

CORONAVIRUS COVID-19

PROVISION OF VETERINARY CARE DURING COVID-19 RESTRICTIONS:

To minimise the risk of inadvertently spreading Coronavirus (COVID-19), veterinary practices have changed the way they work to implement government rules.

Following an update by the Royal College of Veterinary Surgeons and the British Veterinary Association, we are able to run a near normal range of veterinary services subject to maintaining social distancing rules between staff and clients. Where the vet considers it necessary, physical examinations are made with staff and the owner observing social distancing and hygiene rules. This is likely to mean in general owners will be unable to be with their companion animals during a consultation.

Although we are working near normally, please phone the practice first before attending one of our clinics in person. We will make an assessment of how to proceed. The vet is also able to give formal paid consultations by telephone. We are implementing these measures to avoid transmission of COVID-19 and keep our clients and staff safe.

For existing clients, we are still able to provide essential veterinary medicines, which will be issued following an assessment and authorisation by the vet, either by collection outside our premises or clinic van, or by home delivery.

We are continuing to give veterinary advice and consultations by phone, and are able to prescribe treatments for existing clients where necessary and following a risk assessment by the vet.

- If your pet needs to be seen because of a serious veterinary problem, please call ahead (01594 824765);
- If you need to come in person to one of our clinics, we ask that you leave your pet(s) in your vehicle initially: please come to the door of the clinic or van to book them in, and then return to your vehicle. Please do not enter practice premises or our clinic van unless asked to do so; you will be informed when the veterinary surgeon is ready to see your pet.
- If your pet requires either routine (e.g. flea treatment) or repeat prescription medication, please get in touch by phone or e-mail as we can either provide a home delivery service for products or alternatively we can prepare orders in advance for collection dependent on your location.
- Payment by card is preferable to cash.

Note: More on guidance to veterinary practices can be found on the BVA website (<https://www.bva.org.uk>). (Updated 13 Apr 2020.)