

## 23rd March 2020 Update

### COVID-19/CORONAVIRUS UPDATE

We are reacting to the dynamic environment surrounding the coronavirus.

It remains to be important that we keep your animals fit and well. This also protects people from illnesses.

We are now adding a few more measures to ensure that we keep our staff and our clients well.

- \* Please do not enter the practice when you arrive for your appointment. Wait in your car, or outside (2m from anyone else). You can phone to say you're here
- \* Only one person should enter a consultation with their pet/s
- \* Please remain 2m from our staff at all times. Our vets can be assisted by one of our nurses to hold your pet whilst you stand back
- \* When ordering repeat medication we will politely request a card payment over the phone. This will reduce time stood at the desk
- \* We are reducing medication review appointments in the practice, and during this time we can do this over the phone
- \* We are distancing appointments so that we have less people in the building at once
- \* To reduce the number of people inside, in a smaller space, whilst the weather permits, our vets are carrying out some consults on a dedicated area on the lawn outside
- \* If you are over 70 or vulnerable, please inform our team on the phone. We can make additional arrangements
- \* Please phone for your pet's repeat prescription a day in advance during this period. It is likely that it will be ready the same day, but with some it will be an extra day.

Thank you all for your understanding during this time. Stay safe.

Paul, Jill and team 