

CLIENT ADVICE ON WHAT TO DO DURING THE CORONA CRISIS

In response to the latest government guidelines we are now only open for patients for that need essential **care to avoid unnecessary suffering or maintain animal welfare**. In order to help you understand the best way to look after your pet please review the below Q&A

What conditions constitutes an emergency needing immediate care?

If any of the below are occurring contact us IMMEDIATELY so we can direct you to your nearest open practice.

- Breathing difficulties
- Open wound injuries
- Trauma (e.g. car accidents)
- Male cats struggling in the litter tray to pass urine
- Rabbits neglecting food
- Swallowing hazards ie.toys/ clothes etc
- Ingestion of poison/harmful substances
- Eye problems
- Vomiting or diarrhoea especially if your pet appears quiet or depressed or if it is going on for a long time (more than 24 hours)
- Swollen abdomen or retching (especially large dogs)
- Loss of thirst & appetite
- Struggling to give birth
- Seizuring/fitting
- Collapse

If the advice is to come into practice please follow the advice on the EMERGENCY VISITS

<https://youtu.be/AmVt4Oga3y0>

I am concerned about my pet's health in general but I do not think it is an emergency?

To respect social distancing rules we are replacing our standard consultation service with **video and telephone consultations**. Please contact the practice to arrange an appointment. We also have a advice on Video and telephone consultations here <https://youtu.be/oWUvNjHOf0I>

Can I bring my pet in for an INITIAL VACCINATION COURSE?

A vaccination is not deemed as an emergency and we will not be offering initial vaccination courses. If you have a puppy, we recommend that they are kept inside and not exposed to other dogs. You should book a vaccination course as soon as possible after normal service resumes.

We will review this and provide a further update if the government extends the initial three weeks of enhanced measures to slow the spread of the virus.

Can I bring my pet in for its ANNUAL VACCINATION BOOSTER?

We can postpone this vaccine for up to 3 months after the due date without requiring a restart. In these exceptional times we ask that you delay the booster until up to a maximum 3 months after the due date.

Can I bring in my pet my for a HEALTH CHECK?

Not at this moment in time because this is not deemed critical. However, depending on availability, we may be able to conduct a health check via a video or telephone consultation. Please ask the practice for further information.

Can I bring my pet in for NAIL CLIPS? Or to have their ANAL GLANDS expressed?

This should be postponed if you your pet is not in any danger of feeling discomfort. If you are uncertain whether this is the case please arrange a video consultation or telephone consultation with the vet or the nurse.

How can I get my FLEA, WORM, TICK and FLYSTRIKE treatments?

It is important that you continue to give your pet the appropriate treatments. We are looking at ways of getting these to clients who are due them and postal / delivery services may be an option. Please contact us to make suitable arrangements.

Or REPEAT FOOD and MEDICATIONS?

It is important that you continue to give your pet the appropriate food and medication. We are looking at ways of getting these to clients who are due them and postal / delivery services may be an option. Please contact us to make suitable arrangements.

Can my pet still have ELECTIVE OPERATIONS such as Neutering and Lumps removals?

These operations are not deemed to be critical during these extraordinary times and we therefore ask that you postpone these procedures until government guidelines on social distancing changes.

What about ULTRASOUNDS and BLOOD TESTS?

The practice can deem whether this would be critical or not – please contact them to understand more.

The above still hasn't answered my question?

Please contact us directly