

## **COVID 19 UPDATE.**

**To all our clients and patients, I am writing to inform and reassure you about the measures we are taking in these uncertain times to keep you and us safe.**

- 1. We are open and intend to stay open throughout this crisis to be there for you and your pets.**
- 2. If you are in the "vulnerable" group that are going to need to socially distance yourself, we will be starting daily deliveries for medications so we can keep your pets safe. Simply ring up to order medication as normal, we will take card payment and if you need delivery, please ask.**
- 3. For all other repeat medications, we will again take payment on ordering and then deliver to your car.**
- 4. We are increasing appointment times so there should be less people waiting and ask that only one person per pet comes to the surgery. Please leave your children at home.**
- 5. If you are in a vulnerable group, or would prefer not to come into the surgery for your appointment, please call from the carpark and a nurse will come out for your pet and you can speak with the vet over the phone.**
- 6. If you need to enter the practice we have hand sanitisers at reception for you to use. If you would prefer to use soap and water, please ask the team.**
- 7. For well people, who are socially distancing, we are offering half price visit charges where we will come to your home.**
- 8. If you or any member of your family, has tested positive or is showing symptoms of coronavirus, please let us know prior to your appointment so that we can take appropriate precautions for our team.**
- 9. Please can we ask for card payments as much as possible, but if this is not possible, please let us know.**
- 10. Please remember that your pets' health (and that of our clients and staff) are of paramount importance to us all and we are here for you.**

**We hope that you and your pets all stay safe.**

**If you have any other recommendations of services that might be useful, please let us know.**