



Our team is here to provide an important veterinary service to our clients. As lockdown measures relax we are now in a position to start getting back to offering more normal services.

If you have a genuine emergency, our vets are available 24 hours a day, 7 days a week. Please contact us by telephone in the first instance and a member of our practice team will let you know how we can help.

If your pet is unwell or are in need of advice please contact us by telephone, anytime between 9am to 7pm, Monday to Friday, or Saturday 9am to 1pm.

If you need a repeat prescription for your pet or medication for livestock, or if you have an enquiry you will need to contact us by telephone first, anytime between 9am to 7pm, Monday to Friday, or Saturday 9am to 1pm. Please allow plenty of notice when ordering, our deliveries are still not as often as they have been previously.

Most cases can now be physically seen at our Bovey Tracey surgery. We are still able to offer telephone consults to those who need them. You may be advised that your pet needs to be examined at the surgery following the telephone consultation. If you are self-isolating or have any health concerns we will ask you to arrange for someone else to bring your pet to the surgery. The veterinary surgeon will be happy to speak to you by telephone before and after the consultation.

We are now contacting clients, whose pets are overdue their annual vaccinations, in a staggered approach to invite them to attend our "Booster Clinics" at our Moretonhampstead and Christow surgeries.

If your pet is due their annual vaccination imminently may we politely ask that you delay the booster until we contact you to arrange an appointment.

We will now begin to book in neutering operations, at the moment we are prioritising those with welfare reasons. Please bear with us as there will be a longer wait than normal for neutering appointments.

If you are a member of our Pet Care Plan and your pet on plan is due a six month health check or annual vaccination we will contact you soon to schedule an appointment for your pet. But in the meantime if your pet requires any preventative flea or worm treatment please contact us by telephone or by email.

To protect you and our veterinary team, we ask that you also call us on arrival from our Bovey Tracey and Moretonhampstead car parks. You may be asked to remain outside whilst your pet is examined and treated.

Our Christow surgery will run on a "one in, one out" system, and you may be asked to wait in the waiting room whilst your pet is examined and treated.

Please don't walk into the practice, unless you have been instructed by a member of our practice team to do so. We need to keep everyone safe.

We'd be grateful if you keep to one person per pet when visiting our practice.

If you need to book in a TB test or are due a TB test but are self-isolating please contact Debbie Hill on 01626 833023.

We take the well-being of our clients, their pets and our practice colleagues seriously and thank you for your co-operation and understanding at this time.