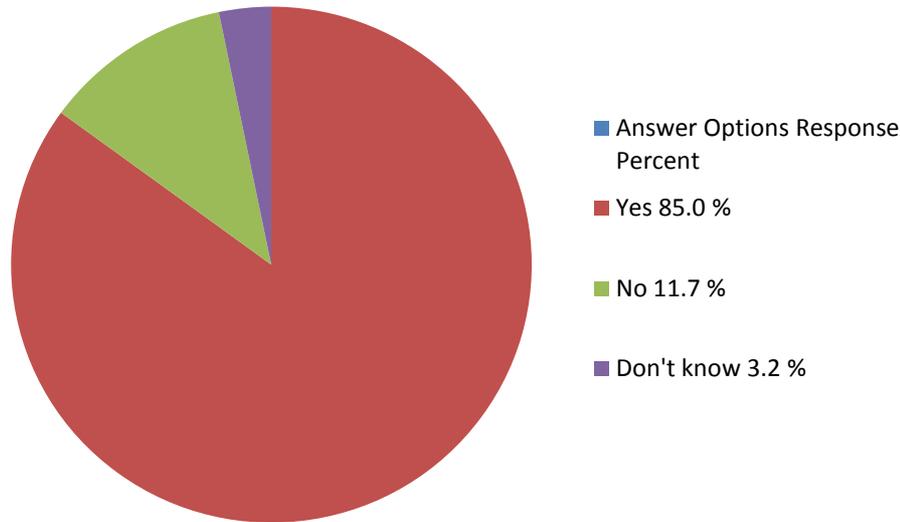
- Take the pressure off.
- It would probably impact on the other pharmacy but that's their fault for being absolutely useless. Extremely slow and none of them look like they know what they're doing...
- It would impact but should help existing pharmacy to manage their service users demand better.
- The existing pharmacy is losing customers due to the deteriorating service they provide. The existing pharmacy holds less stock and a reduced choice. A further site in Moffat will allow NHS patients choice.
- Existing pharmacy is well-established; has parking right outside; central location near bus stops - good location for elderly or the less mobile.
- In a very positive manner in terms of giving greater availability of professional services.
- It will be good for competition.
- It would provide additional support and other options for them to explore for their clientele.
- One pharmacy in the area is sufficient, and has served the area well until now. Another one may cause job loss for local people.
- Again, they need to be in the same building, otherwise contact is restricted just as at present.
- Only in a good way providing alternatives.
- Yeh in a good way.
- It would help a lot.
- A good impact.
- Having another chemist would hopefully greatly improve customer service.
- We seriously lack healthcare provision.
- Some degree of competition and choice is essential.
- Competition is healthy!!!
- We already have a pharmacy in the town. What we need is an Optician.
- No I think it would help them in providing their services instead of their valuable time being wasted as it is at the moment.
- Obviously the existing pharmacy would see a reduction in prescription volume, but this would possibly give them more time to provide all the other services that pharmacies have to provide these days.
- It would be in direct competition with the current pharmacy as above and is not required.
- Again, I would like an explanation of how this should have an impact on other services.
- Common sense tells you that a second pharmacy will ease the burden however our town does not need another shop selling items that the local shops have ie toiletries etc. The nosey factor would allow the people to use the new pharmacy but often "what they know and are comfy with, they will use". I feel it would jeopardise the employment of the existing chemist and have fears that jobs would be lost
- Would make things less stressful, therefore would be beneficial! Would improve waiting times and organisation, including updating of facilities.
- Already got one pharmacy, no need for two in such a small town.
- It would definately enhance the current level of medical care provided by the Doctors, Nurses, Dentists and their support staff. The pharmacy currently providing a service in the neighbourhood is not meeting the requirements of the neighbourhood by a long shot. !
- They would be able to provide a better service.
- But other chemist needs competition as its very slow to dispense prescriptions
- It will kill off the other pharmacy. There is not enough demand for two in the

town. I think we should support the one we have. It is the oldest in Scotland.

- The pharmacies in dumfries seem to be able to coexist perfectly well and it can only improve and support other healthcare providers.
- On the present pharmacy.
- Reduced waiting times.
- If it is anticipated that the existing pharmacy in Moffat will be closed then there is a clear need for a replacement. If there is no clear indication that the existing phramacy will close then an additional pharmacy is unnecessary.
- This is a small town of 2500. We already have a pharmacy so it obviously will affect it.
- It would encourage the other pharmacy to do better, e.g open later, have a bigger stock of prescription drugs to speed up filling prescriptions.
- There would be more to think about to avoid prescriptions going to the wrong premises. It could well cause more work for the surgeries.
- I would hope competition would make the other pharmacy improve. I have wasted so many fruitless journeys to pick up drugs which are often not there in full.
- How do I know? I assume you will be asking them.
- There is already a chemist in Moffat and a dispensing facility at Johnstonebridge surgery. It is probably enough.
- It would undermine the present system if there were two shops..and confusion older residents.
- In my opinion a second pharmacy is unnecessary. There is never an extended queue at the existing pharmacy.
- It will give freedom of choice.
- See previous answer.
- The current pharmacy is inadequate.
- See above.
- Possibly affect the existing pharmacy but it seems they're not able to keep up with the current demand so another chemist would help.
- Not being one of the professionals identified, I am not aware of the impact on their services.
- I would have thought that one pharmacy is adequate for proposed DG10 area
- Moffat is a small town. The existing pharmacy is well-used and provides an excellent service. I see no need to introduce a second pharmacy - to what end exactly? Additionally, the proposed location does not have parking associated with it, something that users of the existing pharmacy rely on. There is simply no need for another pharmacy, especially in such a prominent location that is more ideally suited to the tourist trade - something that the Moffat economy relies heavily on.
- Theres plenty of business in the town as it has an aging population.
- NOT SURE HOW THE EXISTING SETTING UP WORKS.
- Other pharmacy. I don't believe it will take any pressures off the existing primary care provision in the town.
- Only the original pharmacy which cant cope with the numbers.
- The other pharmacy needs a big wake up call and competition would provide this.
- Would be competition for the other pharmacy lots of people not happy with attitude and service of staff
- I think it would support other services by having a positive impact.

- Can't answer on viability of businesses as no access to any figures. It might make the existing pharmacy buck up its ideas, though it does seem a bit better since its latest takeover. Would not want to see us being left with no pharmacy if the competition was too cutthroat...
- Yes but only in a positive way. If a GP prescribes medicine and it is not available at one chemist it would hopefully be available at the other. This would prevent customers having to travel to Lockerbie/Dumfries for urgent medicines which sometimes happens at present.
- Current pharmacy cannot cope with demand.
- Competition is essential to drive constant improvement.
- It can only assist in the efficient delivery of these other described healthcare services.
- Yes in a positive way.
- It will relieve the other providers i.e GPs. Nurses carers etc as at present only 1 chemist which has to deal with a large area and can be long delays in getting prescriptions.
- Hopefully having 2 dispensaries in the town would solve the constant problems in the current only chemist and thus reduce waiting time and the nuisance of having to go back 2 or 3 times to collect as it is never ready.
- Greater choice and options with the potential for an overall more effective and efficient service provision.
- This would be a positive impact by giving patients and other health care providers another option

Question 9: Do you support the opening of a new pharmacy being proposed at 2-3 High Street, Moffat, DG10 9ET?



Answer Choices	Response Percentage	Response Count
Yes	85.02%	210
No	11.74%	29
Don't know	3.24%	8
Total number of responses received to this question:		247
Total number who did not answer this question:		3

161 Comments

- Anything must be current hopeless situation on prescription availability after order.
- We desperately need it.
- Needed.
- Pharmaceutical services in Moffat need a good manager to organise the distribution of medications. The present company does not manage stock well and an independent pharmacist could organise this better without the constraints of a big company.
- Current pharmacy seems to suffer from lack of space to cope with the number of clients also their suffers seem unable to meet their needs.
- ? because other pharmacy is not good, sometimes they are too busy chatting behind the desk. also sometimes are pills are not ready so ? go back in for pills and not ready and they come back but sometimes you go next day. Some staff can be rude to you.
- The existing chemist seems to be very disorganised behind the counter. There are prescriptions everywhere.
- We need a more efficient service.
- This would ease demand on present pharmacy & provide more choice.
- Most definitely.
- Too dangerous situation should be up well street lots of property available with better safety.
- Present pharmacy has poor stocks, staff & products
- The current provider is completely inadequate.
- Present pharmacy hopeless.
- Existing pharmacy inefficient
- Because current one is slow in dispensing & doesn't always have medication required.

- I now vaguely if ever use the existing pharmacy - i would use an improved facility to avoid visits to Dumfries.
- Faster prescription service.
- Existing pharmacy not able to cope. Too long wating lines and sometimes wrong prescriptions. I have had wrong prescriptions & so has my husband.
- An ageing population and children - we require more healthcare.
- Since Mrs Farquarson sold pharmacy service and availibility of goods has steadily deteriorated.
- To have a choice.
- Because the existing pharmacy gives one the impression that it cannot cope with the demands already made on it.
- Service in the current pharmacy has been very bad for some time.
- Service is so bad at other pharmacy.
- Very badly needed as the one we have is not enough.
- Present shop is slow & does not have adequate supplies!!
- I am extremely unhappy with the existing pharmacy - Frequently can't find my medicines after several days in the premises - Lose the repeat prescription form.
- Current pharmacy is lacking in good service, timely prescriptions politeness and a professional approach.
- Because the service at the present pharmacy are appalling.
- Essential for this neighbourhood as far too much workload for 1 small pharmacy.
- Moffat. has an expanding population and also a very high population of elderly people. We need this despretlay.
- Competition should improve customer service.
- Prehaps you wont have to wait till next day or longer to get medication needed.
- At present the ephasis is on budget NOT patient care and patient requirements.
- Convenient.
- We could get our Prescriptions Quicker.
- The current pharmacy is either understaffed or very inefficient as it takes 7 days for prescriptions to be made up, and often items are not in stock at the time of collection.
- Because I think it is needed for the people of Moffat.
- Mainly because the other one always seem to be run off their feet. However some of that is probably to do with the fact there is no permanent pharmacist & of course our ageing population.
- Feel the need for second pharmacy, is felt by most people in the town.
- The other chemist takes so long with prescriptions even if given a weeks notice, they are still not ready.
- Existing pharmacy does not serve the community in Moffat.
- Pharmacy service in Moffat need refreshing.
- The service in town is terrible.
- Present pharmacy is poor in many ways - waiting time for prescriptions - often don't have what doctor prescribes!
- Existing pharmacy cannot cope with demand.
- Management of existing pharmacy not good.
- The current pharmacy is terrible. Always waiting for things to happen ie prescriptions taking ages.
- Service at existing pharmacy v poor. Dalscone in Lockerbie excellent.
- Not very happy with the other one we have.
- I would be delighted to see the opening of another Dalston's because I am dissatisfied with pharmacy in Moffat & have used & been satisfied with Dalston's in Lockerbie.

- Competition works wonders as in NHS.!
- Another pharmacist in Moffat would relieve the burden from existing pharmacy.
- Our present pharmacy leaves a lot to be desired. I am a liver transplant patient and since my operation I have had to wait 5 days before I have been able to collect my meds which is not acceptable.
- Because the current pharmacies approach to the public is appalling. They have no skills at engaging the public.
- Wish to remain neutral.
- The service being offered by the current pharmacy is inadequate. Even if a prescription is requested a week in advance it is often still necessary to wait for it to be made up and sometimes it is even incomplete.
- Q1.
- Bad junction, no parking, already have a pharmacy and as a Type 1 Diabetic and Coeliac I have no problem with prescriptions as I plan well in advance and I am responsible for ordering my medication.
- Town crying out for it.
- Current pharmacy is inefficient.
- Existing Service is poor.
- Moffat & surrounding area would definitely benefit from a second pharmacy, this would cut waiting time for prescriptions.
- As said previously existing pharmacy struggles to cope.
- Current pharmacy slow, badly stocked & chaotic!! Really badly organised.
- If the hours better serve to community ie. late nights & Sundays.
- It would keep back the load off the other Pharmacy who are very stretched.
- Level of business by way of prescription is such that an additional pharmacy would be welcomed.
- Current chemist service is not up to standard. eg. repeat prescriptions are not always in stock. Emergency prescriptions can not always be given on same day.
- Faster prescription's may stock more and be more economical.
- The chemist already in Moffat is a disaster. They take too long to dispense chemists; often don't have medicine prescribed & there have been numerous instances of the wrong medicine being prescribed.
- This is exactly what Moffat is needing. I'm a local tradesman and work in various people houses. It is shocking how many complain about existing pharmacy being slow or not having what is needed. I have family in Lockerbie and they have only positive feelings towards Dalston.
- It would help the town out a lot. The pharmacy is very poor services.
- At present there are frequent long delays and waiting times (7-10 days) and several visits to obtain medications.
- Poor service at other pharmacy.
- Consistent poor service from current pharmacy.
- Moffat needs a decent service not just for prescription but other toiletries etc. You can't even get cotton wool etc or basic product at present. Please come Moffat needs you.
- For all the reasons above.
- Moffat, Beattock and the surrounding area is one which is ever expanding with new housing being built and planned and people from all different cultures and backgrounds coming into the area. I believe there are enough people needing to use the services in the area that a second pharmacy would be able to co-exist with the existing one to provide services to suit the needs of the service users in the area.
- Think one chemist is sufficient, however, the existing one does need to provide a better service

- I believe it would improve the prescription dispensing service in Moffat, particularly with repeat prescriptions.
- Totally necessary.
- Only if Sunday opening hours are available.
- It will avoid long wait for service in nearby pharmacy.
- There is usually a queue waiting for prescriptions or a time delay in them being dispensed in the existing one. The prices charged for minor ailment medicines are high at the existing one and competition would be an advantage to customers.
- Existing pharmacy seems unable to cope with volume of prescription work.
- The other pharmacy is rubbish.
- I think this would be a valued and worthwhile proposal.
- Definitely needed.
- The existing pharmacy is slow at best in dispensing prescriptions. They did not offer emergency prescription facility on Saturday when heart medication prescription had not been received from GP despite being ordered last Thursday. I was left without medication and had to contact the GP today to request the meds again. I was advised by my daughter who works as a pharmacist that I should have been offered this service. I have also been dispensed medication twice from the same prescription resulting in a double dose of antibiotics and a telephone call from the GP to sort out the confusion. The dispensing methods in the present pharmacy are convoluted. Many residents are fed up with the prolonged waiting times and are making the journey to other pharmacies in regional towns. Present staff in the existing shop should be trained in customer relations as I have witnessed several examples where a customer should not be asked personal questions in a public place. One lady was asked what she was waiting for and felt the need to apologise to me as she had to ask for catheters and stoma care. As a regular customer she felt she should have been offered a more private area of the shop as there was other people around her. I have used the pharmacy in Lockerbie and found them to be efficient, professional and courteous at all times. They would be an asset to Moffat providing good employment and service to the local community.
- See above.
- As a resident I have continually had to wait longer than 20 minutes (in some instances days) for my prescription to be dispensed. Clearly in discussion with my friends the pharmacy whose staff are very pleasant just cannot cope with the volume of prescriptions.
- I fully support the new pharmacy opening at 2- 3 High Street in Moffat as I have to use Dalston Pharmacy in Lockerbie at present because I prefer Dalston to the other pharmacies in the area. They also supply me with what I need and will order things in which are not on the shelves and it goes without saying their staff are the friendliest I have ever met.
- To give some competition to our present chemist and perhaps they would become more competitive. It would be encouraging to have a friendly face at the counter more regularly. To be able to collect a repeat prescription after 3 days instead of the more usual 4/5 days.
- Many patients take their prescriptions to Lockerbie and/or Dumfries to have them filled due to the long wait at the local chemist sometimes due to the lack of stock, we need a more efficient service and a second pharmacy would relieve the strain and possibly stock a wider range of medical aids, beauty products and toiletries.
- A new pharmacy is needed but the site is wrong.
- Another pharmacy is needed but this is not a good position for it.
- I have used Dalston Pharmacy in Lockerbie and the staff are always helpful and knowledgeable.

- 100 percent something needs to happen.
- The current pharmacy on the high street is awful. Service is very slow, staff are rude and service is very unreliable. When I put a prescription in and say I'll be back the next day, when I return it wasn't even been looked at and still need to wait well over half an hour still.
- The current service is inefficient, slow and unreliable.
- As above much needed as is greater competition.
- As above. The current pharmacy is not in my opinion, functioning at an efficient level, too many staff behind the counter, slow to acknowledge customers waiting and unreasonable delays.
- The one we have is well below par!
- We already have a pharmacy in the town. What we need is an Optician.
- As said in my previous statements I am tired of having to return for medication that is not available, sometimes 3-4 times in or up to ten days later sometimes from when ordering my repeat prescriptions.
- I feel we would get a better service from the existing pharmacy if there were 2 pharmacies to share the work load and the area would benefit from this.
- As above - we are a tourist town not a health market we don't want visitors to think we are all sick here!
- Only if it does provide extra cover and a better range of facilities and products than the existing one and if it works hand in hand with other services.
- Great need in this town for another pharmacy due to the huge increase of ageing population.
- Existing pharmacy is of historical significance.
- The new location is in a good position for parking, disabled access, public transport connection and also near to one of the Doctors surgery and not too far away from the other.
- Although I do like the existing shop it would be sad to see them leave.
- The current pharmacy is overstretched and cannot supply repeat prescriptions without a 3 day wait, and then sometimes there are items which have to be waited on for a further 24/48 hours.
- I don't think we need two pharmacies in Moffat situated across the road from each other. I expect one of them would eventually go out of business.
- See previous comments. This will put the current pharmacy out of business and it is the oldest in Scotland. We should be protecting these small businesses and not destroying them.
- Moffat would benefit from another pharmacy
- Good for me but not sure about the community.
- Severe nearby parking problems.
- Anything is better than the present pharmacy. Surely the most poorly managed business in the town. "It will be ready in twenty minutes," having sat on a prescription for a week is not good enough.
- On the assumption that there is no proposal to close the existing pharmacy in Moffat.
- If it ain't broke, don't fix it!
- See my answers above.
- Nothing wrong with current chemist and the services they provide.
- I consider that more competition would improve the quality of service overall and lead to more choice for patients.
- If it enables a new beginning in terms of a large improvement in efficiency, otherwise the increase in provision will actually have a detrimental outcome.
- The existing pharmacy is awful, medicines are often not in stock, the time to wait for a prescription is unbelievable and the staff are very rude. Another chemist is really needed.

- I don't have enough information. Not sure what is driving this proposal. Is it a commercial venture or a social service?
- The Co-op Chemist in Moffat is not very efficient so a shakeup would be good but I suspect two chemists in a small town like Moffat is more than enough!
- Im happy with the present system.
- Reasons as above.
- I am pleased as being offered freedom of choice and fed up of my prescriptions never being ready.
- I am not aware of attempts to make the current pharmacy more effective.....would want to understand this before supporting a new one.
- I already travel to Lockerbie to use the Dalston Pharamcy because the current pharmacy is inadequate. This would mean I do not have to drive to Lockerbie for my husband's repeat priscriptions. The service which I receive from Dalston Pharmacy in Lockerbie is excellent.
- It depends if the surgery will still offer prescription services and whether the existing chemist will remain open.
- Very dependent on traffic issues being ironed out.
- Long overdue, used to be two Chemists in Moffat,the population was half what it is now.
- See 2 above.
- Depends on what improvements proposed new pharmacy offers over existing pharmacy.
- I think it would be great as it is just a minutes walk away from Dr Gillies Surgery and would save a lot of his elderly patients having to walk all the way up the street to get there prescriptions filled.
- As previous answers - it's unnecessary, duplication of facilities, wrong location and no parking.
- I think it was long needed. In regard to my name and address Im afraid that I am skeptical about anominity and therefore will not provide. Its a small town and one can never be sure who will have sight of things. I am a private citizen and have no axe to grind but I just feel competition would be good both from a service and price point of view.
- EXISTING SET UP IS VERY STALE WITH A "TAKE IT OR LEAVE IT " APPROACH.
- Primary care services need to be looked at first then determine what time of pharmacy services need to support this
- Present Pharmacy appears too small therefore disorganised, resulting in long waiting times for prescription collection.
- The current chemist takes 3days for a Perscription sent from the Dr, its ridiculous, and staff are so rude.
- The current pharmacy appears to be unable to cope with the volume of prescriptions and doesn't seem to matter how much advance notice is given the prescription is never available for immediate uplift.
- Existing pharmacy always have to order in prescription,2 - 3 days delay.
- It would be beneficial as there are always ques in present chemist and people could choose which shop to visit.
- Competition would be healthy and lead to improved services so long as both survive.
- This would ease the increasing pressure on the existing pharmacy. Due to the large population of elderly people in Moffat there is an excessive demand placed on the current facility. Customers would have more choice and if one pharmacy was busy they could try the other one. This would prevent them having to wait or visit the pharmacy several times a day for several days to collect a prescription that was put in at GPs surgery a week before.

- Will benefit community.
- Competition is always beneficial bringing out the best in all providers.
- I put my husband & my own repeats into the surgery, High St, Moffat on a Sunday & I'm very lucky if I get them all on the Fri.
- The opening of a new pharmacy in the town will be of massive benefit to the local community in terms of the standard of healthcare services provided and jobs. The current pharmacy service has declined drastically over the last few years. My husband has received the wrong strength of medication as well as having his once daily blood pressure medication labelled as "one to be taken four times daily!". I myself specifically asked not to be given a certain brand of medication but have been given it four times! I have waited over twenty minutes for a prescription to be dispensed. I don't think they can cope with their current workload. Overall the current pharmacy services are not, in my opinion, adequate and I welcome the proposal for an additional pharmacy in this area.
- The existing local pharmacy is part of a national chain. As such, I feel that the service provided is governed not by local need, but by national company policy, relating to inflexible service levels ie company way or no way, procurement of medicines/drugs and overall attitude to customers. It not uncommon at the existing pharmacy to go several times to collect 'balances' that have still not been delivered. I have experienced (and I know others have too) mistakes in dispensing. I also know of people who have taken their prescriptions to Lockerbie as a result of poor service from the existing sole pharmacy at present. I believe this new pharmacy applicant is a local independent company. My experience would suggest a provider free from national influence will provide a more friendly and professional service centred around local circumstances/geography and can only benefit the community in general.
- Absolutely you can wait for over an hour to get a prescription in the current Co Op pharmacy even when they've had it a week. This is a great proposal for Moffat.
- Moffat and surrounding area is growing in population ,1 chemist cannot cope with the volume , there is always a long wait for prescriptions and that's with a lot of staff behind
- the counter ,2 gp surgeries and a community hospital in Moffat , a second chemist is long overdue.
- Present Chemist provision in Moffat is now limited (due to size) and seem to struggle to cope and therefore provide an efficient and effective service. A second Chemist would ease this pressure, provide customer choice and increase effectiveness and efficiency through healthy competition.
- I would really welcome another chemist. Hopefully they will have items which presently need to be ordered in.

ANNEX A

Advert

Advert published in two local newspapers:

- Annandale Herald circ 3465
- Moffat News circ 971

PROPOSED APPLICATION FOR INCLUSION IN THE BOARD'S PHARMACEUTICAL LIST



NHS Dumfries & Galloway is in joint consultation with Dalston Pharmacy Ltd who are proposing to submit an application to provide pharmaceutical services from premises situated at 2-3 High Street, Moffat, DG10 9ET.

Dalston Pharmacy Ltd plans to provide the following services:

- NHS prescription dispensing
- Minor Ailment Service
- Public Health Services
- Acute Medication Services
- Chronic Medication Services
- Urgent Supply of Medication

A full list of the planned services can be found in the questionnaire.

Dalston Pharmacy Ltd plans to open the pharmacy at the following times:

Monday to Friday: 8.45 am to 5.45 pm Saturday: 9.00 am to 4.00 pm

The consultation invites the views of people local to the proposed premises, or those who might use the proposed new pharmacy by completing a short questionnaire available from:

- **The Board's website:**
www.nhsdg.scot.nhs.uk go to Focus On and click Pharmacy Consultation
- Moffat Library & Mobile Library visiting communities in the Moffat area
- Present Time Gift Shop, 2-3 High Street, Moffat, DG10 9ET

A paper copy of the questionnaire is also available and in other languages or large font by calling: 01387 244284. General comments in response to this notice may be submitted by e-mail to dumf-uhb.PCD@nhs.net or letter to Primary Care Development, NHS Dumfries & Galloway, Logan East, Crichton Hall, Dumfries, DG1 4TG.

This consultation will run for 90 working days from after the date of this notice. **COMMENTS RECEIVED AFTER 5.00 PM ON WEDNESDAY, 16 DECEMBER 2015 WILL NOT BE CONSIDERED.**

ANNEX B

NHS Dumfries & Galloway
Primary Care Development



Extract of Information provided with questionnaire

APPENDIX B – JOINT CONSULTATION QUESTIONNAIRE

Joint Public consultation for new community pharmacy

NHS Dumfries & Galloway is currently in discussion with Dalston Pharmacy Ltd who wishes to open a new community pharmacy at 2-3 High Street, Moffat, DG10 9ET.

Before Dalston Pharmacy Ltd submits a formal application, this joint consultation exercise is being carried out to seek the views of people local to the **proposed** premises, or those who might use the **proposed** new pharmacy.

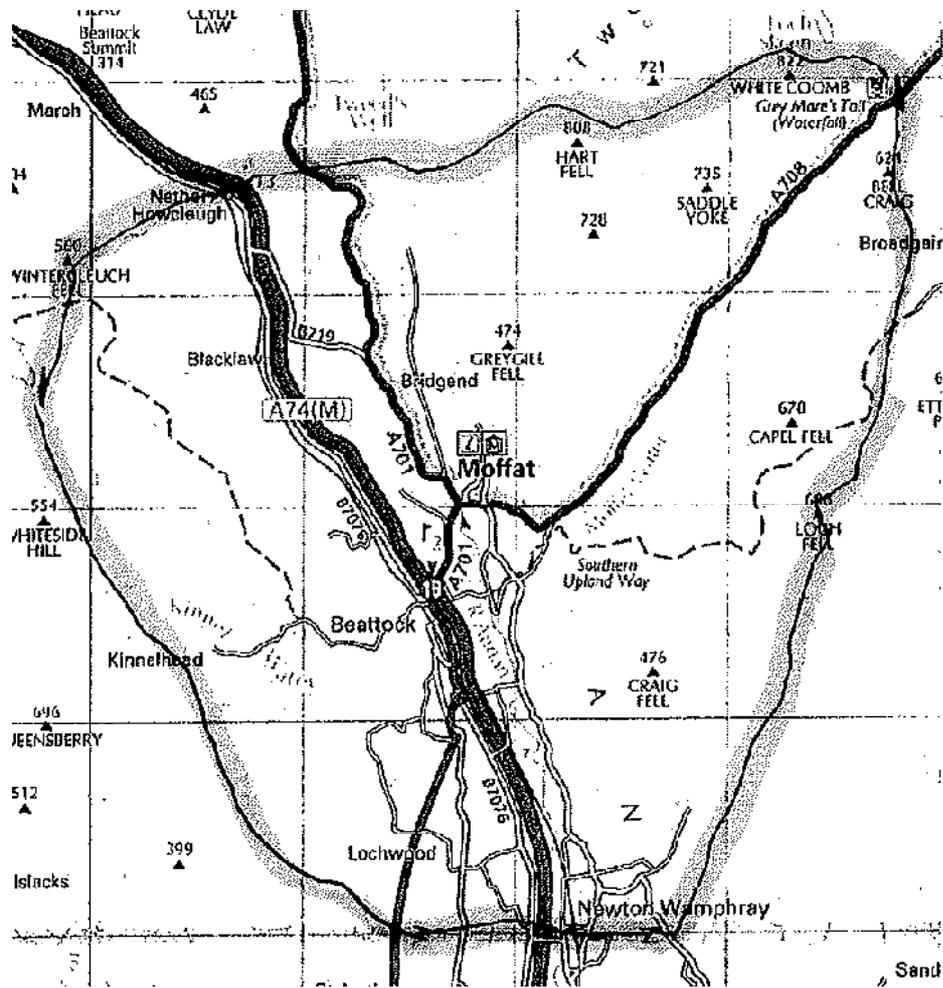
The consultation aims to measure opinion on current access and adequacy of provision of pharmaceutical services in the 'neighbourhood' where the premises are situated. The consultation is aimed at gauging the level of public support for this proposal.

To take part in the consultation, please complete the Pharmacy Consultation Questionnaire provided overleaf.

A full explanation of the pharmacy application process is provided as an attachment to the questionnaire and is also available on Board's website at:

http://nhsdumfries.clients.civiccomputing.com/Departments_and_Services/Community_Services/New_Pharmacy_Applications

BOUNDARY OUTLINED OF PROPOSED NEIGHBOURHOOD AS IDENTIFIED BY DALSTON PHARMACY LTD



PROPOSED LOCATION OF THE PHARMACY IN MOFFAT TOWN CENTRE



ANNEX C

List of Stakeholders		
NAME	TITLE	ORGANISATION
Health Board		
Mr J Ace	Chief Executive	NHS D&G
Mrs J White	Chief Officer Health & Social Integration	NHS D&G
Mrs J Anderson	Health & Social Care Integration General Manager	NHS D&G
Mr G Sheehan	Annandale & Eskdale Health & Social Care Manager	NHS D&G
Ms J Osbourne	Lead Officer for Integration in Annandale & Eskdale & Nithsdale	NHS D&G
Council		
Mr G Henderson	Chief Executive	D&G Council
Mr P Diggle	Councillor Annandale North (D&GIG)	D&G Council
Mrs G Macgregor	Councillor for Annandale North	D&G Council
Mr G Tait	Councillor for Annandale North (SLab)	D&G Council
Mr S Thompson	Councillor for Annandale North (SNP)	D&G Council
MSPs		
Ms C Beamish	MSP	
Ms J McAlphine	MSP	
Ms A McLeod	MSP	
Mr G Pearson	MSP	
Mr P Wheelhouse	MSP	
Mr J Hume	MSP	
Mr C Brodie	MSP	
Ms E Murray	MSP	
MP		
Mr D Mundell	MP	
Scottish Health Council		
Community Councils		
Mrs C Tattersall	Secretary	Wamphray Community Council
Mrs J Purves	Secretary	Moffat Community Council

Mr M Brown	Secretary	Kirkpatrick Juxta Community Council
Mr F Dale	Chairperson	Johnstone Community Council
Local Nursing Homes & Housing Partnership		
Bankfoot Nursing Home		
Singleton Park		
D&G Housing Partnership		
Local Community Organisations		
League of Friends		
Moffat School Parents Group		
Third Sector D&G		
Safey & Heath Partnership		
ENABLE Scotland		
Chronic Pain Improvement Group		
Maternity Link Group		
HUB		
Smoking Cessation Group		
User & Carer Group		
ENABLE		
Moffat Mother & Toddler Group		

ANNEX D: Posters

PROPOSED APPLICATION FOR INCLUSION IN THE BOARD'S PHARMACEUTICAL LIST



NHS Dumfries & Galloway is in joint consultation with Dalston Pharmacy Ltd who are proposing to submit an application to provide pharmaceutical services from premises situated at 2-3 High Street, Moffat, DG10 9ET.

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- Acute Medication Services
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- Chronic Medication Services
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- Urgent Supply of Medicines

A full list of the planned services can be found in the questionnaire.

Dalston Pharmacy Ltd plans to open at the following times:

Monday to Friday: 8.45 am to 5.45 pm Saturday: 9.00 am to 4.00 pm

The consultation invites the views of people local to the proposed premises, or those who might use the proposed new pharmacy by completing a short questionnaire available from:

- The Board's website:
www.nhsdg.scot.nhs.uk
Go to Focus On and click Pharmacy Consultation
- Moffat Library & Mobile Library visiting communities in Moffat area
- Present Time Gift Shop, 2-3 High Street, Moffat, DG10 9ET

A paper copy of the questionnaire is also available and in other languages or large font by calling: 01387 244284. General comments in response to this notice may be submitted by e-mail to dumf-uhb.PCD@nhs.net or letter to Primary Care Development, NHS Dumfries & Galloway, Logan East, Crichton Hall, Dumfries, DG1 4TG.

This consultation will run until Wednesday, 16 December 2015.

**COMMENTS RECEIVED AFTER 5PM ON WEDNESDAY,
16 DECEMBER 2015 WILL NOT BE CONSIDERED.**

Primary Care Development, Logan East - 1st Floor, Crichton Hall, Bankend Road, Dumfries, DG1 4TG
Tel: 01387 244284; Fax 01387 247706; E-mail dumf-uhb.PCD@nhs.net

Poster including Harvest Time Deli who it was agreed would hold hard copy questionnaires after first poster issued.

PROPOSED APPLICATION FOR INCLUSION IN THE BOARD'S PHARMACEUTICAL LIST



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www.nhsdg.scot.nhs.uk
Go to Focus On and click Pharmacy Consultation
- Moffat Library & Mobile Library visiting communities in Moffat area
- Present Time Gift Shop, 2-3 High Street, Moffat, DG10 9ET
- Harvest Time Deli, 24 Well Street, DG10 9DP

A paper copy of the questionnaire is also available and in other languages or large font by calling: 01387 244284. General comments in response to this notice may be submitted by e-mail to dumf-uhb.PCD@nhs.net or letter to Primary Care Development, NHS Dumfries & Galloway, Logan East, Crichton Hall, Dumfries, DG1 4TG.

This consultation will run until Wednesday, 16 December 2015.

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16 DECEMBER 2015 WILL NOT BE CONSIDERED.**

Primary Care Development, Logan East - 1st Floor, Crichton Hall, Bankend Road, Dumfries, DG1 4TG
Tel: 01387 244284; Fax 01387 247706; E-mail dumf-uhb.PCD@nhs.net

ANNEX E

Poster and Questionnaire Distribution

Posters to be provided to:

- John Wallace Butchers, 2 Well Street, Moffat, DG10 9DP (no charge)
- A M Grieve Newsagents, 12 High Street, Moffat, DG10 9HF (at a charge of £1 per week)
- St Andrew's Church Hall, Sessional Clerk Dr Sonia Sharkey (sonia.sharkey@nhs.net 01683 220051)
- Wamphray Parish Church via Dr Sharkey
- Moffat On-Line
- SHAP – Safety & Healthy Action Partnership in A&E + briefing
- Moffat Hospital
- 2 GP Surgeries
- Moffat Library & Mobile Library
- Dental Surgery
- Moffat Mother & Toddler Group (put poster on their website)
- Beattock Primary School
- Present Time Gift Shop
- Harvest Time Deli

Questionnaires to be made available via:

- Health Board Website to download
- Primary Care Development at the Health Board
- Moffat Library & Mobile Library
- Moffat On-Line via link to Board
- Present Time Gift Shop
- Harvest Time Deli

ANNEX F

Tweets		
Dates for Tweets	Timescale	Tweet
17.09.2015	Day 1	Responses are invited to a Public Consultation for a proposed new pharmacy in Moffat more information can be found at: www.nhsdg.scot.nhs.uk
30.09.2015	Day 14	Public Consultation is underway re proposed new pharmacy in Moffat for more information go to www.nhsdg.scot.nhs.uk look in Focus On
16.10.2015	Day 30	Don't forget to have your say about a proposed new pharmacy for Moffat go to www.nhsdg.scot.nhs.uk look in Focus On
16.11.2015	Day 61	Don't forget to have your say about a proposed new pharmacy for Moffat go to www.nhsdg.scot.nhs.uk look in Focus On
07.12.2015	Day 81	Don't forget to have your say about a proposed new pharmacy for Moffat go to www.nhsdg.scot.nhs.uk look in Focus On
11.12.2015	Day 85	Time is running out to have your say about a proposed new pharmacy for Moffat at www.nhsdg.scot.nhs.uk look in Focus On
14.12.2015	Day 88	Last few days to have your say about a proposed new pharmacy for Moffat go to www.nhsdg.scot.nhs.uk look in Focus On
15.12.2015	Day 89	Last full day to have your say about a proposed new pharmacy for Moffat go to www.nhsdg.scot.nhs.uk look in Focus On
16.12.2015	Day 90	Last chance to have your say re proposed new pharmacy in Moffat. Have your say go to www.nhsdg.scot.nhs.uk click on Focus On

ANNEX G

Letters received during consultation period (names and addresses redacted):

Letter 1	<p>I am writing in support of my constituent Mr Gordon Winter (home address redacted) in relation to his proposal to open a second pharmacy in Moffat.</p> <p>In my largely rural constituency, I believe a second pharmacy will be a real asset to Moffat and the surrounding areas, providing a much needed additional service for an ageing population and supporting the existing pharmacy in its coverage of an expansive geographical area.</p> <p>I understand having spoken to my constituents that there is a demand for such a proposal and I hope my comments can be taken on board.</p>
Letter 2	<p>Proposal for second pharmacy in Moffat</p> <p>I understand that Dalston Pharmacy have made application to open up a new pharmacy within Moffat. I am writing at Gordon Winter's request to state that I would support this application.</p> <p>I believe this would be convenient for my patients and that the current demand for pharmacy services currently outstrip which is currently available I think that it would be highly desirable that patients have a choice of where to obtain their pharmacy services, without needing to travel to Lockerbie or Dumfries as currently happens.</p> <p>I believe the provision of a new pharmacy would be a valued and worthwhile resource for the community of Moffat and the surrounding area. It appears that the current demand for pharmaceutical services is in excess of what can be provided by the existing pharmacy and the provision of an additional pharmacy would help make it easier to meet patients needs in a more prompt manner.</p> <p>I understand that they plan to offer a wide range of services, which will compliment those already in existence and that the increased accessibility for patient to a pharmacist can only help improve their long-term health care.</p>