

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 the pharmacist.

We welcome any general comments about the services we provide and any 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. Our system meets national criteria.

Our Pharmacist/Complaints Manager will give you further information.

You may also seek advice from the local Patient Advice and Liaison Service (PALS). PALS are not part of the complaints procedure itself but they might be able to resolve your concerns informally or they can tell you more about the complaints procedure and independent complaints advocacy services (ICAS).

An independent complaints advocacy service (ICAS) is available to provide advice and support for people who are making, or thinking of making, a complaint about your NHS care or treatment.

Patient Advice and Liaison Service
Manchester Royal Infirmary
Trust Headquarters, Cobbett House
Oxford Road
Manchester
M13 9WL
Tel: 0161 276 8686
Email: pals@cmft.nhs.uk

Independent Complaints Advocacy Service
Trafford Centre for Independent Living (CIL)
Marshall House
2 Park Avenue
Sale
M33 6HE
Tel: 0161 850 0645
Email: hello@traffordcil.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.