

Coronavirus (COVID 19)

**31/03/2020**

Dear Clients,

I would like to personally thank you for your consideration during this unprecedented situation. Our overriding aim is to ensure the health and safety of our clients and our staff whilst maintaining essential care for your pets at all times.

Like NHS staff, our vets, nurses and receptionists put themselves at risk to care for our patients – your pets. To minimize this risk, and to comply with government directives, we are only able to see sick patients or emergency cases. All routine procedures must be postponed until after lockdown. We are operating with a skeleton team who are operating in rotation to minimize contact. Special procedures have been instigated to minimize contact between staff and clients to protect the health of both.

Due to the difficult situation we are all facing we have had to do further adjustments to our working hours and practices, all previous advice still applies (please see below our previous update). This is to ensure the safety of our staff and clients and to secure the continuity of our practices.

We will be operating slightly reduced hours and only use a team of 1 vet, 1 nurse and 2 receptionists for a period of three weeks at a time.

We are open **Monday-Friday 9am until 5.30pm** and **Saturday 9am until 12.30pm**. Between the hours of 5.30pm and 9.00am Sevenoaks emergency service, our usual Out of Hours service provider based at Pennards Vets in Sevenoaks, will cover our phone lines and see our emergency only patients.

We are going to be able to offer video consultations from 1<sup>st</sup> April, please call the practice on 01732 452 333 for details.

We hope you understand that we are dealing with extremely high call volumes and at times you might have to wait a little bit longer to get through to us.

We are so very grateful for your continued support and understanding.

Please take care of yourself and others.

Philip Lhermette FRCVS

**23/03/2020**

Dear Clients,

After tonight's updated advice from our government we would like to remind you of the following and introduce our minimum contact policy;

-Appointments are for genuine emergencies only –

-Only our staff is allowed inside the practice and we will meet you at the front door for a handover of the patient and we would kindly ask you to return to your car.

-When you call us to let you know you have arrived at the practice you will be talking to one of our vets and they will ask you all relevant information. If you need to sign any consent forms we will ask you to do this by the front door.

-Payments are only over the telephone -We are in the process of setting up our video consultations and we will update you as soon as this is up and running

-You can order your parasite treatments, food and certain drugs over the phone, make the payment over the phone and we will meet you at the front door, place the products in a basket and wait for you to collect.

We are very grateful for your support and understanding. Please take care of yourself and others.

Kind regards

Saija Smith

Practice Manager