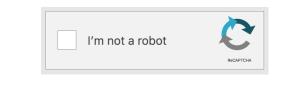
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#### **Rowlands Pharmacy Ellon - Ellon**

Pharmacy In Ellon



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Pharmacy In Ellon

Rowlands Pharmacy Ellon - Ellon

# Rowlands Pharmacy in Ellon: A Necessary Convenience with Room for Improvement

Located in the heart of Ellon, **Rowlands Pharmacy** provides essential health services to the community. However, feedback from customers highlights several concerns that need addressing, particularly regarding **service options** and **accessibility**.

#### Payment Options for Every Customer

Rowlands Pharmacy offers a variety of **payment options**, including **debit cards** and **credit cards**. Customers also have the convenience of **NFC mobile payments**, making transactions quick and efficient during their visit.

### **Planning Your Quick Visit**

For those needing to pick up prescriptions, a **quick visit** is often desired. Unfortunately, many customers have reported lengthy waits due to staff shortages and disorganization. One customer noted, "I was told my prescription was ready, but I had to wait 20 minutes because the pharmacist was off-premises." These delays can be frustrating, especially for individuals who may need their medication urgently.

## Accessibility and Customer Service

While Rowlands Pharmacy aims to be accessible, some aspects could improve. The pharmacy features a **wheelchair-accessible entrance** and a **wheelchair-accessible car park**, making it easier for those with mobility issues. However, customer service experiences vary significantly. Feedback indicates that while some staff members are polite and understanding, others may respond poorly to inquiries, as one customer mentioned feeling accused when questioning wait times.

#### **Delivery Services: An Essential Offering**

Many pharmacies now offer delivery services, and this is a feature that customers look for. Although Rowlands Pharmacy does provide delivery, there have been comments about the reliability of this service. Ensuring timely and accurate deliveries is crucial for maintaining customer trust.

#### The Need for Improvement

Despite having a range of products to offer, including toiletries and healthcare items, the overall efficiency of the pharmacy has been called into question. Multiple reviews highlight long queues and confusion among staff regarding prescriptions, suggesting a need for better training and operational planning.

#### **Final Thoughts**

Rowlands Pharmacy in Ellon serves an important role in the community but must address the challenges it faces in service delivery and customer interaction. Improving **staff training**, enhancing **accessibility**, and ensuring better communication regarding **prescription availability** and **delivery** options could significantly enhance the customer experience. For the time being, patients may want to plan their visits accordingly and be prepared for potential delays.

#### We are positioned at

32 Market St, AB41 9JD Ellon, - United Kingdom (GB)

The contact line of said **Pharmacy** is <u>+441358720301</u> And if you want to send a WhatsApp, you can do so at<u>+441358720301</u>

#### Our business hours are:

Day Hours Monday 9?AM–5?PM Tuesday Closed Wednesday 9?AM–6?PM Thursday 9?AM–6?PM Saturday 9?AM–6?PM Sunday 9?AM–6?PM

The website is Rowlands Pharmacy Ellon

In case you want to change any data that you believe is incorrect concerning this page, we ask send us a message so we can we will fix it as soon as possible. Thanks beforehand we appreciate it.

## Images



Rowlands pharmacy ellon street view 360deg



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Wheelchair-accessible car park, NFC mobile payments, Wheelchair-accessible entrance, Quick visit, Planning, Accessibility, Debit cards, Service options, Credit cards, Payments, Delivery

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