



WATKINS & TASKER
VETERINARY GROUP

THE HEALTH & WELLBEING OF OUR PATIENTS, CLIENTS & STAFF IS OUR UTMOST PRIORITY

COVID-19 safety measures - Update 25/03/20

In line with national guidelines from the British Veterinary Association and British Government, and due to COVID-19 the Practice is now only accessible for:

- **Urgent cases**
- **Emergencies**
- Medication and food, by specific arrangement, collected at a specific time.

If you are concerned that your pet may require veterinary attention, please phone the Practice:

Yatton:	01934 833685	10am-2pm	(Closed Wednesdays)
Nailsea:	01275 858628	10am-2pm	(Closed Thursdays)
Portishead:	01275 397449	9am-2pm 3pm-8pm	(Open 7 Days)

Out of hours: 01275397449 Running normally 24/7

We are now operating a **closed-door policy** for the protection of our staff, meaning you must phone us rather than dropping in. Please also note we are working to strict nationally guided definitions of what comprises an 'emergency' or can be classed as 'urgent'.

Communication with you will now be **remotely** wherever possible.

This means

- **Consultations with the vet by phone**
- **Consultations with the vet by video**

This is a change that we all have to get used to and we are asking for your full co-operation.

This will

- **keep our team safe**
- **be safer for you**
- **allow us to carry on providing a veterinary service to care for the welfare of your pets in the best way we can under these unprecedented circumstances**

Our veterinary team has now been split into **small working teams**. This is also for the protection of our staff, because if someone in a team becomes infected with Covid-19 then that whole team would stop working. The other teams would be able to carry on. I repeat that we are following national guidelines.

The practices will be accessible at the times stated above. We apologise for inconvenience caused by this reduced service.

So please ring us in the first instance. We will then triage the urgency of the call, and provide you with further information. We may book a time for the remote consultation. Payment can be taken by phone. If the situation is more serious, we will discuss how we would allow your pet, unfortunately not accompanied by you, into the practice to undergo assessment and treatment. There are to be no exceptions to this rule.

Of course, as per the last few weeks we would politely ask that **if you:**

- Have travelled to any of the high-risk countries within the last 14 days
- Are feeling unwell with a persistent cough, high temperature or shortness of breath
- Have been instructed to self-isolate
- Been in contact with someone with COVID-19

We **need to know about this** if we are to physically examine or treat your pet in a safe way.

If your pet needs medication or food, you will now need to phone us for ordering and allow at least **48 hours** so that we can have this ready for you. This is longer than normal due to inevitable changes in the way medicines are being delivered to us by our suppliers. For obvious reasons we are now arranging **specific times for collection**.

Sadly, we can no longer offer **house visits** unless there are exceptional cases based on absolutely clear welfare grounds, and at the sole discretion of the Duty Vet. Please understand this is a strict measure and one we do not undertake lightly, and say again that we are following **national guidelines** for how Vets are to work in these exceptional times.

If your pet needs **emergency treatment** outside the hours stated above, we are still offering our **out of hours service** - remember: our Vets, our Nurses, our premises, your pet's records.

**We are implementing these protocols so that we will be able to continue to offer our care to your pets for as long as possible, at all three of our practices.
We will continue to monitor the advice and the changing situation closely.**

Please be patient and tolerant with us as we are dealing with an unprecedented and complex situation.

Thank you for your co-operation and support during this time. We hope you, your family and your pets stay healthy, and continue to take all the measures you can to do your bit in restricting the viral spread.

Steve Tasker BVSc MRCVS
25th March 2020