



## Our Veterinary Services and COVID-19 Safety Measures

### Update: 13<sup>th</sup> January 2021

In light of the Government announcement made on 4<sup>th</sup> January 2021, regarding the new Lockdown from 5<sup>th</sup> January, we want to assure clients that we are still available for your pets. We fully support the Government message of Stay at Home, but we want to make you aware that the guidelines state that you can leave home for essential reasons; Animal Welfare falls inside this category, therefore, you are allowed to attend the practice for veterinary services such as advice or treatment.

For animal health and welfare reasons we are able to see your pets for appointments, examinations and procedures, including the full range of vaccinations, and operations such as neutering. Following the first national lockdown there were some concerns surrounding the delay to some routine healthcare which could have future animal welfare impacts, so our robust and tested protocols will be in place to enable us to keep supporting you, whilst maintaining safety for everyone.

We have made some further changes to the waiting areas, and can continue to see you at the practice. **To continue to keep everyone safe, our preference is that you remain outside the building while your pet's history is taken.** We will then take your pet inside the building to be examined. If there is a particular reason you need to come inside, we will discuss this when you arrive. We will also be offering remote video consultations again.

We will be happy to see you for your booked appointment. If you are collecting essential medications or pet food, we respectfully request you have a pre-arranged collection time and have paid in advance.

We are still asking clients to make themselves aware of the current Government instructions – please see the [latest advice here](#).

### What do you need to know?

We want to keep everyone as safe as possible. We are asking the following:

- If you have persistent cough, high temperature or loss of smell/taste or have been instructed to self-isolate that you do not come to the Practice and let us know so we can assist with a plan to get your pet the help needed
- Call us to make your appointment – our team will offer guidance as to the best option for how this can be undertaken
- If a physical appointment is booked, please call us when you arrive, so we know you are here! (Don't come inside!):

- Our preference is that we see you outside to take your pet's history. If there is a particular reason for you to come into the Practice, please discuss this with the reception team when you arrive. They will give you instructions and show you where to wait
  - If you are waiting outside, we will organise the collection of your pet from the entrance, whilst maintaining social distancing, and you can wait outside or in your car while we examine or treat your pet before discussing our findings with you. We advise an umbrella in wet weather!
  - For those clients coming into the Practice, please be aware that it is a legal requirement for face coverings to be worn within Veterinary Practices. Therefore, you will need to bring a face covering and wear at all times within the building. You may be politely asked to wait outside if you don't have your mask
  - We are asking that only one person per pet attends the appointment and you use hand sanitiser before entry if coming into the Practice
  - Social distancing, even outside, will be maintained so please do not be offended if we ask you to wait in one specific place – we hope the “sit & stay command” for you and your pet will be easy to follow!
  - Even if you come into the Practice, unfortunately, you will not be able to be present in the Consultation Room for your pet's examination. The Vet or Nurse will advise you about this and ensure that you are aware of what is happening
  - If you are not the named contact on our computer system (e.g. Partner bringing the pet) the Vet may ask you for your contact details in case of Test and Trace being required
  - You may wish to bring your pet's favourite treat or toy with you.
- We are still able to offer remote consultations from the Practice straight into your home - either by phone or via video link. This is set up easily and provides us with lots of visual information which can be very helpful. As with standard 'in-person' consultations, please be aware there is a charge for video consultations.

Other contactless services include:

- Collection or postage of parasite control or some repeat medications
- Collection of food
- Sign up to our Pet Health Club (PHC) – see our new online sign up by [clicking here](#).

Simply speak with our team if you have any queries or need assistance with any aspect of your pet's care.

**Please note we are currently only accepting payments made via card, Apple Pay or using our Paypal secure payment system - sorry no cash or cheques!**

Thank you for your continued understanding during this time and we look forward to seeing you and your pets back in the Practice soon.