



## Rowlands Pharmacy Loanhead - Midlothian

Pharmacy In Midlothian



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*Pharmacy In Midlothian*

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### Exploring Rowlands Pharmacy Loanhead: A Comprehensive Overview

Rowlands Pharmacy in Loanhead, Midlothian, has been a vital resource for the community, providing various pharmaceutical services. However, customer feedback highlights areas that warrant attention and improvement.

#### Accessibility Features

One of the critical aspects of any pharmacy is its **\*\*accessibility\*\***. Rowlands Pharmacy boasts a **\*\*wheelchair-accessible entrance\*\*** and a

**\*\*wheelchair-accessible car park\*\***, making it easier for all customers to access their services. This commitment to accessibility ensures that those with mobility challenges can obtain their medications without hassle.

### **Service Options and In-Store Pick-Up**

While Rowlands Pharmacy offers **\*\*in-store pick-up\*\*** for prescriptions, experiences reported by customers reveal inconsistencies. Many users have described **\*\*quick visits\*\*** that turn into extended waits due to communication issues between the pharmacy and medical practices. Customers have experienced stress and frustration trying to get urgent medications, leading to a sense of unease about the reliability of service options available.

### **Payments Made Easy**

In terms of payments, Rowlands Pharmacy accepts **\*\*debit cards\*\***, **\*\*credit cards\*\***, and **\*\*NFC mobile payments\*\***, ensuring convenience for all customers. However, experiences shared indicate that despite these payment options, the overall service quality can affect customer satisfaction significantly.

### **Customer Experiences and Areas for Improvement**

The feedback from patrons suggests a mix of positive and negative experiences. While some commend the staff's friendliness and helpfulness, others criticize the lack of empathy and poor communication when addressing prescription queries. Numerous reviews mention instances where customers felt dismissed or received sarcastic remarks when asking about their medications. Such interactions highlight the need for training in customer service skills, especially in high-pressure environments where patients may be anxious or in pain.

### **Conclusion**

Rowlands Pharmacy Loanhead serves an essential role in the community by providing access to medications and health advice. The **\*\*accessibility\*\*** features like a wheelchair-accessible entrance and parking are commendable. However, significant improvements in **\*\*service options\*\*** and customer interaction are needed to enhance the overall experience. Striking a balance between efficiency and compassionate care will be crucial for maintaining customer loyalty and trust in the long run.

### **Our establishment is located at**

55 Clerk St, EH20 9RE Midlothian, - United Kingdom (GB)

The contact line of said **Pharmacy** is +441314400511

And if you want to send a WhatsApp, you can do so at +441314400511

## We are open during the following hours:

Day Hours

Monday

8:45?AM–6?PM

Tuesday

8:45?AM–6?PM

Wednesday

9?AM–5?PM

Thursday

Closed

Friday

8:45?AM–6?PM

Saturday

8:45?AM–6?PM

Sunday

8:45?AM–6?PM

The website is [Rowlands Pharmacy Loanhead](#)

If you require to alter any element that you believe is not precise concerning this site, we urge you to deliver a message so we can we will handle it as soon as possible. In advance thank you very much.

## Images



*Rowlands pharmacy loanhead midlothian*

## Tags

*Service options, In-store pick-up, Quick visit, Debit cards, Accessibility, Wheelchair-accessible car park, Planning, Payments, Wheelchair-accessible entrance, Credit cards, NFC mobile payments*

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