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Dear Clients and Friends,

CORONAVIRUS update

6th April 2020

We hope you are all well and coping with the current challenges and changes to your daily lives. We wanted to reassure you that **we are still open and available to care for your animal family**. We post regular updates here on our website and via Facebook: [The Vets - Home](#).

Please always phone the practice initially so that we can accurately assess your situation and advise on a course of action in the context of the Coronavirus outbreak. For example, we are now offering consultations over the phone. **Our phone lines are answered 8.30am to 6pm Mon-Fri and 8.30am to 12pm on Saturday. We'll continue to have VetsNow 'out of hours' support for any emergency (01722 238079).**

We are still able to see animals **during an emergency, and those requiring urgent assessment and treatment**. We have procedures in place to ensure physical distancing, including handovers in the car park of animals, medicines and food - this has been working well.

We have had to temporarily adjust staffing levels and procedures in line with guidance from the Government, NHS and RCVS (Royal College of Veterinary Surgeons) in order to keep everyone as safe as possible with the following priorities in mind:

- * Keeping YOU and the wider public safe
- * Keeping OUR STAFF and their families safe
- * Taking care of YOUR ANIMAL FAMILY by offering quality vet services safely
- * Doing our very best to protect our small business under these circumstances

We will continue to supply all medication (including preventative care) and can arrange for it to be **posted or collected (9am-12pm & 5pm-6pm Mon-Fri, and 9am-12pm on Saturday)**, and we're investigating delivery options. You can also order and collect animal food and cat litter etc. via our online shop or by ringing the practice. Please do not hesitate to contact us if you have any questions or concerns. We will be able to catch up on vaccines etc. once this is over.

Huge gratitude for your continued support and understanding, *Howard, Meg & the team x*