



Lindsay & Gilmour Pharmacy East Calder - Livingston

Pharmacy In Livingston



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Pharmacy In Livingston

Lindsay & Gilmour Pharmacy East Calder - Livingston

Lindsay & Gilmour Pharmacy East Calder: A Local Pharmacy with Mixed Reviews

Lindsay & Gilmour Pharmacy in East Calder is a well-known establishment in Livingston, providing essential pharmaceutical services to the community. However, it appears that the pharmacy has become a topic of local discussion due to varied customer experiences.

Accessibility and Service Options

The pharmacy boasts a **“wheelchair-accessible entrance”**, ensuring that all customers can easily access their services. They offer multiple **“service options”**, including **“in-store pick-up”** and **“delivery”** services, which are particularly beneficial for those unable to visit in person. Furthermore, they accept various payment methods such as **“credit cards”**, **“debit cards”**, and even **“NFC mobile payments”**, providing convenience for all customers.

Customer Experiences: The Good and The Bad

While many customers appreciate the pharmacy's accessibility and product range, others have expressed frustration with the **“customer service”**. Some reviews describe long waiting times, with reports of **“same-day delivery”** not being met and prescriptions often not ready on time. One user noted, **“Unfortunately due to incompetence, we have had to move pharmacy to be able to successfully receive our 6-year-old son's medication”**. Such experiences highlight the ongoing challenges faced by this pharmacy, especially amid a growing population that relies on timely service. Conversely, other patrons report positive interactions, praising staff members for their friendliness and helpfulness. One review states, **“Danny was super helpful and gave great advice. Highly recommend!”** This contrast in reviews suggests that while individual experiences may vary, the quality of service may depend on various factors such as staffing levels or busy periods.

Challenges and Recommendations

Many customers believe that the pharmacy struggles to cope with the increasing demand from the community. Suggestions for improvement include enhancing **“stock management”** practices and possibly increasing staff to ensure better service during peak hours. A reviewer mentioned, **“The manager needs to order more stock in advance if possible”**, indicating a proactive approach towards improving service levels. Additionally, effective communication with customers could alleviate frustration; a simple acknowledgment of their wait could enhance the overall experience.

Conclusion

In conclusion, Lindsay & Gilmour Pharmacy in East Calder serves a vital role in the community, offering essential services with varying levels of customer satisfaction. By addressing feedback and improving operational efficiency, this pharmacy has the potential to turn around its reputation and continue serving the East Calder area effectively. As they adapt to the growing demands of their clientele, it will be crucial for them to enhance both service and accessibility, ensuring that every customer feels valued and cared for.

The business is situated at

173 Main St, EH53 0EW Livingston, - United Kingdom (GB)

The contact phone of the mentioned **Pharmacy** is +441506881935
And if you want to send a WhatsApp, you can do so at +441506881935

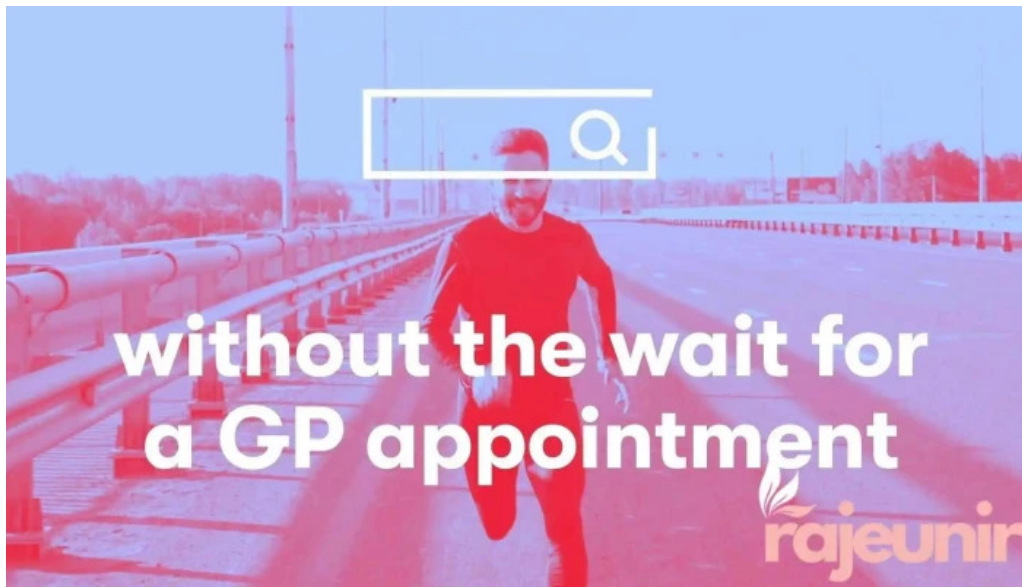
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Tuesday	9?AM–6?PM
Wednesday	9?AM–6?PM
Thursday	9?AM–6?PM
Friday	9?AM–6?PM
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Sunday	Closed

The website is Lindsay & Gilmour Pharmacy East Calder

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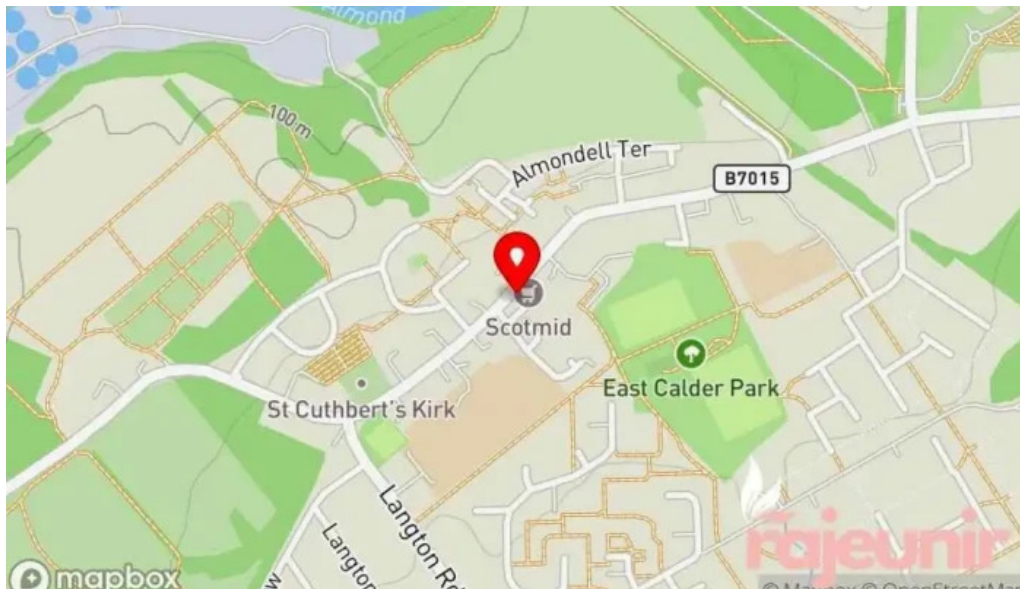
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