

COVID-19

update 24 March



Following the Prime Minister's announcement on 23rd March all our surgeries are now CLOSED.

We have split our clinical team of vets and nurses into two, and these will work 7 days on and 7 days off.

We will continue to provide a service for patients who require our care, and this will be co-ordinated from our Malmesbury hospital so please call **01666 823165** to access this service.

We know many of you are worried about travelling unnecessarily and as such we will try to run an essential clinic at each of our clinics at least once a day Monday - Saturday. The times of these surgeries will vary, and we will not see anyone who turns up without an appointment slot.

We are aware that many patients require long term medications and we are determined to continue their supply.

IN ORDER TO MINIMISE THE RISK TO OUR STAFF AND OUR CLIENTS WE WILL IN ADDITION WORK IN THE FOLLOWING WAY:

Our nurses will hold pets for any examination not owners, please do not be offended by this and it is not negotiable.

Owners will not be allowed into the consult room in order to preserve the 2m rule. We will take our history from you in the waiting area where everyone can stand the required distance apart.

Only one human carer per pet will be allowed in the waiting room.

All payments will be by card only.

We will limit the number of people in the waiting room to 1 or 2 at any one time depending on which site you are attending. If you arrive and there are already people inside we will ask you to wait outside or in your car until it is your turn.

Thank you for your understanding and patience