

## Thaxted Pharmacy

### *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 Complaints Manager, Mike Barbour will give you further information.

**Tel: 01832 270828**

**Email: mike.barbour@wringtons.co.uk**

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

By post to:

Hertfordshire & West Essex Integrated Care Board  
First Floor  
Kao Park 2  
London Road  
Harlow  
CM17 9NA

By email to: [hweicbhv.pharmacy@nhs.net](mailto:hweicbhv.pharmacy@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.

Providing NHS Services

