26 March 2020

**EVR open for urgent and emergency cases during pandemic**

Dear colleagues,

We would like to thank all our GP referring vets and clients who have worked with us over the last week with our new consulting protocol. It has been a challenging transition, but we are doing our best to deliver our quality service without placing anyone at undue risk from the corona virus. To be able to continue delivering our care we need to keep staff well, and maintain our heightened hygiene standards, so we appreciate your understanding and co-operation.

As the pandemic heightens, in line with guidance from our professional bodies and in response to the Prime Minister's announcement on 23 March 2020, we now feel it necessary to offer an emergency service only. This is not a decision that we have taken lightly but believe this is the most appropriate and safe course of action given the circumstances.   All but the most essential post-operative reviews have been either cancelled or rearranged and we have taken the decision to postpone all elective surgical procedures.

In addition we have restricted our working hours and will be open from 9 am to 3 pm only.  For their own protection, we are asking some of our administration team to work from home and as a result we will have a reduced capacity to respond to phone calls. Therefore we ask that all routine communication, including referrals, is done via email and that phone calls are used for emergency use only.

We appreciate your cooperation in this new way of working and hope that you understand our reasoning behind these adjustments.

We hope that all of you and your families are safe and healthy.

With best wishes from all at Elham Valley Referrals