



HOWELLS
VETERINARY SERVICES

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PRACTICE UPDATE – COVID19 WITH EFFECT FROM 19TH JULY 2021

Further to the relaxation of the rules around Covid-19 on July 19th but amidst rising case numbers, we have carefully considered the implications both for our clients and our staff. We need to ensure that we can carry on providing a smooth service, as safely as possible for our clients and all staff members.

We will be making slight changes to our day-to-day running, but **where possible we would prefer to continue to minimise entry to the building.**

Please find our practice policy outlined below:

We ask that you continue to wear a face mask when speaking with any of our staff, whether inside or outside the building.

On arrival in the car park please phone our reception team on 01347 823678 or ring the front doorbell to make us aware of your arrival. **The waiting room will not be opened for general access** – you are welcome to wait under the covered tent outside the surgery.

If you have arrived to collect medication or food we will bring this outside for you.

At the time of your consultation the vet or nurse will come out to you in the car-park and you will be given the option of whether you would like to go inside to the consultation room with your pet or remain outside for the consultation.

Wherever possible we encourage you to remain outside, and your pet will be brought inside for any treatment with the vet or nurse only.

If you do prefer to remain with your pet, we will be able to accommodate this in the indoor consulting rooms. We ask that wherever possible, only one handler accompanies a pet into the building. This is to limit close contact and to help protect everyone. Similarly, any procedure that requires an animal to be held will take place in our “prep room” and animals will be held by our nursing staff.

We are aware that our stance does not represent a return to normality, but we do need to ensure the continuity of care to all animals and the safety of all our clients and staff in these very uncertain times.

Thank you for your understanding and co-operation.

Howells Veterinary Services

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