



## ***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 the national criteria.

You may also seek advice from the local Patient Advice and Liaison Service (PALS). PALS are not part of the complaints procedure itself but they might be able to resolve your concerns informally or they can tell you more about the complaints procedure and independent complaints advocacy services.

PALS- [www.pals.nhs.co.uk](http://www.pals.nhs.co.uk) or Telephone 0800 195 7998

Otherwise contact the Local Primary Care Organisation (PCO)

NHS County Durham  
John Snow House  
Durham University Science Park  
County Durham  
DH1 3YG  
0191 3011300

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