



Our Veterinary Services and COVID-19 Safety Measures

Update: 3rd November 2020

In light of the Government announcement made on Saturday 31st October, regarding the new Lockdown from 5th November until 2nd December, we want to assure clients that we are still available for your pets.

While some services will need to be delayed until after the lockdown period, 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 so we can allow an increased maximum number of clients to wait safely in the Practice at any one time. We will be happy to see you if you have an appointment or are collecting essential medications or pet food.

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. 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. Thank you for your understanding if we 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 if we ask you to wait in one specific place
 - You will 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. 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 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.