**Update to our services- a message from Carolyn and Anneli**

Firstly, we would like to thank you all for bearing with us and supporting us through the covid-19 pandemic.

**Appointments**

We are now so pleased to say that we will be able to open up appointment availability from July for more non urgent surgery and procedures which have been postponed due to covid. This will include for example neutering and dental procedures. We’ll have limited availability initially but will do our utmost to get your pets booked in.  Give us a call on 01522 800333.

All of the changes due to covid are taking some getting used to-we know that everyone has similar challenges to face at the moment. Please be assured we are focused on keeping our staff and clients safe so that we can continue to look after your pets’ health the best that we can.

**Vaccinations**

Vaccination Update: we have opened our Doddington Road branch, all day on a Monday, Tuesday, Wednesday and Friday for vaccination appointments - Just give us a ring to get booked in on 01522

800333.

We know that some pets have become more than 3 months overdue for vaccinations due to the covid lockdown, and may need to restart the vaccination course. We will not be charging any extra for these pets – just the normal booster price.

**Flea and Worm Medications**

We are pleased to say you can now collect pre ordered flea and wormers from the practice. Please call us on 01522 800333 and press option 2 to pre order or speak to one of our reception team. One of our team will call you to take payment over the phone and then they can be collected from the dispensing hatch at the practice. If you would like them posting to you, this service is still available at a cost of £5.50.

**Extended opening hours**

From 27th June we are trialling opening the main practice on Newport all day on a Saturday until 5pm for consultations and surgery.

Usually we only open until 12 on a Saturday, so we hope that opening longer will help to ease some of the pressure on the weekdays, so that we can have fewer clients and staff on the premises at any one time, to maintain social distancing as much as possible.

**Social Distancing Update**

Due to social distancing guidelines we still cannot safely allow our clients into the building. So, as many of you have already experienced, when you arrive you can come to the dispensing hatch or phone us to let us know which bay you’re parked in. The vet or nurse will then come out to you and discuss your pet’s needs and your concerns, before taking him or her into the practice for their examination and treatment. We’ll bring them out to discuss what we have found, with any medication that has been prescribed handed over contact free.

 We’re utilising contactless methods of payments as much as we can to keep you and our staff safe, this now includes Apple Pay now which allows contactless payment for any amount. Please come back to the to the dispensing hatch to see one of our staff to pay your account before leaving the practice.

**Reception area upgrade**

You might have noticed that we were halfway through sprucing up our reception and waiting area when the lockdown started - we are still eagerly awaiting installation of our new reception desk which will now have added screens up to protect our clients and staff, and as soon as the governments’ guidelines are relaxed further and we can be Covid secure internally then we will be able to have you, our lovely clients in the buildings again.

Thank you again for supporting us at the Veterinary Hospital, and for your extra patience recently And of course thank you for backing a local independent business – we really appreciate it!

 If you need any more information, please give us a call on 01522 800333.