



HOWELLS  
VETERINARY SERVICES

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## PRACTICE UPDATE – COVID19 WITH EFFECT FROM 19<sup>TH</sup> JULY 2021

Further to the relaxation of the rules around Covid-19 on July 19<sup>th</sup> 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.

**At present we have no plans to change to the way we are running our practice, and we are continuing to consult with owners outside, taking animals inside for examination and treatment.**

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 is not open 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. The consultation and discussion process will take place outside, and we will take your pet inside the building for examination and treatment.

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. If you have concerns, please do not hesitate to raise them with a member of staff.

Thank you for your understanding and co-operation.

Howells Veterinary Services

### Directors:

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