



COVID UPDATE MARCH 2021

As we gradually come out of lockdown we can now begin to book in more routine appointments and operations. We are still required to adhere to covid safe protocols and therefore will still be unable to allow clients to enter the building.

Please note the following:

- Masks must be worn when outside our surgery
- Please wait in your car to be called to your appointment. Do not wait outside the building.
- we will phone you in your car to ask questions about your pet prior to their examination.

We realise that this is a frustrating process and everything is taking a lot longer. So we have increased our staffing levels to try to improve our efficiency and ensure your pet's visit is as stress free as possible. We have also extended our appointment time to ensure we have enough time to speak to you first before examining your pet. As a result of this we are generally unable to see non urgent appointments the same day, so where possible please book appointments in advance.

For repeat prescription please use the online form on our website.

For all other non-urgent matters please download Pets App our new communication platform and send us a message.

(Instructions and further information on Pets App are on our website).

These protocols have been put in place to reduce waiting times and improve covid safety for you and our staff.

Thank you for your patience and we look forward to seeing your pets soon.