

Bowbridge Veterinary Group Covid-19 Statement: 24/03/2020

Further to the announcement on Tuesday 23rd of March, that restricted all but essential movement, we are now only seeing emergency cases. However this is broader than it sounds and we believe that any illness or issue that could be causing pain, sickness or discomfort ought to be seen to prevent any unnecessary suffering to our pets. We would not consider routine check ups, booster vaccinations or neutering to be essential as all can safely be delayed by a month or potentially more. The exception to this will be 1st and 2nd vaccinations for puppies and kittens. If you have any doubts then please call us and we can advise further.

Appointments will be spread out to prevent clients coming into contact with one another and clients will need to wait in their car. We will also greatly reduce our staff numbers and this may mean we have to just operate from our main Bowbridge branch. During this period there will undoubtedly be disruption to all walks of life as we all adjust to the new circumstances. We are exceedingly grateful for your patience and understanding during these unique times!

Therefore, we would be very grateful if you could respect the following precautions:

Wait in your car.

When you arrive please call reception to let us know you've arrived or, if absolutely necessary eg you don't have a mobile phone then please pop your head into reception and let us know. You are also perfectly welcome to walk to the practice but again please wait outside.

Wash your hands before entering the practice.

At both branches there are hand sanitisers available by the front doors. Washing your hands can halve your probability of getting the virus.

Please can only one owner attend the practice with their pet.

This will reduce the number of people both clients and staff come into contact with. Understandably there will be occasions when a career needs to be present, or when an animal may sadly have to be put to sleep. In these circumstances common sense dictates that more than 1 person may be present.

Payments.

Because plastic debit and credit cards are more easily disinfected (soap and water/hand gel/weak bleach) than cash as well as needing to be handled less we would be really grateful if people could pay by card. Safer still, if you set up contactless payment on your phone (apple/google/android pay – which can be used over the £30 limit) then you can be contactless in the vast majority of other shops too.

Feeling Unwell.

If you or anyone in your household have any symptoms attributable to corona virus then we respectfully ask that you do not attend the practice. If your pet requires urgent veterinary attention then please call us to discuss the best option to ensure they receive treatment.

Collecting medicines.

Repeat prescriptions will still be available for your pet as normal, we ask that you call to let us know you have arrived at the car park and we will bring the medicines out to you. We will take payment over the phone where able. Previously we suggested the idea that medicines could be posted. However we don't know at this moment if postal services will be operating so will not offer this until we know more.

I know this is worrying time for everyone and is the source of much stress and worry. However it is important to realise that the unprecedented measures being taken and to shelter the health service from overwhelming numbers of people needing treatment. That is not because the virus is especially deadly (I would direct you to look at the statistics of the Diamond Princess Cruise ship which is a better reflection of a population where both symptomatic and asymptomatic were all tested) when compared to something like Ebola, however it is very infectious and so even if a low percentage of individuals need treatment but the infected population is big then there are issues trying to treat that many.