

## Good afternoon everyone,

After completing a full review of the Aultbea prescription delivery service, we have made the difficult decision to bring the service to an end at the end of December 2025, with the final delivery on **Friday 19th December**.

This volunteer-led delivery service was created during COVID, at a time when many people were unable to leave their homes. While it served an important purpose then, the review showed that the service is now used largely for convenience rather than need, and it no longer aligns with the level of service we are able to offer the majority of our 2,200 customers. The volunteers have also reported increasing pressures, including requests they are not legally covered to fulfil.

This change means that the Aultbea area will now receive the same service as all the other communities we support.

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### Support going forward

If you are unable to collect your prescription yourself, please remember that **a friend or family member can collect it on your behalf**.

We have also worked closely with the **Gairloch Community Car Scheme**, who already help some people collect their prescriptions. They have confirmed that they have some additional capacity to support people in Aultbea **who are without access to transport**.

If you think you may need this type of support, please contact Stephanie at:

✉ [gairlochccs@hotmail.co.uk](mailto:gairlochccs@hotmail.co.uk)

☎ 01445 712867

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### Helpful tip – Sign up for our SMS service

If you currently use the Aultbea delivery service, we strongly encourage you to sign up to our **free SMS (text) notification service**. You'll automatically receive a text when your prescription is ready to collect — which greatly reduces wasted journeys.

To register:

☎ Call us on **01445 712840**

✉ Email [pharm.cp7142-admin@nhs.scot](mailto:pharm.cp7142-admin@nhs.scot)

or simply pop into the pharmacy.

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We know this will be a big change for some people, and it wasn't a decision made lightly. Thank you to the volunteers who have supported the community so faithfully throughout the years, and to everyone for your understanding as we move to a service model that is fair, safe, and consistent for all our communities.

If you have any questions or concerns, please feel free to contact us at the pharmacy.

**Ian**

*Pharmacist Manager, Gairloch Pharmacy*