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Lindsay & Gilmour Head Office - Edinburgh

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Pharmacy In Edinburgh

Lindsay & Gilmour Head Office - Edinburgh

Understanding the Challenges at Lindsay & Gilmour's Head Office in Edinburgh

Lindsay & Gilmour, a well-known pharmacy chain in Edinburgh, has faced significant criticism regarding its service and operations, particularly at its head office. Customers have expressed frustrations about various aspects of their experiences, highlighting the need for improvement.

Payments and Credit Cards: A Customer's Disappointment

Many customers have noted issues related to payments, especially with

****credit cards****. Some have reported that transactions are often delayed or problematic, which can lead to greater frustration during visits. This is especially concerning when patients rely on timely prescription fills, and any disruption can hinder their access to necessary medications.

Accessibility Matters: Ensuring Everyone Can Access Services

Accessibility is another critical issue raised by customers. Although Lindsay & Gilmour aims to provide a welcoming environment, many have pointed out that the actual experience can vary significantly. The pharmacy's ****wheelchair-accessible entrance**** should facilitate easy access, yet customers have noted challenges in navigating within the store. Ensuring that all areas are accessible is vital for serving the community effectively.

The Need for Improved Communication

A common theme among customer feedback is the lack of communication from Lindsay & Gilmour. For instance, one customer described a chaotic experience at the Woodburn branch, where they learned, after several visits, that a product was unavailable. This situation wasn't communicated early enough, causing unnecessary delays and additional trips. It's essential for pharmacies to streamline their communication regarding product availability and prescription statuses to enhance customer satisfaction.

Customer Service: An Area Requiring Attention

The overall customer service experience at Lindsay & Gilmour has been called into question. With reports of long wait times and missed prescriptions, patients are left feeling neglected. As one customer recounted their experience waiting for a repeat prescription, it became evident that there needs to be a systematic change in how the pharmacy manages orders and maintains inventory. In conclusion, while Lindsay & Gilmour has the potential to provide valuable pharmaceutical services, significant improvements are needed in their payment processing, accessibility features, and overall customer service approach. Addressing these concerns will be crucial for regaining the trust of their clientele in Edinburgh and ensuring that patients receive the care they deserve.

You can reach us at

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And if you want to send a WhatsApp, you can do so at +441315541551

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Images



Lindsay gilmour head office edinburgh

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