



COVID-19 Protocol

Due to the current climate, we are following the Government and World Health Organisation guidelines as much as we can within an emergency environment.

We are still running our full range of services and routine appointments are currently being accepted.

If you have any symptoms of the coronavirus including high temperature, a new persistent cough or feel unwell with any cold or flu symptoms we respectfully ask you seek medical advice through NHS online services or your GP before attending our clinic.

We have instigated the following protocol:

1. We ask that only one person attend the appointment with their pet where possible. Exceptional circumstances will apply
2. On arrival you will need to ring the doorbell, you will be spoken to via the entry phone system. We currently have a one in one out policy therefore you may be asked to wait outside or in your vehicle until your appointment time. **If you have a GENUINE EMERGENCY please state this at the time the door is answered.**
3. We have hand sanitizer for use at the desk, if you wish to wash your hands please ask a member of staff. Individual hand towels are being supplied, once they have been used please place into the wash bin and these will be washed and disinfected.
4. If you require a home visit this will need to be assessed on an individual basis by the Veterinary Surgeon on duty. This will require you to call the practice in advance and for the Vet to call you back to discuss the patient's condition. If you are self-isolating and your pet requires treatment, and you are unable to arrange someone to bring in your pet on your behalf, we require you to call the surgery where a telephone consult with the duty vet will take place and a treatment plan made accordingly.
5. Animals under our care whose owners have had to self-isolate and need repeat prescription medicines or food, please call the practice as usual to order. If unable to arrange someone else to collect your order, we can try to arrange a courier on your behalf. This service will incur a fee dependant on the size of the order and a quote can be given to you at the time. If you have your own service you wish to use, please let us know in advance to who will be collecting, making sure they have your details, what items they are collecting and if there is any reference number/name that we need to provide to them.
6. As a medical practice we already have stringent cleaning protocols in place, however we have chosen to increase the frequency in the key touch areas for the safety of both our clients and staff.

This protocol will be frequently updated to coincide with the Government and the World Health Organisation advice.

We thank you for your cooperation and understanding at this time.