

Review of Pharmacy Remuneration and Regulation To Whom it May Concern

As I was unable to access the relevant website to complete the questionnaire on line, I hereby forward a written submission in relation to the above.

I Nuke Kunothe have been a regular customer of the United Discount Chemist Northside Alice Springs for several years now.

I have been a resident of Alice Springs for 30 years and Northside has always been my particular Chemist of choice.

The Customer service is of an extremely high standard and though there is always reliable and friendly front counter staff in attendance, the Pharmacist Mr Linh Van Lai is always available to help and advise within his capacity as a Pharmacist to answer any questions I may have in relation to my current medications.

I have cause to attend Northside Pharmacy on a daily basis for a particularly personal matter.

Pharmacist Lai has always treated me with respect, consideration and privacy in relation to my condition, for example he is very discrete upon answering any questions I may have if other members of the public are present or offer to direct me into the

Consultation Room, I regard his duty of care shown and given to me is of the utmost.

Mr Lai and his staff always present in a friendly and professional manner.

In relation to the premises, cleanliness and presentation make it a pleasure to enter the store, with any discounted items in full view.

The shelves are always clean and fully stocked and for reasons due to the freight services in Alice Springs a product may not be available in store, Northside Chemist will always contact their Sister Pharmacy in the Alice Plaza to source the product on the rare occasion this may happen if need be.

Jobs in Alice Springs are plentiful therefore the standard of Customer Service can often be of a complacent nature, in which case receiving the high quality of service and care given to me by Mr. Lai and his ever reliable Assistants, I would be very reluctant if I had to go elsewhere.

I should also like to add the location of the Northside Chemist is very convenient to myself and the residents of Alice Springs, not being situated in the busy hub of the CBD but rather just minutes from most locations. There is visible signage at the front of the store and parking is more than adequate.

Should any further details be required in relation to my submission regarding feedback, my contact details are listed below.

Nuke Kunoth

Alexi Springs NT 0870

Yours Sincerely
N Kunoth

31/8/2016