



24th March 2020

Vital Information about our reduction in our services

Following the Prime Ministers announcement last night, veterinary practices must reduce face-to-face contact immediately, switching to providing emergency care only, fulfilment of urgent prescriptions and maintaining the food supply chain (looking after food producing animals).

It is with great sadness but for the safety of our staff, you our clients and our nation we are now only able to offer our services to care for urgent and emergency cases. To limit the risk of spread, we have taken the decision to close our Moretonhampstead and Christow branches. Our Bovey Tracey surgery will be run by a reduced team, to cope with this our opening hours will be reduced. We ask that clients do not enter the building, to encourage this our entrance door will be closed.

If you have an emergency or are in need of urgent treatment, please contact the surgery in the first instance by telephone. Our staff will guide you to your next step. Whether it be a telephone consultation, a video consultation or to bring your animal along to the surgery. If you are asked to bring your animal to the surgery please call us from the car park. A member of our team will come and collect your animal from you to be taken in for further clinical exam and the necessary treatment by one of our vets. Our vets can call you from the surgery whilst you wait if they have any questions or to talk to you about your animal's care. When your animal is ready to go home a member of our team will bring your animal out to you. At this point you will be given any treatment they may need and our invoice. We ask that you phone us at that time to pay with card over the phone.

If you do not need to bring your animal in but you have been asked to collect some medication, we have a few options for you. After payment has been paid, we can place your animal's medication in our collection box in our car park at the Bovey Tracey surgery. It will be handy to know a rough time of collection so that we do not overfill the box. Alternatively, at this time we are able to use the postal service to post medication out to our clients. Please note there is an additional charge for this. We aim to make a collection point at our Moretonhampstead surgery for medications there, but the turnaround of these medications will be slightly longer as this surgery will no longer be manned.

We will be taking phone calls for non-urgent matters if you need advice, our team will let you know if and how they can help you.

During these difficult times we ask for your understanding and patience. Everything we put in place will be reviewed daily and we will of course keep you up to date with any changes.

Sending you all good health, our thoughts are with you all.