



Moorland Veterinary Centre Ltd

(Registered in England & Wales.)

Company Number 10939788

Registered Office: St Luke's House, Vicarage Road, Leek, Staffs ST13 6AS

Tel: 01538 382129 Fax: 01538 382285

Email: office@moorlandvet.co.uk Web: www.moorlandvet.co.uk



Coronavirus Update

05/01/2021

Hello all, now that the government has confirmed a new lockdown, we thought we would update you on what it means for our services. As we have said previously, our primary aim is the safety of our staff and clients, and to try and continue to provide a service through this unprecedented and extremely challenging time.

We hope everyone remains safe, and their pets/animals also. We have been very impressed with the reaction of the vast majority of clients to the changes imposed on our working practices during lockdown. Thank you to everyone for your understanding and patience at this time. We really do appreciate it. We understand people's frustrations at times that we cannot provide the service they want, but to re-iterate, our primary aim is the safety of our staff and clients and we will continue to base our policy around this principle.

Further information is available at: <https://www.bva.co.uk/coronavirus/>

Small Animal

1/ If you are healthy

- Please phone us to talk about your pet before you come and we will discuss the case with you as much as possible, so we are prepared for when you arrive.
- If you are well, and come to the surgery for an appointment, please phone us from the carpark to check-in and then wait in your car for your turn.
- Please wear a mask when interacting with us, and respect social distancing in the carpark.
- We will aim to speak to you and take as much history as possible before we take the animal off you.
- We will then take your animal off you at your car, treat it and bring it back to you.
- Please have your phone with you so we can discuss the case further with you if necessary.



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- Once we return your animal to you, please pay by card at the reception window as directed. We want to avoid cash payments, if at all possible. You can also pay by card over the phone before you collect your animal.
- All medications, including wormers and flea treatments, need to be pre-ordered, **NO MEDICATIONS WILL BE AVAILABLE OVER THE COUNTER.**
- **We are asking for card payments, ideally in advance for all collections. Again, cash payments are discouraged as much as possible.**
- We will not be carrying out house visits to minimise the exposure of our staff to others.
- **Open Afternoon Surgery is CANCELLED until further notice. We will not offer any drop-in service.**
- All routine operations such as spays and castrates on dogs and rabbits will now be carried out on waiting list basis. So when you ring up to book it in, it will be put on a waiting list and you will be contacted when we have a slot available. Please do not expect us to book it straight in.
- All routine procedures such as nail clips, are now being carried mainly at afternoon/evening appointments to keep morning slots free for emergencies.
- **Booster vaccinations:**
 - Cats & Dogs: Again, it is now possible to do most of these so please ring and ask for an appointment. These will mainly be afternoon/evening appointments.
 - Rabbits: These should be done as indicated on your vaccination card.
- **Primary Vaccinations:** This will be as for boosters. Micro-chipping should also be carried out at this time.

2/ If you are high-risk / over 70 years old / pregnant.



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- Please ask a friend/family member to bring your animal in.
- We need to know this beforehand, so please inform us on the phone.

3/ If you are self-isolating or have symptoms.

- Please ring us for advice. Where possible we will try and do as much as we can with a phone consultation. In an emergency, we will attempt to see your animal at the clinic in a controlled environment.
- Please do not turn up at the clinic with your animal, or send it with a friend, without speaking to us first.
- **We cannot guarantee we will be able to see your animal, depending on staffing and the nature of the emergency, but we will try our best.**
- As per BVA Guidelines if someone has symptoms, they should not have contact with their cat. Indoor cats should be kept inside, and outdoor cats should not be let inside.

Farm Animal

- Please ring us to order drugs. We will then put these up. Our wholesaler may be operating a reduced service, **so we need at least 48hrs notice to put drugs up.**
- With staffing issues at drug company premises, we may experience interruptions in the supply of drugs. We will try and inform you of these when you order medications, if possible.
- When you come to the surgery, drugs can then be collected **at the reception window** with as little contact time as possible. Please pay by card, we want to avoid cash or cheque payments if possible. We will be asking for payment by card over the phone where possible.
- If you come in and ask for drugs, you will be asked to come back when they are ready.
- To limit contact; if you need to speak to us about a herd or individual animal problem, please ring us for advice, and we will ring you back if we are busy. Please be patient



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with us at this time as we may be experiencing staff shortages or passing your query on to vets working remotely.

- Farm visits: These will continue, for farm work essential to the maintenance of food supply, as they are essential travel; and food production has been listed as a key service. This includes emergencies, sick animals, fertility work to maintain food production.
- Routine castration and de-horning is now possible and will be booked via a waiting list system as for TB testing.
- We must stay 2 metres from clients, where practical, especially at routines and TB tests. Please try to do the same with us.
- In the instance where an animal needs emergency treatment and there is a potential risk to a vulnerable person, such as an older person bringing a sheep in for lambing, we may ask another member of staff to help.
- Farm Assurance: If these visits resume using remote consultations, we will complete the necessary paperwork for you, also remotely where possible. Please inform us well in advance and we can organise to complete this for you.
- **Older or high-risk clients should avoid contact with vets, as with anyone else.**
- **If someone in the household is self-isolating or has symptoms, please tell us.**

Equine

- If anybody is self-isolating or has symptoms, please let us know when you book the visit.
- Otherwise the general points made above re Farm work apply to equine also.
- Horse vaccinations are now possible, so long as we can respect social distancing rules. Please speak to us about this.