

## COVID-19 UPDATE 8<sup>th</sup> June 2020

As lockdown restrictions ease, we are pleased to announce that we will be opening our Kemsing branch for vaccinations and limited consultations from Monday June 8<sup>th</sup>. Please phone the surgery on 01732 761650.

Opening times will be:

Monday 09.00am-5.30pm

Wednesday 12.00pm-6.00pm

Friday 09.00am-5.30pm

Strict social distancing will still apply and clients will not be able to enter the premises. Only one family member should attend at a time and if anyone in the household is showing symptoms or self-isolating, please ask a friend to bring your pet. Please bring your mobile phone with you.

Clients are asked to telephone the practice once they have arrived for their appointment and parked outside or in the car park opposite. Our vet will discuss the case on the phone and then you will be asked to clip your pet to the lead attached to the wall outside the clinic. The vet will then take your pet inside for examination and treatment as necessary. Cats and small dogs/puppies may be left in a suitable box or carrier. Please ensure your dog's collar is sufficiently tight that it cannot be easily slipped. We can take no responsibility for any pet who slips its collar.

Please bear with us at this difficult time. Our vets and nurses are working in small independent teams and are under tremendous pressure. We need to keep both you and our staff safe, whilst providing the best care possible for your pets. Everything is taking more time and with fewer staff. That means that we sometimes need to spend more time actually treating your pets than speaking to clients on the phone, so if you are kept waiting or haven't had an update on your pet for a while it is because the team are extremely busy actually treating your pet and other sick pets and need to prioritise their time accordingly.

Hopefully we will all get through this safely together and normal service will be resumed as soon as possible. Stay safe and thank you for all your support.