

LloydsPharmacy

“always with your
health in mind”

Our Customer Charter
Standards of Service



How are you today?

“what we promise to do for you”

At LloydsPharmacy we aim to give you a professional, personal and efficient service. To achieve this, we promise to:

- Dispense your prescription medicines accurately and promptly, and offer you advice on how to take them.
- Keep a confidential record of prescription medications that we've given you. This is really important, especially if you've not seen your usual GP, as it will help us check that you can take your medicines safely.
- Keep a confidential record of any healthcare related service we provide to you. We may be required to share this record with the NHS.
- Use the records of your prescription medication and services we've provided to you to suggest ways that we can help you gain better health, to help you manage any conditions you may have and to provide relevant information to you.
- Make sure that our qualified Pharmacist is available to discuss any questions or concerns you may have about your medicines. You can do this in total confidence.
- Provide advice on treating common illnesses and on health matters.
- Stock a wide range of medicines and recommend one that will best suit your needs.
- Let you know if you can buy your prescription medicine more cheaply over the counter.
- As required, pass your prescription information onto the relevant body in the NHS, to allow our services and cost of drugs to be paid.
- Only use your personal information when we have your direct consent.

If you want more detail about the information we hold on your behalf and your right to see it, or to obtain a copy of that information, please contact the Pharmacy Superintendent's Office (address shown opposite).

Occasionally, we may decide not to sell you a medicine if, in our Pharmacist's professional opinion, you should visit your GP or another healthcare professional.

“how can you help us?”

To help us give you the best advice, our Pharmacist needs to know as much as possible about your symptoms. You should offer as much information as you can – even if you think it might not be very important.

Click &
Collect



For our full range visit
LloydsPharmacy.com

Our Customer Commitments:

- We are professional and do the right thing for you
- What is important to you, matters to us
- We are dedicated to delivering on our promises to you
- We will treat you with consideration, care and respect
- You can count on our knowledge and expertise

“we want to provide the best service”

There may be times when our service may not meet your expectations. In order to improve our service, we welcome and value your comments, complaints and compliments.

If you do need to complain:

Please speak directly to our Pharmacist or Pharmacy Manager and they will try to resolve your issue.

Or, you may want to tell the Pharmacy Superintendent's Office by writing to Lloyds Pharmacy Limited, Sapphire Court, Walsgrave Triangle, Coventry CV2 2TX. Alternatively, you can email via our website LloydsPharmacy.com or call us on **0345 600 3565** and press Option 2.

You must raise the complaint within:

- 12 months of the incident

We will respond by:

- acknowledging your complaint within 2 working days of receiving it; and
- resolving or explaining the issue within 20 working days.

Our aim is to:

- find out what caused your concerns and why; and
- apologise if we are at fault and take whatever action is necessary to prevent a repeat of what caused your complaint in the first place.

If you've followed the process outlined overleaf, but still feel your complaint is not resolved, you can take this matter further.

Please see below for the process dependent on where you live. For contact details of the relevant bodies ask our Pharmacist or go to **LloydsPharmacy.com**

England

Contact NHS England via email england.contactus@nhs.net or via telephone on 0300 3112233. Alternatively if you would like an independent review, write to the Independent Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1 4QP, email phso.enquiries@ombudsman.org.uk or call the complaints helpline 0345 015 4033. You can also visit www.nhs.co.uk

Scotland

Write to your local NHS Board details of which can be found at www.nhsinform.co.uk. Alternatively if you would like an independent review of how your complaint was handled, you can ask the Scottish Public Services Ombudsman to review your case. You can write to the Ombudsman at FREEPOST EH641, Edinburgh, EH3 0BR.

Wales

Write to your local Health Board details of which can be found at www.wales.nhs.uk. Alternatively if you would like an independent review write to the Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ or call 0300 790 0203.

Northern Ireland, Channel Islands & Isle of Man

Write to your Health and Social Care Trust.

“you can obtain information on our Services”

In order to comply with the Freedom of Information Act 2000, LloydsPharmacy has a Publication Scheme Guide to Information in place to set out what we publish, or intend to publish about services that are funded by public money. This guide explains how you can obtain that information and while most of the information is free of charge, it will give details if any cost is involved. Visit our website **LloydsPharmacy.com** for more information.

If you have specific information or communication support needs, please let us know in advance and we will do our best to meet these needs.

Lloyds Pharmacy Limited, Coventry CV2 2TX.

Click & Collect  For our full range visit LloydsPharmacy.com