



Rowlands Pharmacy Newton Mearns - Glasgow

Pharmacy In Glasgow



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Pharmacy In Glasgow

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Rowlands Pharmacy in Newton Mearns: A Community Resource

Rowlands Pharmacy, located in Newton Mearns, Glasgow, has long been a crucial part of the local healthcare landscape. Despite its potential, the pharmacy has recently faced criticism from customers regarding its service quality.

In-store Pick-Up and Accessibility

The ****in-store pick-up**** option is convenient for many residents. However,

some patrons have reported long wait times for prescription dispensing, with complaints of waiting up to 30 minutes for a single antibiotic prescription, even with no other clients present. This slow service raises questions about efficiency that could be addressed. Accessibility also plays a vital role in the pharmacy's operations. Rowlands Pharmacy features a **wheelchair-accessible entrance** and a **wheelchair-accessible car park**, ensuring that patients with mobility challenges can easily access services. However, more improvements could enhance the shopping experience for all customers.

Payment Options and Technology Adoption

Customers have various **payment options** at Rowlands Pharmacy, including **credit cards** and **NFC mobile payments**. Unfortunately, there have been instances where cash transactions have been mishandled, such as refusing to accept high-denomination notes like £50. These payment issues could frustrate customers who rely on cash for their purchases. While some customers appreciate the use of technology, stating they utilize the Rowlands pharmacy app to order medications, others have criticized it for being slow and inefficient. Wait times for prescription processing have reportedly increased, leading some to consider changing their primary care provider.

Customer Service: A Mixed Bag

Feedback regarding staff interactions varies widely. Some customers praise the **helpful and polite service** from both staff and delivery drivers, while others describe the front staff as **rude and unprofessional**. Reports of pharmacists lacking awareness of age restrictions for certain medications highlight significant gaps in training and customer service. Many users have expressed frustration with the pharmacy's inability to manage prescriptions effectively, with issues of lost prescriptions and slow response times being common complaints. On the positive side, some customers value the knowledgeable pharmacists who often assist them despite identifiable issues with the counter staff.

Conclusion: Future Improvements Needed

Rowlands Pharmacy in Newton Mearns serves an essential role in the community, offering various health services and medication access. However, significant improvements are needed in areas such as **customer service, wait times, and communication** regarding prescriptions. By addressing these concerns, Rowlands Pharmacy can enhance its reputation and better serve the needs of the community.

You can find us at

Greenlaw Village, Greenlaw Pl, G77 6GR Glasgow, - United Kingdom (GB)

The contact line of the mentioned **Pharmacy** is +441416391996
And if you want to send a WhatsApp, you can do so at +441416391996

You can visit us at the following hours:

Day	Hours
Monday	9?AM–6?PM
Tuesday	Closed
Wednesday	Closed
Thursday	9?AM–6?PM
Friday	9?AM–6?PM
Saturday	9?AM–6?PM
Sunday	9?AM–6?PM

The website is Rowlands Pharmacy Newton Mearns

If you wish to update any information that you consider is not precise regarding this portal, we kindly request send us a message and we will handle it at the earliest convenience. In advance thank you very much.

Images



Tags

Payments, Delivery, NFC mobile payments, Accessibility, In-store pick-up, Credit cards, Service options, Wheelchair-accessible entrance, Wheelchair-accessible car park

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