



Will you help us to help you?

We would like you to tell us what you think about the service we provide at this pharmacy.

If you have any comments, suggestions or complaints please speak to a member of staff.

We welcome any general comments and suggestions of ways in which we can improve our services to you.

We operate a complaints procedure as part of the NHS system for dealing with complaints which meets national criteria; our pharmacy manager will give you further information.

If you are not satisfied, please contact our Support Office who will log your feedback and direct it to the relevant manager in confidence:

General Queries on 020 8256 6200 option 6

Customer Service Helpline on 020 8256 6205

E-mail on customercare@daylewisplc.co.uk

Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur.

You may also seek independent advice from the NHS England customer contact centre. Their contact details are NHS England, PO Box 16738, Redditch, B97 9PT, Tel: 0300 3112233, E-mail: england.contactus@nhs.net

If you would like to take your complaint further after local resolution or contacting NHS England, please contact the Parliamentary and Health Service Ombudsman, Tel: 0345 015 4033

If you require advocacy services to help you to deal with your complaint, please contact Healthwatch in the first instance, Tel 03000 68 3000 E-mail: enquiries@healthwatch.co.uk or contact Pohwer (0300456 2370) www.pohwer.net (East of England, London and West Midlands) or SEAP (0330 440 9000) www.seap.org.uk (South East and South West England)



better every **day**