

## **New Lockdown Period**

With the new lockdown period starting on Thursday, we can confirm that necessary trips to the clinic are permitted. Please do not come to the clinic without an appointment and please always carry the clinic number with you in case you are challenged while on the way.

If you are in isolation, or are classed as vulnerable, please tell us when making an appointment. If you start showing signs of Covid before your appointment, please let us know so we can make the necessary arrangements- all poorly pets can be seen, we will just need to take additional precautions. We will continue to offer video appointments for follow ups, medicine and post op checks, please let us know if you would prefer this option when booking your appointment.

We will be continuing to work as now with consultations in the car park, and clients not entering the building except to collect drugs/ pay accounts at Unit 15 or to be with their pet at the end of their lives. To help social distancing we can, however, only allow one person to accompany each pet.

Drug collection will continue from Unit 15, but please allow us 48-72 hours to have your drug order ready as our working capacity may be reduced and drug supply is also likely to be slower. If you are in isolation or vulnerable, please let us know so we can post these drug orders.

We will also be continuing to do routine vaccinations, appointments and neuterings. However, there is likely to be some delay for these appointments as we will be prioritizing urgent and emergency appointments. Please be patient and, if your pet's needs change while waiting for your appointment, let us know so we can re-schedule this.

The protection of our clients and our staff is of the greatest importance at this time. Thank you for helping us achieve this by being patient with our current working restrictions, and thank you too for your care in driving in the car park now it is getting darker- watch out for us in our high vis and please help us find you!