



Lindsay & Gilmour Pharmacy Milton Road - Edinburgh

Pharmacy In Edinburgh

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Pharmacy In Edinburgh

Lindsay & Gilmour Pharmacy Milton Road - Edinburgh

Lindsay & Gilmour Pharmacy: Concerns and Opportunities for Improvement

Lindsay & Gilmour Pharmacy, located on Milton Road in Edinburgh, has been a staple in the community for many years. However, recent feedback from customers highlights several critical issues that require attention.

Service Options: A Chaotic Experience

Many customers have expressed frustration regarding the **service options**

available at the pharmacy. Instances of waiting outside for over an hour to collect prescriptions, particularly in inclement weather, have been noted. This situation is especially distressing for older individuals and those with disabilities, such as wheelchair users, who face significant challenges during these long waits. The lack of a proper waiting area further exacerbates the issue, making a visit to the pharmacy a hostile experience.

Accessibility: Wheelchair-Accessible Entrance

While the pharmacy boasts a **wheelchair-accessible entrance**, the overall accessibility experience has been marred by the disorganization inside the facility. Customers have reported chaotic scenes where prescriptions are misplaced, and long queues form without clear guidance from staff. This raises questions about how effectively the pharmacy caters to individuals with mobility issues or those needing quick access to their medications.

Payments: Modern Solutions Needed

The pharmacy currently offers limited **payment options**, which may include traditional credit cards. However, the integration of modern payment methods such as **NFC mobile payments** could streamline the checkout process significantly. Many customers have voiced concerns about the efficiency of the payment system, suggesting that adopting more contemporary solutions could greatly enhance the customer experience.

Delivery Services: A Vital Need

A consistent theme in customer reviews is the unreliable nature of prescription deliveries. Many have reported not receiving their medications on time or at all. Given the number of individuals relying on timely deliveries, it's clear that improving this **delivery service** is crucial. Implementing a reliable tracking system and ensuring consistent communication with customers can help mitigate these issues.

The Call for Change

Feedback indicates that the pharmacy's standard of service has declined under new management, leading to a demand for immediate change. Customers are increasingly anxious about their experiences, with reports of missing prescriptions and general disorganization contributing to a sense of dissatisfaction. It is essential for the management at Lindsay & Gilmour Pharmacy to reassess their operational strategies and prioritize customer service.

Conclusion

While Lindsay & Gilmour Pharmacy has a long-standing presence in the Edinburgh community, the recent customer experiences point to several areas requiring urgent attention. Improving **accessibility**, enhancing **service options**,

adopting modern **payments**, and ensuring reliable **delivery** processes are critical steps towards restoring customer confidence. Community input should be actively sought and implemented to ensure the pharmacy meets the needs of all its patrons.

You can reach us at

6 Milton Rd W, EH15 1LF Edinburgh, - United Kingdom (GB)

The phone of said **Pharmacy** is +441316691532

And if you want to send a WhatsApp, you can do so at +441316691532

Our opening hours are:

Day	Hours
Monday	Closed
Tuesday	9?AM–6?PM
Wednesday	9?AM–6?PM
Thursday	9?AM–6?PM
Friday	9?AM–6?PM
Saturday	9?AM–6?PM
Sunday	9?AM–1?PM

The website is Lindsay & Gilmour Pharmacy Milton Road

If you wish to change any element that you consider is incorrect concerning this site, we kindly request deliver a message so we can we will handle it at the earliest convenience. With anticipation thank you very much.

Images



Lindsay gilmour pharmacy milton road edinburgh

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