

An Update from Moy Vets 27.3.20

We hope you are all feeling well and if not we hope you feel better soon.

Unfortunately as you will all know things have deteriorated rapidly both locally and nationally with COVID-19 and in line with advice from the British Veterinary Association and the Royal College of Veterinary Surgeons we are making changes to the veterinary services we provide. Please help us to keep you and our team safe.

We all need to play our part in the national effort to maximise our social distancing, in order to reduce the opportunities for virus transmission for the sake of everyone. Therefore we need to take additional steps to help protect our staff and you whilst enabling us to deliver our emergency service to your pets. We will no longer be seeing any pets for any routine appointments. If in doubt give us a call on 01253701098 for Hambleton and 01253 860346 for Thornton to discuss individual circumstances.

In order to protect our colleagues and clients we have closed our Knott End on Sea branch with immediate effect until further notice. Our main sites at Hambleton and Thornton will be offering a free triage service and then either a video/ telephone consultation or a physical consultation if deemed necessary. We have increased the measures we have in place once you get to the surgery, to try and protect all our staff and you our lovely clients. Instructions are clearly displayed on the door.

*** Our 24/7 emergency service for your pets continues to run as normal at present.***

All this means we can prioritise our staff to concentrate on delivered care to those pets that need medical care for ongoing and new conditions. Therefore we will be discontinuing all routine annual vaccinations and health checks, any dental, puppy, nutrition or weight loss checks and any non-urgent ongoing treatment checks until further notice.

There is minimal risk with annual vaccinations going up to 3 months overdue. We will be able to catch up with all delayed vaccinations at a later date when the situation has settled. We will contact you at a later date if you were due an annual vaccination during this reduced service period.

If you do have an ill pet that needs treating we are here to help. Please ring the surgery to arrange an appointment, do not arrive at the surgery without an appointment.

We will spread out necessary appointments as much as possible and we will ask all clients to wait outside the building. Please just give us a ring when you arrive to let us know you are outside. Where possible animals will be taken inside by a member of staff. If we do need you to accompany your animal inside we will ask that only 1 adult enters the building. We will ask that you pay over the phone or by card as we cannot accept cash.

Please do not come to the surgery for any reason if you or anyone in your household is self isolating or if you are in one of the higher risk groups.

For Food and medicine orders and collection:

 Please pre order all items by phone or email.

 Our stock levels are high and there are no issues in the veterinary supply chain other than some delayed deliveries. Please order repeat prescriptions a few days before you need them so we can have everything ready for you.

 Please do not come into the building for collections. We will bring your items out to you. Payment will be taken over the phone when ordered.

 We are offering a free delivery service for medication and food for anyone not able to leave the house or get to the clinic (special precautions will be in place).

Please bear with our staff as they are all doing their best to cope with increased workloads, decreased team numbers and high stress levels. We will do our utmost to look after your much loved pets through the challenges of COVID-19.

Please also be aware that as our guidance changes, as soon as we know anything that is any different we will let you know.

We would all like to extend our hopes that you and your families stay safe in this extremely difficult situation.

Big love from all of us at Moy Vets 

#staysafe #stayhome