

From Monday 25th October we will be ready to start welcoming clients back into the clinic!

We would like to thank everyone for their patience and for their help in keeping all of us as safe as possible. However, it will be good to start seeing you all with your pets again.

It is important to remember that there are still high case numbers in the country, and some of us are still vulnerable to infection. We would therefore ask you to help us by observing the following:

- Please, only one family member per pet wherever possible. If you do need to bring dependents, please let us know in advance and please keep everyone close together while waiting. In some cases we may ask you to wait together in your car. For end-of-life consultations, our bereavement room is large and very well ventilated so we will continue to allow more family members to be present.
- If you are Covid-positive, symptomatic and waiting for results; or isolating with someone, please tell us when you call for an appointment (or before you leave home if an appointment has already been made).
- We are aware that some clients would rather not come and wait inside- if you (or your pet- especially if nervous!) would rather wait in your car please carry on as now and call reception when you arrive to let them know where we can find you.
- If you arrive very early for your appointment please call in and let us know but please could you wait in your car until 10 minutes before your appointment time? This will help reduce overcrowding in the waiting areas.
- Hand sanitiser will be provided for use before coming in- this will be on the green box outside the front door.
- We will disinfect consulting rooms between clients. We apologise if this increases waiting times.
- Please could you wear a face covering inside the building unless you are medically exempt? If you forget one please let reception know when you arrive and we will provide one.
- We will be using reception areas in both buildings:
 - Unit 12- all vet appointments
 - Unit 15- medicines collections (as now); nurse appointments; and admission/discharge for operations. Unit 15 reception is small so we may ask you to wait in Unit 12 or your car if it becomes overcrowded.

- ABOVE ALL, PLEASE RESPECT EVERYONE'S SPACE AND SOCIAL DISTANCING – we have a number of narrow spaces in the building and we will need to be careful in these areas.

Thank you again for helping us. This next phase is a worrying one, but we hope it will let us get back more to normal. However, if you are concerned about how we are doing this, or have ideas that may help please drop us an email- we are happy to help, and very happy to listen to anything that helps us improve.