26 March 2020

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

Dear clients,

We would like to thank all our clients and their pets 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 so we will have a reduced capacity to respond to phone calls. Therefore we ask that all routine communication, for example to re-book an appointment or request repeat medication,   is done via email and that phone calls are used for emergency use only.

Furthermore, we would like to ask any clients requesting repeat prescriptions to give us as much notice as possible, as we will struggle to fulfil the usual 48 hour turnaround. Our suppliers have reduced their deliveries so we simply need longer to respond to client requests for medication.  With immediate effect, all repeat medication will be sent by post only and only in the most exceptional circumstances can any medication be collected in person from EVR.  All payment must be taken by phone. Please allow at least ten days to allow us to process requests and take the medication to the local Post Office for sending out in batches.  Again, we appreciate your understanding at this challenging time.

**N.B.** A final point is to ask that any client with virus symptoms remains at home in line with government guidance and instead asks a family friend or relative to bring your pet to EVR for their appointment.  When you book your appointment at EVR, please alert our staff to the fact that your pet has been in a household with corona virus and this will enable our staff to take the necessary protective precautions as it is possible for pets to carry the virus on their coats.

We wish all our clients and their pets health and wellbeing over the next few months.

If you need us, we will always do our very best to help.

With best wishes from all at Elham Valley Referrals