

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 Pharmacist or Manager will give you further information.

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

<https://suffolkandnortheastsex.icb.nhs.uk/>

For general enquiries please contact:	For complaints, feedback, and queries regarding health services:
NHS Suffolk and North East Essex Integrated Care Board Aspen House Stephenson Road Severalls Business Park Colchester CO4 9QR	Patient Advice and Liaison Service (PALS) Endeavour House Russell Road Ipswich IP1 2BX
Telephone: 01473 770 000 Email: sneecb.pals@nhs.net Website for more information: https://suffolkandnortheastsex.icb.nhs.uk	Freephone: 0800 389 6819 Email: sneecb.pals@nhs.net for feedback and queries Email: sneecb.complaints@nhs.net to lodge a complaint

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: <https://www.ombudsman.org.uk/making-complaint>

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

Marks Tey Pharmacy

89 London Road, Marks Tey, Colchester, CO6 1EB; Tel.: 01206 212878

Email: info@marksteypharmacy.co.uk & pharmacy.fel66@nhs.net

Web: <http://www.marksteypharmacy.co.uk>