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Boots Pharmacy - Edinburgh

Pharmacy In Edinburgh



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Pharmacy In Edinburgh

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Boots Pharmacy in Edinburgh: A Mixed Experience

When it comes to healthcare, accessibility and quality service are paramount. However, recent feedback about the Boots Pharmacy located in Edinburgh has raised concerns among its patrons.

Accessibility Issues

The pharmacy has a ****wheelchair-accessible entrance****, making it easier for individuals with mobility challenges to access their services. Yet, reports of limited in-store shopping options have created frustration among customers.

Many have noted the lack of essential items, such as cotton wool, contributing to a perception of inadequate stock.

Service Options: Where They Fall Short

Customers have expressed disappointment in the pharmacy's ****service options****. Long wait times for prescriptions have been a recurring theme, with some suggesting that the staff requires further training in customer service. The pharmacy's disorganization, particularly regarding prescription management, has led many to seek alternatives. Additionally, the pharmacy offers ****delivery**** services, which some customers have found beneficial. However, inconsistent service has made this option unreliable for others.

Quick Visits Turned into Long Waits

What should be a ****quick visit**** to pick up medications can quickly turn into an extensive ordeal. One customer reported waiting an astonishing 45 minutes in-store to sort out a recurring prescription issue. The need for better planning and organization within the pharmacy is evident, as patients frequently report long wait times and missing items from their prescriptions.

In-Store Pick-Up: A Frustrating Experience

While ****in-store pick-up**** should provide convenience, the reality often falls short. Complaints include not being notified when prescriptions are ready, mixed-up orders, and unhelpful staff. Many have mentioned leaving without their medications due to poor communication regarding prescription availability.

In-Store Shopping Challenges

Although Boots offers ****in-store shopping****, the limited range of products has left many feeling dissatisfied. Patrons have noted recurring issues with stock shortages and an inconsistent supply of essential medications, which could pose significant risks for those with ongoing health concerns.

Payments Made Easy, but Still Problematic

Customers appreciate the ****payment options****, including the acceptance of ****credit cards**** and ****NFC mobile payments****. However, frustrations with service speed overshadow these conveniences. Quick transactions can be hindered by disorganization, leading to longer wait times at the counter.

Conclusion: Planning for Improvement

Despite some positive experiences shared by long-time customers, the overall sentiment towards the Boots Pharmacy on Ferry Road indicates a pressing need for improvement. From enhancing ****accessibility**** and service options to ensuring that customers receive their medications in a timely manner, there are numerous areas for the pharmacy to address. As it stands, many patrons are left planning their future prescription needs elsewhere, hoping for a more

reliable service.

We are established at

123 Ferry Rd., EH6 4ET Edinburgh, - United Kingdom (GB)

The phone number of the respective **Pharmacy** is +441315541394

And if you want to send a WhatsApp, you can do so at +441315541394

We are open during the following hours:

Day Hours
Monday

Closed

Tuesday

9?AM–6?PM

Wednesday

9?AM–6?PM

Thursday

9?AM–6?PM

Friday

9?AM–6?PM

Saturday

9?AM–6?PM

Sunday

9?AM–5?PM

The website is Boots Pharmacy

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Images



Boots pharmacy edinburgh

Tags

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