

Leyes Lane Pharmacy Ltd

Will you help us to help you?

We would like you to tell us what you think about the service we provide at this pharmacy.

If you have any comments, suggestions or complaints please speak to a member of staff.

We welcome any general comments about the services we provide and any suggestions of ways in which we can improve our services to you.

We operate a complaints procedure as part of the NHS system for dealing with complaints. Our system meets national criteria.

Our Caroline Harvey will give you further information.

You may also complain or give feedback to the local ICB:

By post to:

Complaints Team, NHS Coventry and Warwickshire Integrated Care Board, Westgate House, Warwick, CV34 4DE

02476 526 815

By email to: cwicb.complaints@nhs.net

If you are making a complaint, please state: 'For the attention of the complaints team' in the subject line.

If you're not happy with your complaint outcome, you can contact the Parliamentary and Health Service Ombudsman (PHSO)

Telephone: 0345 015 4033 or via the [website](#).

Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur.

Leyes Lane Pharmacy

Providing NHS Services

NHS