






Things are slowly starting to return to a new normal now but for veterinary practices it is certainly not business as usual! We are continuing to follow guidance from our governing bodies the BVA and RCVS and will still be adhering to social distancing rules so from **Monday 6th July**:

-  We will have 2 separate teams working in the surgery everyday, this will allow us to offer more appointments. We can now offer all routine appointments again including acupuncture, anal glands emptying and clipping of nails... but the appointment times are still extended allowing us to completely wipe down all surfaces and communicate with owners as clients will still not be allowed into the practice. Please understand urgent appointments will still be taking priority so you may not be offered an appointment the same day for routines.
-  Consultations will take place both upstairs and downstairs and there will not be a choice of Vet that you see. You will be asked to call us from your car on arrival and we will direct you to the appropriate consult location.
-  Routine neutering's and dentals can now be booked in again along with operations that have been delayed including x-rays.
-  We will still be offering telemedicine appointments to those who are shielding or those isolating.
-  Please can we remind you that we do require 48 hrs notice for repeat prescriptions, requests can still be emailed if easier to admin@downwoodvets.co.uk or phone reception.

DO NOT ATTEND THE SURGERY IF YOU OR SOMEONE YOU HAVE BEEN IN CONTACT WITH IS SHOWING SYMPTOMS OF CORONAVIRUS

Lastly a massive thanks for bearing with us over the past few months for the lovely emails, reviews, messages, cards and treats that have kept us all going.

