

Accessing Veterinary Services at Vet Marlborough

Dear Valued Client

The horizon has certainly changed dramatically since we recently sent a newsletter to you, with the country moving swiftly to alert level 4 at midnight Wednesday to control the spread of Covid-19. The Government has confirmed that veterinary services are an essential service, so Vet Marlborough will remain open during the four-week lockdown period. This has necessitated some changes however, to protect both you and our staff from disease transmission.

- Our staff have been split in to three separate teams who will work completely independently on a two-day rotation to reduce the risk of a full closure of the clinic if one of our team members should become ill. The large animal team will work from home to maintain the service to our farm clients.
- This has necessitated a reduction in our opening hours to 8.00am to 5.00pm Monday to Friday. Weekend hours will remain 9.00am to 5.00pm Saturday and 9.00am to 1.00pm Sunday
- We can only provide essential services for the maintenance of animal health and welfare. This excludes services such as annual health checks, vaccinations and desexing surgeries. A one-month delay in performing these procedures is not likely to significantly compromise the health and welfare of your pet. We will continue to complete vaccination courses for puppies and kittens together with their one-year boosters, as the risk of disease is greater in these young, unprotected animals.
- We have been in contact with our suppliers and the supply of medicines, petfood and animal health supplies is operating as normal, so there is no need to panic buy and stock up unnecessarily. We will continue to provide repeat prescriptions of long-term medications, with the normal request procedures operating.
- Clients will no longer be able to accompany their pets or working dogs into the consultation rooms. We will have a barrier inside the front door preventing client access to the waiting area, showroom and consultation rooms. We will meet you at reception and take your animal in to the consultation room with a nurse. You will be asked to remain in your vehicle where the vet can phone you to complete the consultation.
- Consultations will only be by prior appointment and walk-ins cannot be accepted.
- We will continue to provide surgery for urgent cases and a full combined afterhours service will continue to operate in conjunction with Vets on Alabama.
- If you are unwell, or have been in contact with someone diagnosed with Covid-19, please do NOT attend the clinic but please do contact reception so we can work out the best way to help your animal or supply the medication you require.
- A reminder that cash payments can not be accepted during this time

It is understandable that many of you will be feeling anxious and worried about the dramatic events and changes in our lives. Remember that we are here to help, and our staff are all committed to doing their best to ensure the ongoing health and welfare of your animals.

Kind regards Stuart Burrough & the team at Vet Marlborough