



## **Our Veterinary Services and COVID-19 Safety Measures**

**Update: 7<sup>th</sup> September 2020**

We are now offering our range of veterinary care services for your pets.

We are now able to see your pets for all routine appointments, examinations and procedures, including the full range of vaccinations, and operations such as neutering. We are also able to offer hydrotherapy sessions and house visits (assessed on case by case basis depending on clinical need and vet availability).

It is not yet 'back to normal' as we still want to maintain safety for our staff and for you. We are now allowing a limited number of clients to wait in the Practice but unfortunately, we are still not able to grant entry without a pre-booked appointment. As we move towards our new normal and are back to offering the fuller range of our services, it has never been more important to keep everyone's safety in mind.

As such, 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, when you arrive, please call us so we know you are here! (Don't come inside!):
  - We are allowing a maximum number of clients to wait inside now. The reception team will give you instructions and show you where to wait
  - For those clients coming into the Practice please be aware that it is now 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. We have single use face coverings available to purchase. Unfortunately, we must refuse entry if you are not wearing a face covering

- We are asking that only one person per pet attends the appointment and you use hand sanitiser upon entry
  - Social distancing will be maintained so please do not be offended that we won't shake hands
  - You may not be able to be present in the Consultation Room for your pet's appointment but the Vet or Nurse will advise you about this
  - 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
- However, if you would prefer not to come into the Practice, 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 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.

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 website for more details.

Simply speak with our team if you have any queries or need assistance with 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.