



## 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 here and we are seeing emergencies and all essential cases. Each case is assessed individually and both vets and nurses are conducting telephone consults to assist owners in every way possible. Please call the practice for advice, information and the duty staff will help you accordingly.

**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. On arrival you will need to ring the doorbell, you will be spoken to via the entry phone system. We are currently limiting the number of people allowed into the building, there is a strict one in one out policy but people are being asked to wait in their vehicle or outside as much as possible. Therefore you will be asked to wait outside or in your vehicle until you we are able to assist you with yours and your pet's needs further.  
**If you have a GENUINE EMERGENCY please state this at the time the door is answered.**
2. We request only one person attend the appointment with their pet where possible. We understand some exceptional circumstances will apply which staff will try to accommodate as best they can to maintain a safe environment.
3. Animals are to be kept SECURE at all times, dogs must be on a lead or in a box if little and cats in a secure basket. You may be asked to place the basket/box on the doorstep or the dogs lead secured to the railing and yourself wait at the bottom of the stairs whilst a member of our team collects the animal and brings them inside. All paperwork will be given to you to fill in, we have pens we can supply but if you have your own to use it would be recommended. If the animal is needed to be collected directly from a vehicle due to it being unable to walk this must be conveyed to the staff when making the appointment so we can be suitably attired in personal protective equipment in order to assist.
4. For the collection of food/medication/essential goods, appointments are being made for these collections. This is to prevent a large number of people waiting for assistance. We request everything you require is pre-ordered and paid for over the phone prior to collection. On collection ring the bell and state you are collecting products/meds etc. We will take your name and animal name and make sure all you have ordered and paid for is bagged correctly, we ask you step back from the door, we then place the items in a bag on the doorstep, close the door and you can then safely collect them. Any problems please ring the bell again and speak to a member of staff.



5. If you are asked to come inside we have hand sanitizer for use at the desk, we ask you use this, 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.
6. Home visit will 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.
7. 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.
8. As a medical practice we already have stringent cleaning protocols in place, however we have greatly increased the frequency of cleaning the key touch areas for the safety of both our clients.

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

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