

To all our clients,

After the government guidelines issued yesterday, we are taking measures to keep both our staff and you safe in these uncertain times.

The measure we are taking are aimed at reducing both the numbers that visit the surgery, as well as contact between clients and our staff.

We will continue to deliver the high level of service and care that you are accustomed to.

As of Tuesday 24<sup>th</sup> March 2020, we will be implementing the following:

- All "routine" appointments will stop, and we will only be treating unwell or injured pets. This will mean we will not be offering, Pet health club checks, weight checks, nail clips.
- We will be postponing all routine boosters until a later date. However, we will be taking puppy and kitten vaccinations on a case by case basis as we need to protect potentially vulnerable pets.
- Routine surgical procedures will be postponed such as neutering.
- We will be offering Telephone and video consultations as much as possible.
- We will not be allowing any clients to enter our practice unless they have authorisation to do so.
- When you arrive at the practice for a consultation the vet will take a history from either in the carpark or over the phone. We will then take you pet into the practice to examine and will either return to discuss a plan of treatment or have this discussion over the phone.
- We ask that you maintain the guidelines of "social distancing" of staying 2 meters away from our staff and other clients.
- We will only be accepting card payments over the phone
- We will not be able to offer house visits for the time being as well as pick up and delivery of pets from home.

Clients that need to collect medical or food supplies, please call us first before coming into the practice. We will be arranging collection of these outside the practice.

We would like to thank you for your understanding.