

Proposed New Pharmacy

Elphinstone Road, Port Elphinstone, Inverurie



WILL CHEMISTS

For the Community

www.willchemists.co.uk



Your Say, Your Care

A Joint Community Consultation by **Will Chemists** and **NHS Grampian**



We're asking before we act. Will Chemists is exploring the possibility of opening a pharmacy in Port Elphinstone — but only if it's the right thing for the town and has the community's support. Our goal is to ensure access to pharmacy services grows in step with the needs of the expanding community.

Why Now?

Inverurie has changed — and so has how people use their local pharmacy. The town's population has increased by nearly 20% over the past decade. In April 2025, we dispensed 29,500 prescriptions — almost 50% more than in 2015. One of our branches handled over 5,000 urgent consultations last year: our pharmacists are now routinely offering clinical care, treatment, and advice.

Both of our current pharmacies are handling much more healthcare work than a typical pharmacy normally would. We're seeing more people, with more complex needs. This is about making sure we can keep providing the level of care, access, and ongoing support our patients rely on.

What's Changed?

Pharmacy First consultations (formerly known as Minor Ailments) at Burghmuir Pharmacy increased by 53% last year. At the same time, Unscheduled Care interventions — such as emergency medication supplies — more than doubled over the same period.

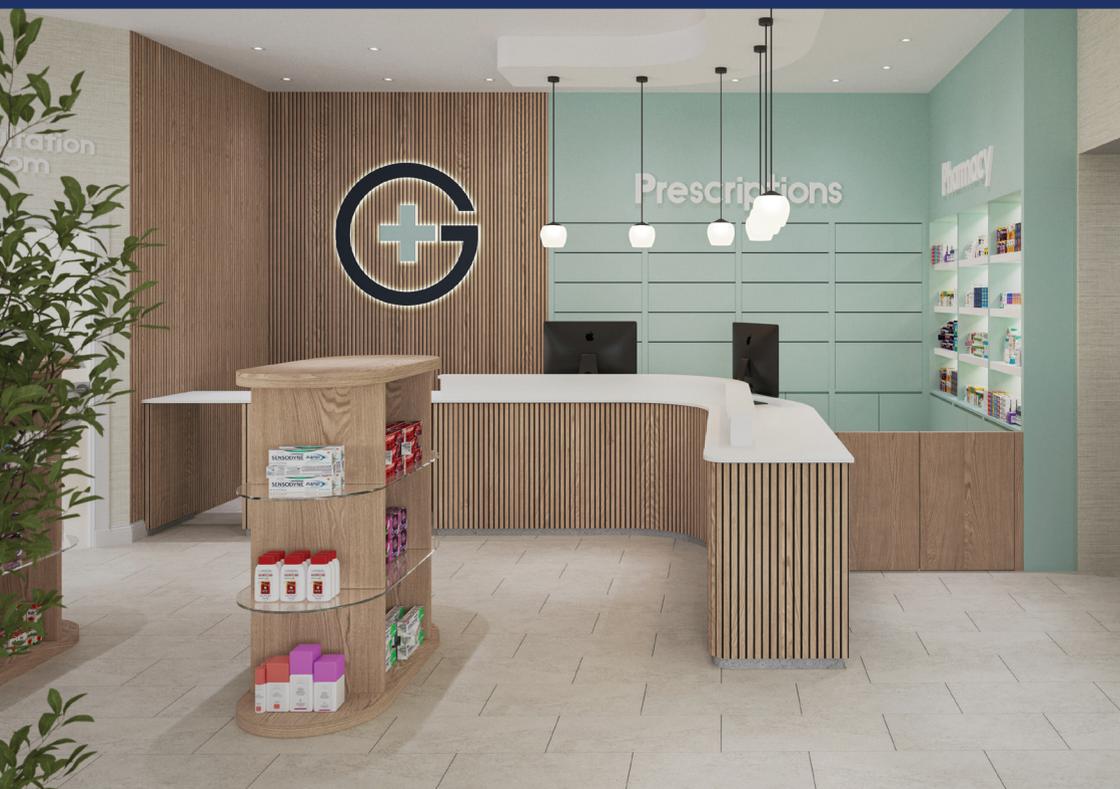
At the West High Street Pharmacy, over 5,000 minor illness consultations were delivered in a single year, with one month alone seeing a 31% increase in walk-in treatment needs.

Call volumes now average 245 per day — each representing a patient or carer seeking support.

This isn't an issue for the future. It's already happening — and it's putting pressure on our ability to maintain the high standard of service you deserve. Nearly one in four residents in both North and South Inverurie are over 65. Many households face barriers to travel, mobility, or online services. More people are being redirected to pharmacies by their GP or NHS 111. Pharmacy is now a front-line provider for everyday care, especially when other services are overstretched. This is about making sure that Inverurie's growth doesn't come at the cost of local healthcare access. It's about being proactive before capacity exceeds its limit.

Let's plan this together

We're proud to have served Inverurie for decades. But we've always done so by listening first. This consultation is your opportunity to help shape the future of care in our town. We're not moving forward without the support of the people we serve.



You know us. You trust us. Let's plan this together.

What Will Our New Pharmacy Offer...

This isn't just a third branch. It's a space designed for the way pharmacy care works today — and how it will need to work tomorrow. If progressed, the new site would expand on the NHS services already delivered by Will Chemists, while easing pressure at our current locations. It would be a place where people would receive timely, expert care — with no need for a GP appointment, and no compromise on quality.

Supporting everything from coughs, colds, and skin complaints to indigestion, earache, and impetigo. You'd also have access to public health support, including help to stop smoking, emergency and bridging contraception, and advice for care homes and carers. This is care that's close, discreet, and ready when you need it.

THE PROPOSED SITE WOULD OFFER:



Dispensing of NHS & private prescriptions



Medication advice & support for high-risk or new treatment



Urgent help if you've run out of essential medicines



Repeat prescription management for long-term conditions



Full Pharmacy First service



Advanced Clinical Support

Pharmacy First Plus

Most importantly, the new branch would enable delivery of Pharmacy First Plus — an NHS advanced service led by qualified Pharmacist Independent Prescribers (PIPs). These are experienced clinicians trained to assess, diagnose, and treat a wider range of conditions — including issuing prescriptions for infections and acute issues — right there in the pharmacy.

This includes assessment and treatment of many common conditions, such as tonsillitis, sinus infections, ear and skin complaints; clinical assessments with diagnostics including listening to chest sounds, blood-oxygen and temperature checks; Safe, same-day prescribing — with assessments referred to the GP Practice as needed. Whether it's a parent concerned about an ear infection, someone struggling with a painful cough, or a patient with a skin issue needing quick assessment — this model of care brings professional treatment closer to the people who rely on it most.

Accessible, Responsive, Community-Based

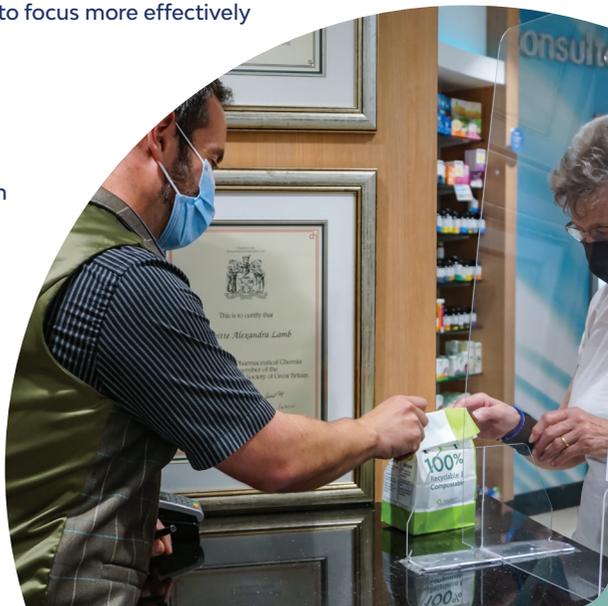
The proposed site would support the area of Port Elphinstone, offer better parking, and relieve congestion at our existing branches — allowing each site to focus more effectively on clinical services.

The Vision

A pharmacy where clinical consultations and quick walk-in support work hand-in-hand.

A team of expert pharmacists and technicians working collaboratively to deliver safe, responsive care.

A space that protects patient access — and keeps Will Chemists personal, local, and prepared for what's next.



Built Around Community Needs

Inverurie has grown nearly 20% in just over a decade — and healthcare demand has grown with it. We're exploring a third Will Chemists site to protect access and keep care local.

Our branches are now delivering over 3,800 minor illness treatments a year — a clear sign of how pharmacy care is evolving. That demand is real, and it's coming from local people. We're asking this question because we care about access, continuity, and doing the right thing for the community.

Should we expand our clinical services to better support Port Elphinstone and beyond?

Have your say...

A New Community Pharmacy for Port Elphinstone?
Local Care, Local Voices. **Scan the QR code to have your say!**



ONLINE

www.willchemists.co.uk/have-your-say



WRITE TO US AT FREEPOST

Freepost, NHS Grampian
(no stamp is required)



QUESTIONS OR SUPPORT

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