

Thank you for giving me the opportunity to present the case for a new Pharmacy in Windygates.

Firstly, I just wish to clarify that although the NAP chair has asked for this application to be considered by a freshly constituted panel, this is not a new application.

I think it is important that I highlight that this application has been granted by the PPC on 2 previous occasions being May 2019 and April 2021.

The neighbourhood and location of the proposed pharmacy is that of the village of Windygates in its entirety. It is bounded in the North by Markinch Burn and to the South by the River Leven. To the East, Kennoway Burn travelling down the A915 to where it meets the River Leven and To the West, River Leven at its nearest point to Milton Road travelling North in a straight line to where it meets Markinch Burn.

Windygates is a self-sufficient, distinct village which includes: A Primary School, Nursery, Church, Post Office, Hairdressers, Beauty Salon, 2 convenience stores, Bowling Club, Football Club, a restaurant, a Pub, and a Community Centre. This shows the residents of Windygates have all the services for day to day needs.

Windygates Community Council has also recently been reformed and is fully supportive of this application.

Interestingly, there was also once a Pharmacy in Windygates, located on Station Road.

It's possible employees of both Diageo and Cameron Hospital at Cameron Bridge will also access services in Windygates.

There are currently no healthcare services in Windygates. While the absence of a community pharmacy does not automatically necessitate the need for one, we are then required to look at whether the current provision of pharmaceutical services is adequate.

According to the latest figures from the Fife Council's Know Fife Dataset the population of Windygates is just over 2000. This can be considered to be a significantly large population when you are measuring access to pharmaceutical services. In actual fact, Windygates is one of the largest villages in Scotland in terms of population size that does not have a pharmacy or any sort of local healthcare service provision. There are examples of villages in Scotland very similar in profile and smaller in terms of population that have had a new pharmacy contract granted very recently including Townhill in Fife with a population of around 1300 and Fenwick in Ayrshire with a population of just over 1000.

A village with a population of around 2000 is more than enough to sustain a new pharmacy, and I have a business plan in place to accommodate this so viability is not an issue, even with the Sunday opening. Considering the prescription volumes that the nearby pharmacies are dispensing the granting of this this contract will not affect the viability of other Pharmacies in the Levenmouth area.

The lack of a current GP surgery should not be an indicator that a pharmacy is not required or viable. In actual fact, the opposite is true, it indicates inadequacy and

highlights the need for a pharmacy even more. The provision of a pharmacy will provide, in addition to pharmacy services, an entry point into primary health care services in a neighbourhood where there are absolutely no health services at present.

According to Scottish Index for Multiple Deprivation data, 385 people in Windyates are placed in the top 30% of worst areas in Scotland for accessing services. While it may not be the most deprived area this statistic is applicable because of the difficulties people of Windyates face in actually accessing services.

'Smoking is the single biggest cause of preventable ill health and premature death in Scotland' From looking at the Scottish Governments statistics website which replaced Scottish Neighbourhood Statistics, Windyates is split into three data zones. For Windyates East data zone which accounts for 706 people, the % pregnant women smoking was a massive 33% which was more than double the Scottish average of 16% and significantly higher than Fife at 21%. NHS Fife is the second worst health board in Scotland in terms of achieving their Smoking HEAT targets and has consistently failed to achieve these in the past few years. Taking all this into account, a new Pharmacy in Windyates offering the smoking cessation service 7 days a week, will go some way in reducing smoking rates in Windyates.

From figures taken from Fife Council's Know Fife dataset, approximately 36% of the population of Windyates consists of the elderly and children which is a staggering 740 people who are most in need of pharmaceutical services. Also, Windyates like the Levenmouth area as a whole has very much an ageing population and will result in an increased need for local healthcare services in the coming years in Windyates. 29% of residents, which is roughly 580 people, have one or more long-term health conditions, these are people who require regular healthcare for monitoring and treatment of the condition and would most definitely benefit from having a local Pharmacy. The need for these patients to make repeated trips to Pharmacies out with their neighbourhood adds to the inadequacy of existing services.

Going back to the issue of access to pharmaceutical services, it is apparent that residents have to make significant travel efforts to access a Pharmacy given there are no health services of any description available in Windyates. Also, all of the nearest Pharmacies are clustered around Doctor surgeries and from speaking to residents not in a place where residents of Windyates would normally travel given that Windyates is well serviced for day to day living.

The nearest pharmacies are:

Lloyds in Kennoway 1.4miles
Omnicare in Methil 1.7miles
Boots in Buckhaven 2.3 miles
Well in Methil 2.5 miles
Boots in Methil 3.3 miles
Omnicare in Leven 2.7miles
Leven Pharmacy 2.7 miles
Boots in Leven 2.9miles

The nearest Pharmacy as mentioned is currently in Kennoway. There is a major barrier to accessing this Pharmacy due to the steep hill on Kennoway Road which is the only route from Windyates to Kennoway. Walking to Kennoway from

Windygates is therefore very difficult. In fact Kennoway which in Gaelic translates to 'Head of the Den' actually gets its name from its topographical situation. From Windygates Cross this would take a fit and healthy individual around 30mins to walk to the Pharmacy in Kennoway. For an elderly person or a parent with children it would take considerably more. I do not believe walking to this Pharmacy is a reasonable option for person with a pram, wheelchair or for the elderly. This barrier to accessing the nearest Pharmacy to Windygates is a clear indicator of inadequacy. I have spoken to many residents who have expressed their concern that they were unable to obtain their medicines during the bad weather in the past as Kennoway was essentially cut off for 3 days during 'the beast from the east'.

To walk to the next nearest Pharmacy Omnicare in Methilhill would involve crossing the steep pedestrian overpass over the A911 and then crossing the busy A915 and along the B932. This is a long and difficult route and would take a fit and healthy individual around 35-40mins. Again, this cannot be considered a reasonable journey to make for residents of Windygates to access pharmaceutical services. Due to the distance and having to cross the steep overpass this walk is wholly inadequate for a person with a pram, wheelchair or for the elderly.

Due to the distances involved, it is also not reasonable to expect anyone from Windygates to walk to any of the other nearest Pharmacies in Methil, Buckhaven or Leven, therefore, they have to be accessed by public transport or car.

In terms of buses, a patient wishing to travel by bus to the nearest pharmacy in Kennoway would take the 43 Service. This service is very infrequent and comes once every hour. The 41 service which used to run 4 buses during daytime hours has been cut recently and now only runs in the evening so residents of Windygates have an even more infrequent service to Kennoway. For a resident wishing to take the bus to the next nearest Pharmacy-Omnicare in Methil they would need to take the 44 in the opposite direction which has again had it's frequency cut in recent times. The 44 runs once every hour from the morning only until 1.44pm and the next direct bus which is the 44b does not begin until 4.55pm. This is 3 hours without a direct bus to Methil where residents are forced to choose between a lengthy walk or take a bus to Leven and then change to another bus to Methil. I do not believe this is adequate in any way. It is clear that including bus wait times and the wait in the Pharmacy, a round trip using public transport to either Lloyds in Kennoway or Omnicare in Methil would take considerable time and cannot be considered adequate.

For a resident travelling to Leven by bus they could use the 43 or 44 just mentioned which both terminate at Leven Bus Station or the X4 service which is also limited at one every hour. None of these buses stop outside any of the pharmacies in Leven and would require a further walk to the Pharmacy. Due to the distances involved in travelling to Leven a round trip by bus again would take considerable time is therefore inadequate.

There are no direct buses from Windygates to Boots in Buckhaven, Boots in Methil or the Well Pharmacy in Methil and would require having to walk from the nearest bus stop or changing to a second bus service. A round trip to any of these Pharmacies is again very lengthy and wholly inadequate.

Also, it shouldn't be assumed getting on a bus is easy. Many parents with prams and the elderly have difficulty getting on and off buses. Bus services, no matter how frequent, do nothing to reduce inadequacy.

The return fare to Kennoway and Methil is £3.60 and to Leven is a whopping £4.50. The prohibitive cost of bus fares is yet another barrier to accessing pharmaceutical services. All bus information was taken from Traveline Scotland and confirmed by Stagecoach.

The difficulty in accessing the nearest Pharmacies and complaints about the frequency and cost of public transport have been echoed by local residents numerous times in the CAR. A key theme in the CAR was 'a new pharmacy would be beneficial for those who rely on public transport as the service within the neighbourhood is limited and can be costly'

From census data, 20% of households in Windyates do not have access to a vehicle. This means approximately 400 people have no choice but to walk or rely on public transport when accessing pharmaceutical services. A further 41% of households have access to only one vehicle and given the lack of employment opportunities within the village it would be reasonable to suggest that the car would be used to commute to a place of work and so would not be available to other members of the household during normal working hours, leaving them with no option but to walk or use public transport to access services. This is further validated by census data which shows just under 70% of those in employment in Windyates commute to work by car with only 11% using the bus.

For residents of Windyates, it is clear that a lengthy round-trip to access their nearest Pharmacy cannot be considered in any way adequate. Why in 2021, should residents of Windyates (especially the elderly and parents with young children) be forced to walk up a steep hill or wait an hour for a bus to access Pharmaceutical services especially when there are numerous villages in Scotland who have less of a population, yet have a pharmacy? I believe a community pharmacy should be just that and lie in the heart of a community where it is easily accessible.

There is a chronic shortage of housing in the Levenmouth Area and as a result there are numerous new developments planned which will increase not only the population but demand for pharmacy services.

There are plans to build some 1500 houses in Buckhaven in the coming years and there is Land at Halfields Gardens in Kennoway which is earmarked for 190 houses. Also in Kennoway planning permission has been granted for around 66 houses at Halfields Farm. There are also 260 houses which have been built at the CastleFleurie Development in Leven recently which is located near to Windyates. What's interesting to note about this development is some of the children from here are registered with the Primary school in Windyates so it's possible some people may access services in Windyates also. In Windyates, 75 houses are earmarked for land at Temple which would increase the population of Windyates further.

Some contractors do provide delivery of prescriptions which is currently the only pharmacy service available to residents of Windyates. This in no way constitutes an adequate pharmaceutical service. Services such as Pharmacy First which is the biggest change to community Pharmacy in Scotland for 10 years, Medicines, Care and Review Service and Smoking Cessation require face to face access to a Pharmacist and cannot be delivered from the back of a van. A delivery service is not a core NHS service and can be withdrawn at any time. Some contractors here will argue that they are using the 'Near Me' Service to provide remote consultations. This again is not an adequate pharmaceutical service and does not replace having a local

Pharmacy service. As with the delivery service this is not a core NHS service and can be withdrawn at any time.

If you look at the Scottish government strategy **ACHIEVING EXCELLENCE IN PHARMACEUTICAL CARE: A STRATEGY FOR SCOTLAND**

The very first commitment of that strategy is:

Increasing access to community pharmacy as the first port of call for managing self-limiting illnesses and supporting self-management of stable long term conditions, in-hours and out-of-hours.

This is a clear shift in priorities for community pharmacy in Scotland. In order for this strategy to work, the community pharmacy has to be truly accessible and local. Also, as already mentioned, this strategy cannot be achieved by delivery services.

In terms of the premises itself I do not envisage any issues with converting it into professionally fitted out and modern premises with a consultation room. It will also be DDA compliant and fitted with a hearing induction loop system and will meet all the requirements of the Equalities Act 2010.

The Post Office which is currently located in the premises will be moving a short distance to the convenience store on Station Road and will not be closing. This will allow the premises to be used solely as a Pharmacy and also free up some parking spaces.

In terms of opening hours for the proposed pharmacy these are
9AM - 6PM Monday to Friday
9AM - 5PM Saturday
10AM- 4PM Sunday

This would provide an extra 6 hours of access a week to a pharmacy compared to what is available from the current network at the moment.

The Saturday afternoon opening will be of great benefit to local residents especially considering only 2 pharmacies in the Levenmouth area are open after 1pm.

The Sunday opening hours I believe would be of great benefit too, with the only Sunday opening pharmacies both being located some distance away in Kirkcaldy.

The Sunday rota service in Levenmouth ceased in 2007. There was possibly a lack of demand then but considering that was 14 years ago, Community Pharmacy has changed drastically since then with the new pharmacy contract. Just like Pharmacies no longer need to be near GP Surgeries, Sunday opening pharmacies do not need to be near to out of hour services. I operate a Pharmacy open on a Sunday which is not in an area where there is an out of hours service and have experienced first-hand the huge benefits especially with serviced like smoking cessation, ehc, unscheduled care and pharmacy first. With these services its likely a Sunday opening `pharmacy will take the pressure off the out of hours service in Kirkcaldy considering the well documented shortage of out of hours GPs in Fife as people are more likely to visit a Pharmacy first. This will be a huge coup not only for Windygates but for the Levenmouth area as a whole.

An added benefit of Sunday opening would be for substance misuse services. After contacting the addictions team based in Cameron Hospital, I got this reply from Katryn Innes who was Senior Addiction Nurse for this area.

I will quote from her email.

Kevin Mckenzie who has since replaced Katryn as the Senior Addiction Nurse for the area also sent an email very recently. Quote from Email

People of poor mobility having to travel out with the area to access substance misuse services is another indicator of inadequacy especially when its likely people receiving daily medication will have to travel to a pharmacy 6 times a week. A new Pharmacy in Windygates would go some way in solving this.

We would participate in all core aspects of the pharmacy contract including any local health board initiatives. Additional services would include blood pressure testing, weight management service and a free prescription collection and delivery service.

CAR Analysis

The CAR had an excellent response rate resulting in 141 people responding to the consultation.

Q1. Do you think the area identified by Windygates Pharmacy describes the neighbourhood where the proposed Pharmacy is situated?

89% responded Yes and by looking at the comments I don't think there was any real arguments against the defined neighbourhood.

Q2. Do you think there are gaps/deficiencies in the existing provision of pharmaceutical services within the neighbourhood?

I think this is perhaps, the most important question from the consultation since the comments point to inadequacy of existing services. A massive 82% which is 116 respondents answered yes. This question received the highest number of comments. It's clear on this question the public were compelled enough to come forward and elaborate on the issues. Some of the comments from the public include:

'you have to travel to get to one and not everyone can afford to make a bus or taxi trip'

'well there are no pharmacies! I have to travel to either Kennoway or Methil to get to one and I don't have a car which makes it difficult. The Lloyds in Kennoway are terrible anyway as they never have my medication in'

'sometimes no Pharmacist at Kennoway. Elderly not able to access public transport to nearest Pharmacy.

'as a pensioner I struggle to get to the Lloyds in Kennoway. It's often a real hassle and they rarely have my medication in stock so I need to make multiple journeys. A new Pharmacy is absolutely needed in Windygates'

'it is very difficult for me to get to Lloyds in Kennoway so this is very much needed. I sometimes need to take a taxi to Lloyds to get my medication which I cannot afford so I am relying on this proposal getting approved'

'having to take a bus to access a Pharmacy is terrible! The bus service is unreliable which makes it even worse'

'have to travel to neighbouring villages to get pharmaceuticals which is a struggle for the elderly or those that don't drive'

'current pharmaceutical services to the area are very poor. I can't even get my medication delivered so have to rely on taxis most of the time which I can ill afford'

'It costs around £6 each way in taxis to Buchanan Chemist (now Omnicare) at Methilhaven Road and I have to go sometimes twice or three times a month it's a lot of money so having one in the village would be amazing'

' a chemist in Windygates is desperately needed. We have been crying out for this for years now. Make this happen please. Will make things so much easier for me as I can then easily get to a Pharmacy to get my young daughters' medication'

The key issues here were:

-difficult access to a Pharmacy without transport especially for elderly/families with young children

-limited and costly public transport

-complaints about the nearest Pharmacy

Q3. Do you think there will be a positive or negative impact on the neighbourhood in having a community Pharmacy?

In this question it is clear there is a lot of support for the new Pharmacy with an overwhelming majority of people in agreement that a new Pharmacy will be positive for the neighbourhood.

Q4. Do you think the pharmaceutical services being proposed by Windygates Pharmacy are required within this neighbourhood?

Again, the majority of people responded that the proposed services are required within Windygates.

Some comments are:

'Required because I need to walk up that hill to get to Lloyds which isn't easy at my age'

'It takes me a long time to get my medicines from Leven so yes very much required. I sometimes have to make multiple journeys when they don't have my medicines which is a big problem for me'

'Yes these are all required as it's a real hassle to travel out of Windygates to get these services'

'The community has a large elderly population and bus services are very poor'

'It's a pain to go to Kennoway or Methil. There are many elderly residents in Windygates for whom it would benefit greatly. It would also benefit those who rely on bus services who need to travel to the nearest Pharmacy'

'We have zero real healthcare in the village, would be great to have a local centre for some health care. For people who are retired it saves long trips and for working people they can get served in the village'

This question again highlights difficulty people in Windygates face in accessing Pharmacy services especially for the elderly.

After analysis of the 16 non respondents, 15 all provided other positive comments or supported the Pharmacy in Q4 so it should not be assumed these people do not think the services are required but rather the opposite.

Q5. Do you think there is anything missing from the list of services provided?

Most people didn't think there was anything missing. For people who responded yes, we will already be providing some of these services for example collection/delivery service.

Q6. What are your thoughts about how a community pharmacy in the neighbourhood will work with/help other NHS Health Services such as GP Practices?

The main themes from this question are:

-A Pharmacy in Windygates will work well with other NHS Health Services

-A new Pharmacy will take pressure off the local GP Practices and Pharmacies both of which are seen as busy. Pharmacies- there are mentions of long waiting times and queues.

-The importance of a local Pharmacy and it's benefits without the need to visit a GP especially for services like minor ailments.

-A new Pharmacy would benefit the elderly

What's interesting to note is there is a number of comments in this question again pointing to difficulty in accessing services and complaints about the local Pharmacy, even when the question does not necessarily ask for this. This shows people's strong feelings regarding these issues and further highlights the inadequacy of existing services to the neighbourhood.

Examples of some comments:

'Elderly residents with minor ailments (coughs and colds, UTI's allergies etc) without having to always see the Dr or journey on public transport'

'People will be able to order their prescriptions at the pharmacy and minor ailments can be dealt with more easily without making appointments at doctor's surgeries which for some in our area is 2 bus rides away'

'I think this would be a great addition to Windygates and speaking as someone working within a GP surgery it would be a great benefit to our patients given the current situation at Lloyds Kennoway'

'ease the burden off Lloyds Kennoway as often no Pharmacist and no one permanent in that role currently'

'nearest pharmacy is Kennoway. Ideal for minor ailments...queues at Kennoway long and then nearest is Leven'

'the nearest pharmacy is 2 far away n lack of transport this would be great'

'I feel that having a pharmacy would really help the community because at the moment we need to pay to get a bus or walk to nearest town'

Q7. Do you believe the proposed pharmacy would have a positive or negative impact on existing NHS Services.

Majority of people answered Positive.

There was only a small number of comments in the section mainly relating to reducing pressure on Pharmacies and GPs

Q8. What do you think about Milton Road as the location of the proposed pharmacy?

Majority of comments which equalled 92 were happy with the location of the proposed pharmacy or had no complaints. Most people thought Milton Road was a good, central location.

Q9. What do you think about the proposed opening hours?

The vast majority which was over 100 comments were happy with the opening hours. There were a mix of comments ranging from people who thought the opening hours were good/excellent/very good/ideal and perfect.

Some comments are:

'Brilliant....been needing a Sunday opening Pharmacy for a while now. There will be no need to travel to Kirkcaldy for minor ailments on a Sunday now'

'The hours are brilliant. It'll be the only pharmacy open in this area on a Sunday. The nearest at the moment is Asda in Kirkcaldy'

'Fantastic opening hours especially the Sunday opening and most Pharmacies close at 5.30 so 6pm is great'

'Excellent, with a poorly grandparent the area I can pop in after work with a prescription'

Q10. Do you support this application?

Again, in keeping with the theme of the CAR there is a large majority of people who support the application. After analysis of the 19 non responders, 18 of them had

given other positive answers or comments so it could be argued these people support the application as well.

Examples of comments, some of which again highlight difficulty in accessing services are:

'the new Pharmacy is 100% absolutely needed in Windygates. Why should other villages have their own Pharmacy and we don't? For people who like me don't have a car it's a real hassle to get to a Pharmacy. Also, the Sunday opening hours will be fantastic and will be well used'

'I need this pharmacy to open to be able to get my medication locally and not have to walk all the way to Lloyds Pharmacy'

'Best thing to happen to Windygates in years'

One of the local GP's from Kennoway Medical Group, Dr Mullan, has also responded to the consultation. I'm sure the committee have already seen this, but I just wanted to highlight some responses.

In response to Q2 Do you think there are gaps/deficiencies in the existing provision of pharmaceutical services within the neighbourhood? Dr Mullan commented 'Lloyds Pharmacy Kennoway have a very poor service and are providing inadequate cover this area with minor ailment, chronic disease services etc'

In response Q3. Do you think there will be a positive or negative impact on the neighbourhood in having a community Pharmacy? Dr Mullan commented 'I think people of Windygates and surrounding area will be better served by a more local service'

In response Q10. Do you support this application? 'Dr Mullan commented' As a GP in Kennoway I am frustrated by the service my patients get from our local Lloyds Pharmacy. I would be excited by the prospect of having a proactive new pharmacy service'

Dr Mullan has followed up these comments with a letter which I will quote from:

For a GP who is well placed to know the local areas healthcare needs to make these comments is rare in a Public Consultation for a new Pharmacy contract and further cements the fact that existing services are inadequate.

From the CAR we can see there is a high level of support for a new Pharmacy in Windygates. It is absolutely clear from the public consultation, the comments do not relate to convenience but inadequacy of existing services. The most common theme from the CAR undeniably is the difficulty people in Windygates face when accessing Pharmacy services which is a big indicator of inadequacy.

Looking at the small number of negative comments in the CAR I think these are centred around 2 issues:

1. Parking

Although Milton Road can be busy at times and the parking could be better, I have visited the proposed site on numerous occasions at different times of the day and

have always managed to get parked within a very short walking distance. There is on street parking outside the shop, across the road and right along Milton Road. There is also plenty of parking not far on Station Road. As mentioned previously the relocation of the post office will also free up some parking at the proposed site. Due to the parking concerns, I have an agreement in place with the owners of the Chinese Restaurant across from the proposed premises for patients to use their car park should it be needed. Considering the restaurant does not open until 5pm every day, patients will have sole use of the car park for the majority of the time the Pharmacy is open. (letter from the owner confirming this has been circulated)

2. Provision of Methadone/Substance Misuse Services

I appreciate there are often concerns regarding Methadone in new pharmacy applications particularly in villages. However, in reality I do not think this will be a problem and I have experience in dealing with such issues when opening another new Pharmacy. I will look to work closely with the local community on this matter to alleviate any of their concerns. It is both unfair and wrong to discriminate Methadone patients as a cause of any potential problems and I believe I have a professional and moral obligation to offer this service.

APC Letter

I would like to talk about some of the comments made by the APC in their letter. They have mentioned the distance of the nearest Pharmacy but there was no mention of any difficulty in accessing this Pharmacy either by bus or walking which has been highlighted in the CAR numerous times.

There was mention of the NHS Fife Pharmaceutical Care Services Plan. These care plans are used as a guide and the PPC are not bound by them. Of all the recent new Pharmacy contracts granted across Scotland none were identified in any of their Care Plans. There was no mention of the CAR in relation to this by the APC which is a requirement of the application process.

The APC have gone on to mention information from the Care plan which stated the population per community pharmacy for the Levenmouth locality was 3667 which is the second lowest in Fife. The average population per community pharmacy is seen as a guide especially when other factors haven't been taken into consideration e.g Levenmouth being the most deprived area in Fife, and the large volumes of prescriptions dispensed by these Pharmacies in Levenmouth.

Even if you were to take the APC's argument, if this contract was granted the population per community pharmacy would go down to 3333 which would still make Levenmouth the second lowest and not change anything in that respect.

They went on to say on page 5 of the CAR the committee noted comments related to the nearest Pharmacy in Kennoway, specifically that no Pharmacist is available. There was a concern as to whether an additional pharmacy may exacerbate any issues related to the availability of the Pharmacist workforce in Fife. I think consideration should have been given here to the effect of not having a Pharmacist on the local community and if having a Pharmacy in Windygates would alleviate this. They also failed to mention anything else from page 5 of the CAR where a much larger number of people had commented on difficulty in accessing services.

I would also like to point out that any potential shortages in pharmacist workforce has no bearing on the Legal test and in my 12 years of being a contractor and operating

Pharmacies from Aberdeen in the North to Hawick in the Scottish Borders have never had an instance where a Pharmacy has been without a Pharmacist. We already have a Pharmacist in place should the new contract be granted and have a relief Pharmacist who has agreed to cover weekends. Due to the small number of pharmacies open on a Sunday, pharmacist cover on a Sunday is not problematic. On the final point made by the APC, having investigated Principle 3 of the GPhC standards as mentioned by the APC, and having previous experience registering premises with the GPhC, I have no doubt the proposed premises meets them all. The proposed premises is roughly 600 sqft in size which is larger than some Pharmacies in Scotland.

Before I conclude I just wanted to mention the pandemic.

If we have learned anything from the current pandemic and recent lockdowns, it is that in times of an emergency we are unable survive without food supplies and healthcare services. This was evident during the most stringent lockdowns when only supermarkets, grocers, food places and pharmacies were allowed to remain open.

The impact of the pandemic has had a devastating effect on communities with disruption to many services including healthcare which has led to an overload on doctors. It has also completely changed the way we live our lives.

Having spoken to many residents in Windygates recently, they have expressed their extreme unhappiness at being forced to travel using public transport, during the height of the pandemic, to access a pharmacy outwith the neighbourhood.

The pandemic has perfectly illustrated why Windygates needs its own Pharmacy

Conclusion

In conclusion, the neighbourhood is that of Windygates.

It has a large population of over 2000 and there are no healthcare services of any kind located in the village.

Sunday opening will give residents an extra 6 hours of access to Pharmacy than what is available at the moment.

The only services available to residents of Windygates are that of delivery services which can be withdrawn at any time and cannot be considered adequate.

Resident are forced between a lengthy or difficult walk or an infrequent bus service to access services. Bus services do nothing to reduce inadequacy.

There is a high level of support in CAR with the majority of comments highlighting barriers in accessing services especially for the elderly and people without cars including comments from a local GP all of which indicate inadequacy of existing services.

Given all the reasons above, I believe this contract is necessary and desirable and respectfully ask that it should be granted.

Thank you

Summary

It is absolutely clear residents of Windygates face major barriers in accessing pharmacy services thus making the existing services inadequate.

Evidence for this inadequacy is demonstrated by the CAR.

A new pharmacy would go a long way to solving this inadequacy and is both necessary and desirable for this neighbourhood.