

NORTH & WEST OPERATIONAL UNIT

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Date: 2nd April 2024



Dear Mr Widdows

Re:- Out of Hours (OOH) Cover for the Gairloch and Aultbea Communities

We are pleased to inform you that NHS Highland and the GP practice have agreed to deliver OOH cover for the Gairloch and Aultbea community jointly. As of the 2nd April 2024 the practice will continue to cover the Monday to Thursday nights and the Rural Support Team (RST) will cover the Friday to Monday mornings. The RST will also pick up the public holidays as agreed through the GP contract.

A number of clinical concerns had been raised by community members. We would like to reassure the community that the RST practitioners are all highly skilled clinicians with years of experience who undergo stringent training with regular updates. The practice have every confidence in their abilities to deliver a quality and safe service. We have in place robust mechanisms to support all clinicians OOH and the practitioners will be working closely alongside the GP's to ensure good communication regarding patient care. The RST practitioners will also be working in-hours in the practice, attending practice meetings and training as appropriate.


This agreement will be regularly reviewed to ensure we continue to deliver robust, sustainable and safe services to the communities of Gairloch and Aultbea.

Headquarters: Assynt House, Beechwood Park,
INVERNESS, IV2 3BW

Chair: Sarah Compton-Bishop
Chief Executive: Fiona Davies

NHS Highland and the practice are happy to have a follow up meeting with community members if that would be helpful? We also could offer some drop in sessions so people could link directly with RST representatives to find out more about the service. We trust this reassures the community and that this is seen as an acceptable way forward to deliver OOH care provision to the local area.

yours sincerely



Kate Earnshaw, District Manager - Projects NHS Highland



Dr K M Vickerstaff; Dr G P Baptist & Dr G M Robertson

Aultbea and Gairloch Medical Practice