



Dalehead
Veterinary Group Ltd

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Companion Animal Newsletter - April 2020

COVID-19 Update

These are unprecedented times that are presenting challenges to everybody right across our society. We at Dalehead support the changes that the government are making in order to control the spread of Covid-19. These measures will make day to day life difficult for us all , but they are vital for the long term common good.

As a Rural Community practice, the health and welfare of our pets and farm livestock as well as our clients, staff and the people around us are our sole concern. We are making temporary changes during this period to the way we work in order to safeguard these things.

We have temporarily suspended routine, non-emergency work in order to reduce our staffing numbers to a core that can still look after our companion animal and farm animal welfare needs, whilst allowing us to comply with the essential social distancing measures that we all need to observe. These reduced staff levels, along with essential changes in working practices of our suppliers, mean that we need your help and patience when ordering and collecting supplies and prescriptions, as well as response to telephone queries that require a conversation with a vet.

In line with government guidelines during the Covid-19 situation we are supporting our clients and their pets with a social distancing companion animal veterinary service for urgent cases including consultations for the relief of pain and the treatment and prevention of disease. If you have a concern with your pet please telephone the surgery. We will assess need on a case-by-case basis and make you a video consultation appointment with the vet.

Currently we are postponing routine booster vaccinations (apart from rabbits), repeat medication checks and routine operations (unless needed to alleviate pain).

If absolutely necessary we can arrange a social distancing consultation at the surgery - please bring your mobile phone with you - you will remain outside the building.

Home visits are not available at this time.

Please allow 72 hours (at least) notice for repeat medications.

Please ring with any queries or concerns to speak to a member of our reception team.

Thank you for your anticipated co-operation and patience at this time. These measures will allow us to continue to provide veterinary services for your animals whilst protecting both you, our clients and our staff.



Video Consultations

We are now able to offer video consultations using a very user friendly online platform. You will need access to the internet and emails, and either a Smartphone, Tablet or Laptop with a camera. These consultations are an alternative to face to face consultations during the Covid 19 situation and do carry a consultation fee.

Video consultations can be booked by ringing our reception team on 01729 823538 who will be able to book you in. Please allow at least half an hour's time to set up and have your video consultation with the vet.

Vaccination Booster Postponement

At the moment, as you will be aware, we are going through unprecedented times. As veterinary practices, we have to act responsibly to protect both yourselves, and ourselves, against the spread of Covid-19. Under government guidance, we remain open, but only for urgent and emergency cases. We request that you use our services with consideration and care, so we can keep contacts to an absolute minimum.

Due to current restrictions, we request that you delay your pet's vaccination, in the interests of human health. This is in line with current government restrictions that everyone should stay at home, unless there is an absolute need to travel. Under this guidance, booster vaccinations are considered as non-urgent.

Clearly this guidance will change over time, and once restrictions have been lifted then we will be able to bring your pet's vaccinations up to date.

Your pet will have some residual immunity, but if you feel your pet is at particular high-risk then please contact us for guidance. We are working hard to balance public safety and animal welfare, but in a small number of circumstances we may need to make vaccine-exceptions.

If you have any concerns then please contact the practice, but please understand that we may not be able to respond immediately due to reduced staffing and some staff having to work from home. Please remember the practice team needs to be able to stay healthy to look after genuine urgent and emergency cases.

Thank you for your understanding during these challenging times

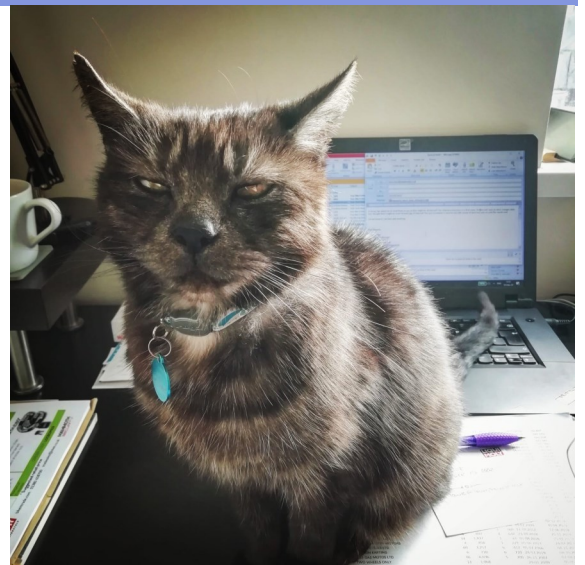
Friday Fun for Facebook

Everyone is feeling the pressure of being cooped up at home. There is, understandably, a great deal of worry and stress regarding not only the virus itself and our concern for our loved ones, but also financial worries, worries about schooling and exams, and mental health issues.

It seems like a lot of our Facebook posts recently have been about Covid-19 updates so our lovely Companion Animal Co-Ordinator Ally came up with a super idea.

She thought it would be great if you could send in photos of you 'chilling with your pets' at this time. Maybe they are 'helping' you to work from home like Kai here...

Email your pictures to us at info@daleheadvetgroup.co.uk with your pet's name and what they are up to in the photo. We will post them on Fridays as part of a cheery 'Fun Friday' post.



Check out our website www.daleheadvetgroup.co.uk for more information about caring for your pet, special offers, vet and staff profiles and much more!

