

As we have now entered Tier 4 with tightened restrictions, we are still allowed to remain open but to comply to our governing bodies recommendations we are only allowed to provide a face-to-face service for emergency and urgent care only. We will also continue to remain behind closed doors. Whilst we are in tier 4;

- Only one person will be permitted to attend the surgery
- Masks must be worn when outside our surgery
- Please wait in your car, we will phone you and speak to you via telephone to gather most of the information before you bring your pet up to the surgery.

We will offer all other appointments via a video platform as we did in March, such as Zoom. We understand this is frustrating but we have to follow guidance so we can remain open throughout this pandemic.

Please also remember when working under these conditions, everything takes a lot longer. We do understand this situation can be stressful especially when worried about your pet, but we are here to help and in order for us to prescribe safely we have to follow guidance and mostly do remote consultations. We will not tolerate any abuse to our staff who are working under tougher conditions too.

Thank you so much for your continued support, let's hope things get back to normal soon for a better 2021!