**Coronavirus (COVID-19) - 23rd March 2020**

In view of the worsening situation in relation to coronavirus, we have been advised by the British Veterinary Association to take further action to reduce the spread of the virus:

With effect from Tuesday 24th March, we will be assessing the needs of each individual patient over the telephone. We would ask you to phone the surgery and speak to one of our receptionists – they will take your details. A vet or nurse will then call you back to discuss your pet’s health problem, if we need to perform an examination then we will ask you to attend the surgery. You will then need to call the reception once you have arrived in the car park and a member of staff will come to pick up your pet to take it into the surgery.

For routine treatments, which are not urgent, we will discuss with you the options including postponing the vaccine / treatment / procedure as appropriate.

If you are in isolation due to a contact with an infected person or if you have coronavirus infection yourself or if you are feeling unwell then PLEASE tell us so that we can advise on the necessary precautions to avoid further spread of the virus

Our aim is to have no clients in the surgery building – thus reducing the chance of spread of infection in the waiting room or consultation room.

For those clients, including farmers, who would like to order some medications then please call the surgery as usual to place your order. If you need some advice about your medicine requirements then please leave your details and a vet will call you back to discuss. You can collect your medicines by coming to our car park and we will bring them out to meet you.

We feel that although this is an inconvenient and disruptive policy to the day to day running of the practice, it will go some way to prevent infection in those who are most vulnerable to coronavirus.

These arrangements are likely to be difficult to organize logistically and so we greatly appreciate your patience while we transition to them.