



Veterinary services we are now offering, as the lockdown period eases - an update

6th July 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.

However, it is not yet 'back to normal' as we have to maintain safety for our staff and for you, which means clients are still not being allowed to enter the Practice premises. We have been operating this closed-door policy since March and it works very well – everything is managed without contact. However, 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](#).

How are we enabling contact free work?

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

- 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 will organise the collection of your pet from the Practice entrance, whilst maintaining social distancing, and will ask you wait outside or in your car while we examine or treat your pet
- We are also offering 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!

Frequently Asked Questions

Can you treat my pet now?

Yes, all our Practices are now taking appointments and bookings as part of our resumption of our range of veterinary care services for your pets. If we cancelled a service for your pet due to the government-led restrictions, please call us so we can discuss the current position. We are asking for patience, as we have a backlog of cases that we were unable to treat during the lockdown period. This may lead to a slightly longer waiting time than usual for some appointments such as routine vaccinations and neutering. We will always see the more urgent cases very quickly, and your understanding is appreciated.

Can I have my pet neutered now?

Yes, we can do these operations now, but please bear with us as we manage our workload backlog and keep enough space to be available for any emergencies. There may be a small delay in getting the operation scheduled in. Call us and we will discuss this with you.

Can you check my new pet?

Yes, please call us and we will be delighted to help!

My pet needs a vaccine – is this OK to book?

Yes of course, please call us. We may ask for your co-operation if a slight delay is required. Your pet's health will not be compromised, and as usual our vets will be happy to chat though any concerns you may have.

You were unable to give my dog a kennel cough vaccine recently due to the restrictions – is this OK now?

Yes, kennel cough vaccination is now being offered, please call us.

Are you now offering house visits?

No, we are still not offering routine home visits, in order to protect the health of our team. If you have specific circumstances to ask us about, please call the Practice.

Can my pet have hydrotherapy, laser treatment or physiotherapy?

Unfortunately, at the moment we are having to phase the return of these services and are currently not offering appointments with the hydro.vet team. If you are concerned about your pet, please email info@hydro.vet. We look forward to resuming these services as soon as it is feasible.

How do I request medication, parasite treatment or food for my pet?

We are still asking that you order repeat prescriptions or food via our online ordering form (www.watkins-tasker-vets.co.uk/prescriptions.html). Please allow 3-5 days for us to complete your request and our reception team will call you as soon as your item is ready to collect.