



Well Pharmacy - Kelty

Pharmacy In Kelty



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Exploring Well Pharmacy in Kelty: A Mixed Bag of Services

Well Pharmacy, located in the heart of Kelty, has garnered a reputation for both its vibrant community presence and some concerning customer experiences. This pharmacy offers various **service options**, including **in-store shopping**, **on-site services**, and **in-store pick-up**, catering to local residents' needs. However, recent reviews suggest significant room for improvement.

Navigating Payments and Accessibility

For customers seeking convenience, Well Pharmacy accepts multiple payment methods, including **credit cards** and **debit cards**. Furthermore, they support **NFC mobile payments**, making transactions seamless for those on the go. The pharmacy features a **wheelchair-accessible entrance** and a **wheelchair-accessible car park**, ensuring that accessibility is prioritized for all. However, the experiences shared by customers indicate that greater attention to these facilities is necessary.

Customer Experiences: Issues with Medication and Service

Several reviews highlight ongoing issues with availability of medication and the overall customer service quality at Well Pharmacy. Customers have reported waiting up to three weeks for prescriptions, raising concerns over the efficiency of the pharmacy's operations. One reviewer expressed frustration over the staff's response to inquiries regarding medication availability, stating, "the main pharmacist is plain rude" when interactions should be friendly and supportive. Moreover, consistent complaints about inadequate staffing and poor communication have surfaced. Several customers have noted that they were left without essential medications, such as pain relief and warfarin, due to failures in processing prescriptions correctly. Such experiences can be particularly detrimental for vulnerable populations, including those with disabilities.

Community Engagement and Potential for Improvement

While the negative feedback illustrates serious concerns, some customers still recognize the potential that Well Pharmacy holds. One individual remarked on the pleasant demeanor of the head pharmacist, highlighting that there are instances of helpful and informative service. This duality reflects the pharmacy's ability to improve by addressing customer feedback directly.

A Friendly Space for Everyone

Despite the challenges faced, Well Pharmacy has the opportunity to establish itself as an **LGBTQ+ friendly** space that emphasizes inclusivity and customer care. By enhancing their **service options** and improving communication, the pharmacy can better serve all members of the community.

Looking Ahead: What Can Be Done?

To address the concerns raised by numerous customers, Well Pharmacy should consider investing in three key areas: improving stock management to prevent medication shortages, enhancing staff training for better customer interactions, and reassessing their in-store operations to ensure safety and accessibility.

With these changes, Well Pharmacy could once again become a cornerstone of healthcare in Kelty.

In conclusion, while Well Pharmacy has faced challenges in its recent operations, it remains a critical resource for the Kelty community. Addressing current issues could transform it into the excellent pharmacy that many once appreciated.

You can reach us at

39 Main St, KY4 0AA Kelty, - United Kingdom (GB)

The phone number of this **Pharmacy** is +441383830712

And if you want to send a WhatsApp, you can do so at +441383830712

Visit us during the following hours:

Day Hours
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9?AM–1?PM

Tuesday

Closed

Wednesday

9?AM–6?PM

Thursday

9?AM–6?PM

Friday

9?AM–6?PM

Saturday

9?AM–6?PM

Sunday

9?AM–6?PM

The website is Well Pharmacy

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Images



Well pharmacy kelty

Tags

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