

Covid-19 Measures Update

We hope that you all are still healthy and well!

Further to the announcement of a complete lockdown on Monday I would like to take the opportunity to update you on further measures we have put in place to safeguard you, your pets and our staff.

We have rightly been identified as essential workers and are therefore here for the health and safety of your pets. Unfortunately this does not mean business as usual as we too have to play our role in safeguarding everyone as much as we can.

We are now only open for emergencies and essential treatments. All calls to the surgery will be triaged by a veterinary surgeon before being seen at the surgery. Video or telephone consults will be done if appropriate.

We do not want your animal to suffer or to be in pain or chronic conditions to deteriorate.

We will not be doing any routine surgery such as neutering or routine vaccinations with the exception of puppies and kittens and first year boosters which we regard as essential.

We are open for repeat prescriptions including flea treatments and wormers but please contact the surgery before you come in. We will get your prescription ready, please phone us from the car park and we will hand you your prescription outside the surgery.

If you are attending for an appointment please follow the same procedure and we will come and get you from your car when the waiting room is clear.

For people who are self-isolating or in quarantine we will deliver your medication or pet food to you. If it is not urgent we plan to deliver everything every Wednesday. We will leave your goods on your doorstep and phone you to let you know that it has been delivered.

We can also collect your pet from your home and return it if needed for vulnerable clients.

We now strictly only accept cards as payment and will take payment over the phone when you order your goods to restrict contact time in the surgery.

We have split our staff into three teams to ensure we can continue looking after your pets in the event that any of us contracts the disease and one team has to be isolated. We are all following very strict isolation at home.

As we are a very sociable lot these measures are very hard for us as we love a congenial atmosphere and a chat in the waiting room. Hopefully all will return to normal as soon as possible, by all doing our bit it will hopefully be over sooner rather than later!

We thank you for your understanding !

The Cobie VetCare Team