**Coronavirus (COVID-19) - March 19th 2020**

In light of the unfolding coronavirus pandemic, we would like to assure you that we are doing all we can to continue offering a veterinary service. At the same time we hope to reduce the spread of the disease with these measures:

* If you are unwell with flu-like symptoms or in self-isolation please do not come to any of our surgeries in person. If you have concerns about your pet’s health please phone us. We have a team of vets and nurses available to give telephone consultations, and arrange for an examination and/or treatments.
* When attending the surgery with your pet, please come on your own. This will help reduce the number of people passing through the surgery.
* We are making efforts to always have hand sanitiser available at our surgeries, but it would be helpful for you to bring your own where possible. This is because there is a national shortage and we imagine it will be in short supply
* If you would prefer to wait in your car, rather than our waiting room, then please call the surgery when you arrive in the car park and we will come out to meet you.
* To order repeat medication for your pet, then please call us at least a week before you run out and we will make up your prescription and we can bring it out to your car when you arrive at the surgery.
* If you let us know that you are over 70 and/or have a health condition, we understand that you have been advised to stay at home. We hope to focus on helping you to reduce your risk of picking up this virus, and so would advise you to discuss your requirements for your pet and their medication by calling the surgery.
* We are following cleansing and disinfection protocols in order to keep the surgery as clean as possible.
* All of us at West Lakeland Veterinary Group are committed to maintaining our veterinary service to you, and we would like to thank you in advance for your patience and loyalty. As the local situation develops, we will keep you updated with any change of policy.