



**NHS BORDERS
AND
TWEEDBANK PHARMACY**

CONSULTATION ANALYSIS REPORT (CAR)

In respect of premises at 3 Tweedbank Drive, Tweedbank, TD1 3RP

Produced on 24th July 2023

Agreed by Applicant and NHS Borders on 12th October 2023

NHS BORDERS AND TWEEDBANK PHARMACY CONSULTATION ANALYSIS REPORT (CAR)

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1. INTRODUCTION

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

Previously the Applicant and the Board carried out separate consultations, but the above amendment to the Regulations instructed parties to consult jointly, with the Board taking the lead/facilitative role.

This report has been jointly agreed by NHS Borders and Tweedbank Pharmacy.

2. AIM

The aim of this consultation was to assess the current provision of Pharmaceutical Services in the neighbourhood and whether it is adequate; and to establish the level of support from the local public.

A pre-meeting between NHS Borders Primary Care Department and the Interested Party, Tweedbank Pharmacy took place on 10th October 2022 with the aim of agreeing on the range of consultation activity to be undertaken.

An advert template and a list of questions were subsequently agreed. Copies of the advert and questionnaire are attached at Appendix 1.

3. METHODOLOGY

For the joint consultation the advert was published in the Border Telegraph, Community Council were informed, Patient Partnership Forum, Local Councillors, MSPs, posted on NHS Borders website and twitter account. Respondents could either respond electronically or could request a hard copy. In addition a leaflet drop featuring the agreed advert copy was carried out locally by the applicant.

The consultation ran for a total of 90 working days, the final day for responses being 21st July 2023.

4. RESULTS

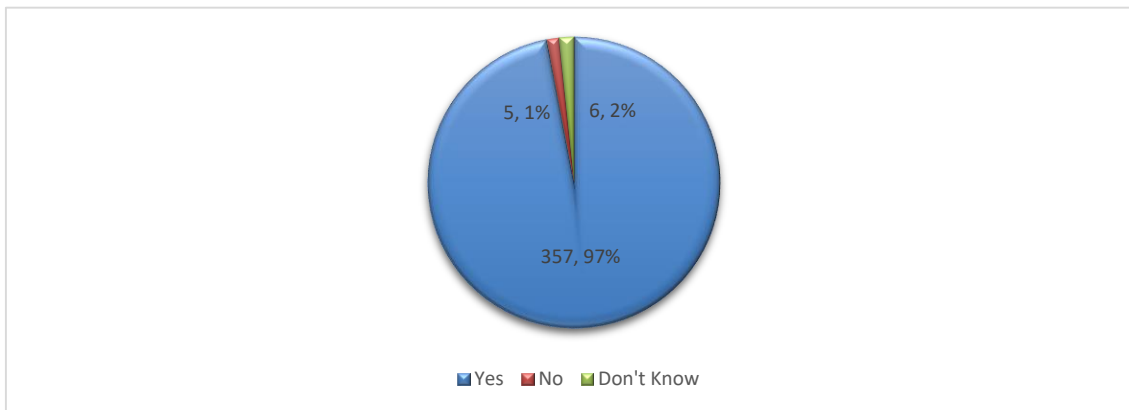
The total number of responses received was 368. 368 were submitted from individual members of the public, none were submitted from a group/organisation and no respondents skipped the question.

The following data provides a summary of the consultation responses.

Question 1

Do you think the area highlighted in the map on NHS Borders website describes the ‘neighbourhood’ where the proposed pharmacy is situated / application relates to?

357 respondents answered “Yes”
5 respondents answered “No”
6 respondent answered “Don’t know”



Question 2

Do you live within the above neighbourhood?

321 – 87% of respondents answered “Yes”
47 – 13% of respondents answered “No”

Question 3

The proposed location of the new pharmacy is: 3 Tweedbank Drive, Tweedbank, TD1 3RP.

Do you think the location of the proposed premises will provide adequate access to pharmaceutical services in and to the ‘neighbourhood’?

341 – 93% of respondents answered “Yes”
25 - 7% of respondents answered “No”
3 – less than 1% of respondents answered “Don’t know”

Question 4

Do you think the current pharmaceutical services being provided in the neighbourhood are adequate?

61 – 17% of respondents answered “Yes”
269 – 73% of respondents answered “No”
38 – 10% of respondents answered “Don’t know”

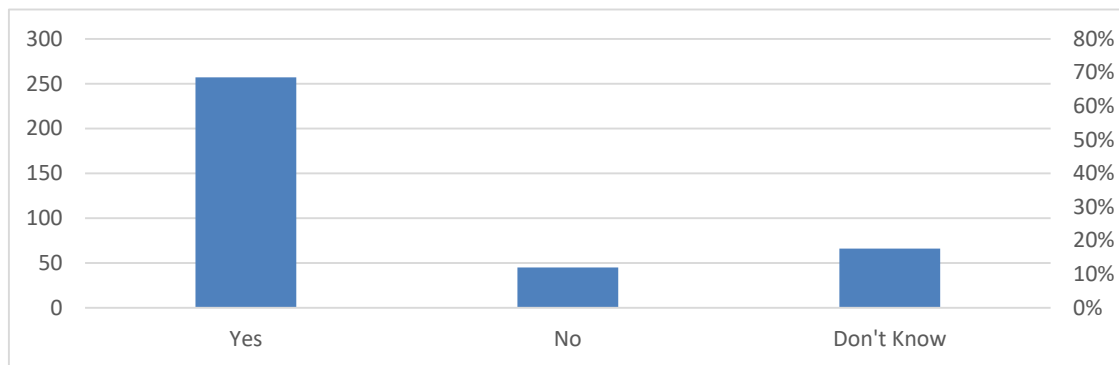
Question 5

Do you think there are gaps in the existing provision of pharmaceutical services in the neighbourhood described?

257 respondents answered "Yes"

45 respondents answered "No"

66 respondents answered "Don't know"



Question 6

Respondents were asked to explain their answer to Q5, there were 219 comments, with a majority of 70% stating there were gaps in the existing provision. The main issues highlighted were lack of proximity to existing pharmacies in neighbouring towns, access and transport links to existing pharmacies and increased demand in the area, as a result of expanding development:

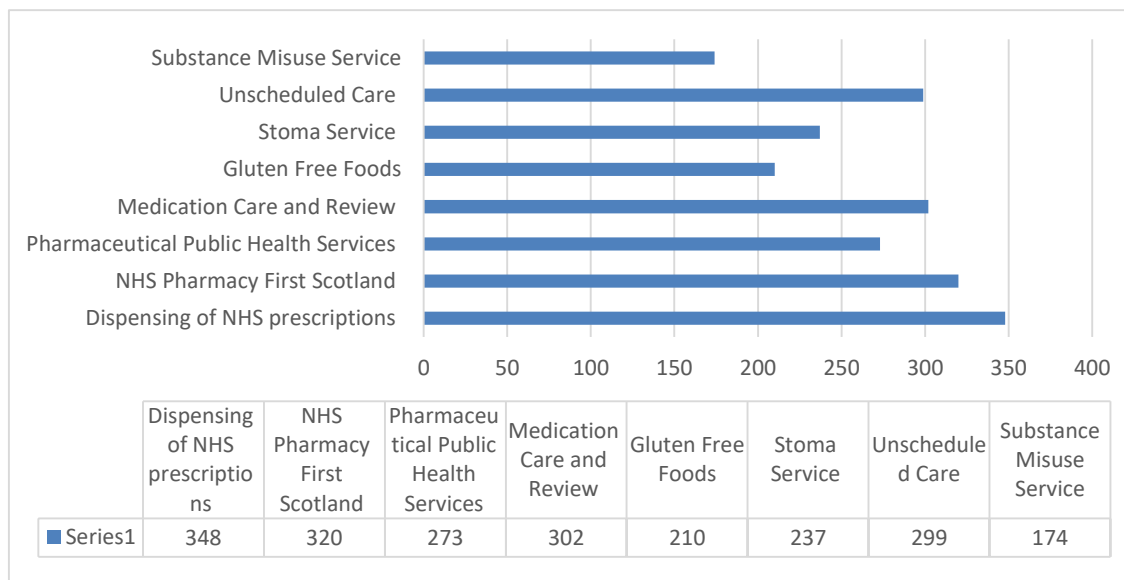
A selection of comments is listed below:

- *Older people or people with poor health may find it more difficult to access pharmacies that are in Galashiels or other surrounding towns.*
- *Difficult for people without access to a car to access pharmacy. Tweedbank is expanding and needs its own pharmacy.*
- *Boots is too busy and takes over 1 week to get your prescription which isn't good enough.*
- *People without transport find it difficult to travel to get prescriptions or pharmaceutical advice.*
- *Going to any other pharmacy requires the ability to drive and/or walk longer distances from public transport stops. Having a local pharmacy would remove that.*
- *Nearest pharmacy are at least a 2 mile drive to either Melrose, Langlee or Galashiels.*
- *I have trouble walking so have trouble getting to pharmacy in Melrose.*
- *I have two young children. One who is sick all the time. It's very difficult for me to get to the nearest pharmacy by bus just to get basic pharmacy needs.*
- *I am an elderly person with difficulty moving around. If I have to go to the nearest pharmacy can take all day this puts me off going and my health then suffers.*
- *Public transport isn't great. Difficulty in getting to current pharmacies especially in winter.*
- *I live nearby the neighbourhood described and a pharmacy there would be advantageous. Boots in Melrose is sometimes closed without warning (making collection of an urgent prescription impossible), also parking is often difficult.*
- *You either have to travel to Galashiels or Melrose to collect prescription or obtain over the counter medication. Transport can be an issue or multiple visits if pharmacy unable to get repeat prescription. Proposed site has parking and in walking distance.*
- *There is currently no pharmacy in Tweedbank. As a growing community I think one is needed as now people have to travel to access one*
- *Having to travel by bus to either Galashiels or Melrose to a pharmacy can be an extra expense and also difficult during winter. Also people are having to rely on pharmacist more as it is difficult to see your local GP.*

- *Very poor service locally, particularly from boots in Melrose. 8 days is the normal for repeat prescription, if the shop is not closed due to no pharmacist being available.*
- *Current pharmacies are a £4 bus ride away or a walk along the black path which is not easy for someone who is disabled or elderly.*
- *There is no chemist in the area, the nearest is either in Melrose or Galashiels both of which are really outwith walking distance so transport is required and bus is every 30 minutes*
- *The area is growing and a local pharmacy is a must*
- *Elderly people find it difficult to access pharmacy. Tweedbank is expanding fast but we are lacking facilities that other towns are lucky to have access to.*
- *You need to go to either Galashiels or Melrose to get your prescription medication or advice which means, to a lot of people, two buses.*
- *I have two small kids and don't drive. Having to get a pharmacy on public transport is difficult. Sometimes buses are not on*
- *Tweedbank has an ageing population, so a pharmacy nearby would be good, maybe even necessary.*
- *I am an elderly woman who has difficulty getting around. Having to travel to a pharmacy makes it very difficult for me to get there.*
- *I am on regular medication and having to take the bus to another pharmacy and my medication not being ready means I have to go home and return the next day. This is also an added cost which I can't afford.*
- *My prescription is never ready at the Boots pharmacy. Meaning I have to go home and then come all the way back. This is an extra cost I don't need.*
- *I have mobility issues so getting to a pharmacy a few miles away is extremely difficult.*
- *New housing being built and a growing population means the current pharmacy provisions are inadequate*
- *I have two young children. One who is sick all the time. It's very difficult for me to get to the nearest pharmacy by bus just to get basic pharmacy needs.*
- *Public transport isn't the best to get to the nearest pharmacy. Takes far too long and is expensive. A local pharmacy would be the solution.*
- *Difficult getting to the nearest pharmacy on public transport. This was highlighted during the pandemic when I was unable to get to a pharmacy at all.*
- *Have to travel to Galashiels currently. I have two children with disabilities and having a local pharmacy would be very beneficial to us.*
- *Having to travel by bus to nearest pharmacy and the pharmacy not having my medicine in stock. Then I have to return the next day. Unnecessary extra cost and time*
- *I am having to get a bus to the nearest pharmacy which is some distance and at times they don't have items so you have to go all the way back again*
- *The current pharmacy I use has long waiting times and never had my medication on time.*
- *I sometimes have to walk to Gala to get to a Pharmacy. This is unacceptable in 2023. Public transport is expensive considering i have to go to the Pharmacy 6 days a week to collect my medication. This new Pharmacy would be a lifesaver and would make the biggest difference to me and a lot of people in Tweedbank.*
- *There is difficulty for my mother who is elderly getting to the nearest pharmacy. This would help her immensely. Also, the population of the neighbourhood is growing*
- *It can be really difficult to get to boots Melrose for prescription, parking usually a very difficult.*
- *Boots in Melrose has long waiting times and always has medication not in stock. This means I have to return the next day. This is not acceptable when I have to use public transport*
- *I have young kids and it's not easy trying to get to a pharmacy when they are not well.*
- *Surely the fact that we don't have a Pharmacy and the nearest is miles away is enough of a gap. Also, Lloyds, Boots and Tesco in Gala are terrible and take up to 2 weeks to process your prescription if they are lucky enough to have it in stock*
- *Nearby pharmacies have long waiting times and buses are too infrequent*

Question 7

From the following list of pharmaceutical services being proposed by the Intended Applicant for the pharmacy please select the ones you feel are required within this neighbourhood?



Question 8

Respondents were asked to explain their answer to Q7, there were 104 comments. There were 35 negative comments (34%) made in relation to a Substance Misuse Service. The remainder of comments expressed mainly positive views (56%) with a few negative views (10%). Some of these were in relation to other factors and were not focused to the specific question. A selection of representative responses to the services proposed is listed as follows:

- Tweedbank deserves to have a complete pharmaceutical service.
- I am registered disabled. I would really benefit from all the above pharmaceutical services.
- Great place to collect a prescription Plenty parking.
- Having a local pharmacy with these services would in some ways avoid the need to go to a gp.
- Having a local pharmacy for minor ailments would save having to wait days for a gp appointment.
- We require a full range of services to service an ever growing community.
- All of the above are essential in providing the best standards of services to the residents of Tweedbank and could be useful in preventing them utilising the Emergency Department at the BGH.
- Pharmacy first service would greatly help the local community.
- Minor ailments service would be great.
- Basic pharmacy would be ideal.
- A basic pharmacy with a good range of over the counter products, and a place to pick up prescriptions, as well as a service to provide minor ailment advice and urgent matters would be very beneficial to a growing community.
- The population is high enough to merit full pharmaceutical services.
- We do not have any of these services in Tweedbank. They are badly needed especially for pensioners like me who struggle to get out and use public transport.
- Long term pain & can't travel will make such a difference on our door step.
- I think a pharmacy in Tweedbank would be greatly beneficial for the older residents in the area and for those who have mobility issues. There are also many families in the area with young children who could benefit from a local pharmacy and their

advice. When a child is unwell you don't want to travel far with them to get the medication they require.

- It would be good for the residents of Tweedbank to be able to visit a pharmacist within walking distance even for over-the-counter medicine.
- I think this would be very beneficial to all residences in the tweedbank area especially for elderly residents.
- These essential services should be available in an urgent/ emergency situation to the local people to Tweedbank. No one should have to use public transport to get a prescription.

- I don't feel that a pharmacy is required. The area is well served by existing local pharmacies - most deliver daily to Tweedbank. Addiction services is possibly the only area that would be worthwhile as currently patients have to travel to Gala or Melrose.
- There are pharmacies in Melrose and Gala both a short bus service away therefore the wider services proposed other than prescriptions shouldn't be necessary in Tweedbank. The premises are very small and there may be issues relating to queuing and space in this smaller area. There is a school next door so provision of substance misuse support here may not be appropriate.
- Gluten free products are so readily available these days it is not necessary to be prescribed anymore. Access to the other services is more important
- I will not change my prescription from Tesco as it's convenient when I do my shopping
- Completely the wrong area to provide this service. Too close to a school where there are vulnerable children going to and coming from. Some children with special needs will be at more risk especially if they manage to leave the school without being noticed even though the school are very good.
- Think larger in town pharmacies should be dealing with substance misuse not small community ones!
- Feel as area proposed is next to the primary school a substance misuse clinic is not the ideal service for this area
- With the close proximity of the primary school substance misuse services would have a negative impact on primary aged children being exposed to certain risks and environments
- I feel that the pharmacy is situated too near the school and play park to offer a substance misuse service. I believe this service is safer being held in the bigger pharmacy's in main towns with more staff etc.
- I don't believe it would be safe for elderly/vulnerable people to be in the same vicinity as people with substance misuse issues.
- I feel there is not a need for substance misuse services in the area, data should show if this is required, services are retained and delivered well by pharmacies in gala, along with location being very near to primary school grounds it is not required at this pharmacy for health and social reasons.

Question 9

Do you think the proposed opening hours are appropriate?

Monday to Friday: 9.00am – 5.30pm

Saturday: 9.00am – 5.00pm

Sunday: Closed

324 respondents answered "Yes"

36 respondents answered "No"

8 respondents answered "Don't know"

Question 10

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

28 respondents answered "Yes"

132 respondents answered "No"

205 respondents answered "Don't know"

3 respondents did not answer the question

Question 11

Respondents were asked to explain their answer to Q10, there were 26 comments, 7 of which related to NHS contracted Pharmaceutical Services; 6 related to services out with the terms of service but which could be considered and 13 suggested other NHS provided services or were not applicable. A selection of representative responses is listed as follows:

- *Palliative care*
- *Pharmacy First Plus*
- *Consultation Re prescription and any contraindications with other medication*
- *Medication reviews*
- *A machine for dealing with cardiac arrests.*
- *Continence products other than absorbent pads eg urine bags, urinary sheaths*
- *Local Delivery of prescriptions*
- *Blood pressure, diabetes, weight checks*
- *A delivery service would be good for the elderly, disabled people and those without transport.*
- *Emergency dental*
- *Physio and chronic pain clinic*
- *Increased outpatient care / clinics, eye tests etc*
- *Podiatry*
- *Malaria and travel medicine*
- *Weight loss quit smoking*
- *Open later for those getting back from work. And also provide the free healthy start and vitamin d adult and infant supplements that people are entitled to from scottish government*

Question 12

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?

294 respondents answered "Yes"

34 respondents answered "No"

39 respondents answered "Don't know"

1 respondent did not answer the question

Question 13

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

81 respondents answered "Yes"

<p>196 respondents answered “No” 91 respondents answered “Don’t know”</p>
<p>Question 14</p> <p>Do you support the opening of a new pharmacy being proposed at Tweedbank?</p> <p>328 – 89% of respondents answered “Yes” 36 – 10% of respondents answered “No” 4 – 1% of respondents answered “Don’t know”</p>
<p>Question 15</p> <p>How did you become aware of this consultation?</p> <p>39 respondents answered “NHS Borders Website” 198 respondents answered “Social Media” 16 respondents answered “Newspaper Advert” 115 respondents answered “Other”</p>
<p>Question 16</p> <p>Respondents (115) were asked if “other” to state, the majority (93) answered “leaflet/letter drop”, other answers were “local shop” and “word of mouth”.</p>
<p>Question 17</p> <p>Respondent Information:</p> <p>368 respondents answered “I am an individual” 0 respondents answered “I am a group or organisation”</p>
<p>Question 18</p> <p>Name of Group or Organisation (Optional): There were no responses.</p>
<p>Question 19</p> <p>Respondents were asked for any additional comments. There were 104 responses. Over 60% were positive, 18% were negative mainly due to concerns with the Substance Misuse Service, 22% commented on location, opening hours and delivery service etc. A selection of representative responses is listed as follows:</p> <p>Respondents with positive views:</p> <ul style="list-style-type: none"> • <i>My partner can't drive. We have two children who have been reliant on various medications and a bus trip to Melrose and back with the kids is an inconvenient expense and effort therefore I support a closer service.</i> • <i>I feel this would be essential for me and my family as well as the community of Tweedbank</i> • <i>I think having a local pharmacy in the community will only help but support gps/nurses social work as it's a smaller place the pharmacy team can get to know patients and build relationship.</i> • <i>Considering Tweedbank is classed as a village and the developments to increase the housing stock over the next few years...we will be almost as large as a small town, so a pharmacy is a great idea, I myself suffer from physical disablements and am autistic, so</i>

often cannot travel by public transport as I can't drive, so having a pharmacy within a short walking distance would be fantastic.

- It would be the difference between night and day for me personally. I am disabled and find it very difficult to pick up my prescription from Boots on a monthly basis. I completely support the new Pharmacy in Tweedbank.*
- Answered no to q13 but wish to add that I do think there will be an impact but a positive one. Will take some of pressure off of the other services to have an additional option to go to*
- If Boots in Melrose closes (they recently announced store closure possibilities) a pharmacy in Tweedbank would be very welcome.*
- Infrequent public transport limits the access to other nearby pharmacies*
- This would be a great asset to the elderly population in and around Tweedbank also parents with young children who don't have transport*
- The impact on other NHS departments would be positive and potentially reduce visits to A&E reduce waiting times people more likely to go to Pharmacist for minor ailments*
- Re Question 13. There would probably be less work available for other pharmacies in the surrounding area, which would impact on their income. However, at least one, to my knowledge, has so much demand that it appears to have difficulty dealing with prescriptions in a timely way. I suspect an additional pharmacy would reduce overall workload and be of benefit to NHS patients.*
- Having elderly parents, watching them struggle to get to a pharmacy on public transport. This pharmacy would greatly improve their quality of life*
- This Pharmacy is badly needed in Tweedbank. I get regular medication and sometimes need to make 3 trips to collect my medication if it is not in stock. The journey into Gala for me is difficult. I could easily walk to the Pharmacy in Tweedbank and feel this would give me my independence back.*
- A good location as many users would be able to walk use the services available*
- I think having a pharmacy in Tweedbank would take some of the pressure off of the other local pharmacies which I know are continually incredibly busy. This has got to be a good thing and have a positive impact on the local and surrounding area.*
- This is a much needed addition to the community*
- Great idea for our local community and for people who cannot freely travel to gala or Melrose - especially with a cost of living crisis*
- I think having a local pharmacy in the community will only help but support gps/nurses social work as it's a smaller place the pharmacy team can get to know patients and build relationship.*
- Considering Tweedbank is classed as a village and the developments to increase the housing stock over the next few years...we will be almost as large as a small town, so a pharmacy is a great idea, I myself suffer from physical disablements and am autistic, so often cannot travel by public transport as I can't drive, so having a pharmacy within a short walking distance would be fantastic.*
- It is unacceptable to have to travel far for basic pharmacy services.*
- Having a pharmacy is a basic need of a community*
- This would be a huge benefit to the Tweedbank community. There are many that would use these services.*
- This pharmacy would really help the local community especially the unemployed and elderly.*
- The community is growing rapidly with new housing being built. A local pharmacy would help to service this increased population.*
- Would enhance the quality of life for all people in the village especially the elderly and disabled.*
- While buses are available I have to get a taxi to and from pharmacy which is expensive*
- This Pharmacy is badly needed in Tweedbank. I get regular medication and sometimes need to make 3 trips to collect my medication if it is not in stock. The journey into Gala for me is difficult. I could easily walk to the Pharmacy in Tweedbank and feel this would give me my independence back.*
- Tweedbank really needs this. Gala is always so busy at pharmacy. Not all people are able to get there. Be good to have access to a chemist locally for the community.*
- "I think having a pharmacy in Tweedbank would take some of the pressure off of the other local pharmacies which I know are continually incredibly busy. This has got to be a good thing and have a positive impact on the local and surrounding area."*

- *In these days a local pharmacy should be the least of services we have. Especially after the pandemic*
- *Other pharmacies too far which makes travel expensive.*
- *I think this would benefit local GPs and other services as more houses are built including housing for the elderly.*
- *Tweedbank has no services like these. This would help all in the community and relieve the pressure on doctors.*
- *The population of this area is increasing all the time. Having a local pharmacy is a basic necessity Another place locally to get advise and medication when Dr's and hospital appointment are so busy could only be an advantage to the public even if only for advise from a pharmacist can only be a bonus to our area.*
- *Great idea for our local community and for people who cannot freely travel to gala or Melrose - especially with a cost of living crisis*

Respondents with negative views:

- *I would only support this if it was a new addition to the 3 Tweedbank Drive complex. I would not support it if it meant removing or shrinking the fantastic Premier Stores shop, which is paramount to the local community.*
- *I think the pharmacies in Melrose, Langlee and Galashiels are enough to choose from. Melrose and Langlee's pharmacies are within walking distance and these existing pharmacies should be more supported rather than building a new one. Opening a new one is just a waste of resources which could be used for something else.*
- *I think with the location it is wrong I can understand for elderly getting medication but langlee pharmacy do a delivery service and that should be advertised more to people to save them the travel*
- *Never want substance misuse service in this neighbourhood. This will lead to the persons being in close vicinity to the primary school and children (50 metres) and around the pond area were already persons have been detained by police for substance misuse. A larger pharmacist with distinct facilities is required.*
- *Too close to school - posing a risk to schoolchildren being subjected to abuse/ harm from people with substance addictions Tweedbank shop has a large number of customers of elderly and vulnerable status who would be likely to be afraid of the growing number of substance abuse users hanging around the shop/ pharmacy area*
- *Too close to the school for addicts picking up their delay dosage. Will normalise these behaviours and types of people which is very wrong*
- *Please don't include substance misuse services. We have enough problems without introducing a service like this right next to a school!!*

Respondents with other views:

- *Wrong area for this service. Please consider a different building on the edge of the village. The majority of the elderly would benefit walking to the on flat streets to reach the new facilities on the edge of the village rather than down and up a hill to the area proposed. School grounds and children at risk.*
- *One late night collection would be idea as a lot of the estate work and would not be able to collect before 5.30pm*
- *Currently GPS in Galashiels deliver prescriptions to Galashiels pharmacies so Tweedbank pharmacy would need to be included in this service.*
- *Surely if we are supporting 15min communities we should be using gala or melrose. Why not invest in a delivery service for those that cant get to melrose or gala. Most times i need the doc to give me the prescription that i need to take to the pharmacy so this wont help in any shape or form*
- *At the moment our local pharmacies are struggling to find pharmacists and some have had to close for a whole or part day as a result. How is the provider going to ensure that regular pharmacist cover is maintained.*
- *While I support the application and think its a great addition to the Tweedbank community. I wonder about its location and if would better situated near/within the proposed care village site.*
- *Sunday opening would be useful for people needing out of hours prescriptions*
- *Extended opening hours at least one day a week, otherwise most working people will continue to use NHS pharmacies in Galashiels who are open after work hours.*

5. **CONCLUSIONS**

The challenge of the consultation was to reach as many interested parties as possible, to give them the opportunity to state their views.

A range of consultation methods were used resulting in 368 people actively engaging in the consultation.

Advert

Tweedbank Pharmacy

**JOINT PUBLIC CONSULTATION
PROPOSED NEW PHARMACY –
Tweedbank Pharmacy, Tweedbank**

NHS Borders is in consultation with Tweedbank Pharmacy regarding their proposed application for a new pharmacy to open within Tweedbank.

Tweedbank Pharmacy proposes to provide the full range of NHS pharmaceutical services, including any additional services required under an NHS arrangement.

The Proposed Opening Hours of the Pharmacy are:

Monday – Friday 9am – 5.30pm

Saturday: 9am – 5pm

Sunday: Closed

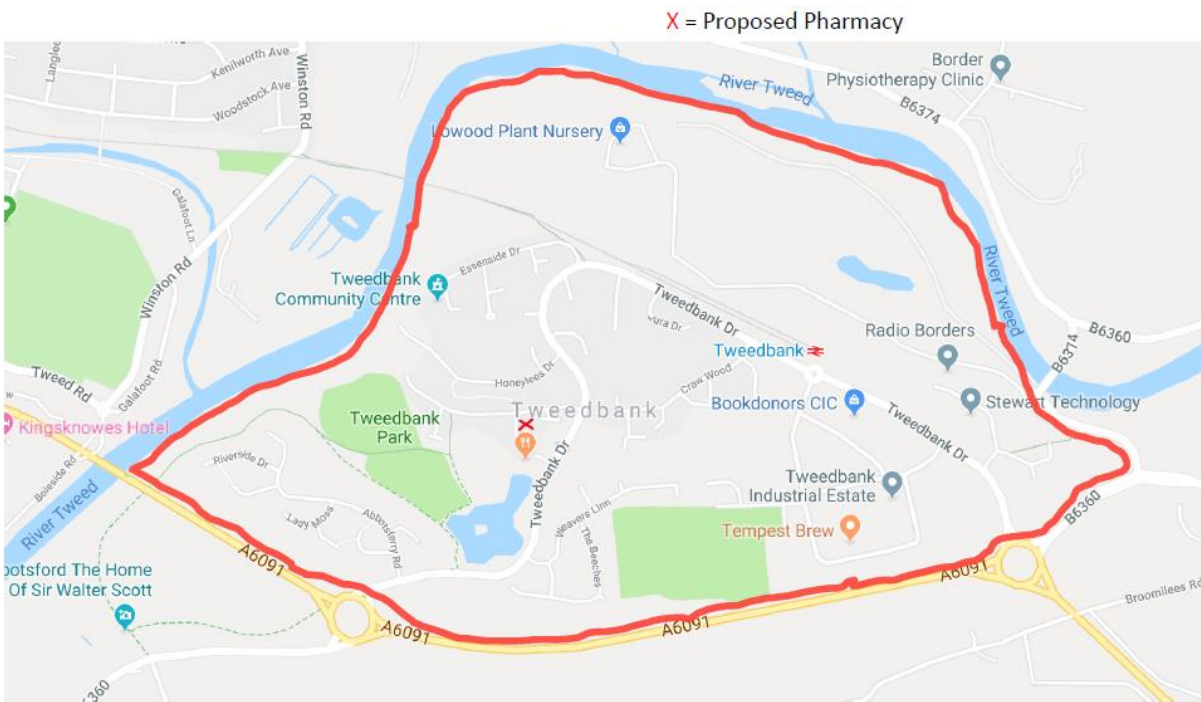
Members of the public are invited to participate in the consultation. To take part please complete the Pharmacy Consultation Survey at www.nhsborders.scot.nhs.uk or alternatively a hard copy of the questionnaire can be obtained by phoning 0800 731 4052 (free of charge) – you may need to leave a message.

As required under the Regulations this Public Consultation will be for a continuous period of 90 working days from the 20th March and will end at 5.00pm on the 21st July 2023. No responses can be accepted after this date.

Questionnaire

Please respond to the following question by circling your answer and giving an explanation as appropriate.

The map below outlines the area affected by this proposal. The outlined area is known as the 'neighbourhood'.



1. Do you think the area highlight in the map above describes the 'neighbourhood' where the proposed pharmacy is situated / application relates to?

Yes No Don't Know

2. Do you live within the above neighbourhood?

Yes No

3. The proposed location of the new pharmacy is: 3 Tweedbank Drive, Tweedbank, TD1 3RP.

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

Yes No Don't Know

4. Do you think the current pharmaceutical services being provided in the neighbourhood are adequate?

Yes No Don't Know

5. Do you think there are gaps in the existing provision of pharmaceutical services in the neighbourhood described?

Yes No Don't Know

6. If you answered 'yes' to question 5 can you comment on what you think the gaps are?

7. Do you think that the following pharmaceutical services being proposed by the Intended Applicant for the pharmacy are required within this neighbourhood? (YES/NO for each option)

- **Dispensing of NHS prescriptions**
(Dispensing of acute prescriptions)
- **NHS Pharmacy First Scotland**
(The redesigned service replaced the current Minor Ailment Service and Pharmacy First Services. This is an NHS service provided by the Community Pharmacy when a patient presents with a minor illness)
- **Pharmaceutical Public Health Services**
(Smoking cessation and supply of emergency hormonal contraception)
- **Medication Care and Review**
(To enable Community Pharmacy Teams to support patients with long term conditions)
- **Gluten Free Foods**
- **Stoma Service**
(Appliance support for patients with a colostomy or urostomy)
- **Unscheduled Care**
(Urgent health matters / supply of emergency prescription medicines)
- **Substance Misuse Service**

8. Please provide any additional comments on your answers to Q7:

9. Do you think the proposed opening hours are appropriate?

Monday to Friday: 9.00am – 5.30pm
Saturday: 9.00am – 5.00pm
Sunday: Closed

Yes No Don't Know

10. Do you think there are other NHS services that the proposed pharmacy should consider providing?

Yes No Don't Know

11. If you answered 'Yes' to question 10 please tell us which other services should be provided:

12. 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

13. 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

14. Do you support the opening of a new pharmacy being proposed at Tweedbank?

Yes No Don't Know

15. Please provide any additional comments you may have on the proposed opening of a new pharmacy at Tweedbank:

16. How did you become aware of this consultation? (YES/NO?)

- NHS Borders Website
- Social Media
- Newspaper Advert
- Other

17. If 'Other' please state:

18. Respondent Information

- I am an Individual
- I am a Group or Organisation (please give the name of your organisation in the box below).

Comments:

Thank you for taking the time to participate in this consultation.