

[insert pharmacy logo here]



**###Your Pharmacy Name###**

***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 [Pharmacist/Complaints Manager] will give you further information.

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

By post to:

Patient Experience Team

NHS Cambridgeshire and Peterborough ICB

Gemini House, Bartholomew’s Walk, Cambridgeshire Business Park, Angel Drove, Ely, Cambridgeshire, CB7 4EA

By email to: [cpicb.pet@nhs.net](mailto:cpicb.pet@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](http://www.ombudsman.org.uk/make-a-complaint).

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