

PARKVIEW VETS COVID 19 UPDATE

Client advice on what to do during the Corona virus crisis.

SMALL ANIMAL

We are open and our staff are on hand for you and your pets during these difficult times. We are continuing to provide essential care for all pets during the current restrictions. This includes:-

EMERGENCIES

FOOD

MEDICATIONS

PARASITE TREATMENTS

VACCINATIONS- IF YOUR VET THINKS YOUR PET IS AT RISK

Social distancing procedures are in place to avoid face to face contact. Please do not arrive at the practice without contacting us by telephone first. We need to keep everyone safe.

PLEASE NOTE WE ARE NOT OPERATING ANY WALK IN CLINICS AT THE MOMENT, ONLY BY APPOINTMENT FOLLOWING TRIAGE BY A VET OR NURSE.

WHAT CONSTITUTES AN EMERGENCY

Please contact us immediately by phone if your pet has any of the following:-

- Breathing difficulties
- Trauma e.g. road traffic accident
- Eaten something harmful or toxic
- Seizures
- Acute or severe lameness
- Open wounds
- Struggling to give birth
- Difficulty in urinating
- Eye problems
- Swollen abdomen or retching in large breed dogs
- Rabbit neglecting food

We will make arrangements to see you as soon as possible.

IF THE ADVICE IS TO COME TO THE PRACTICE PLEASE FOLLOW GUIDELINES BELOW:-

Arrive in the carpark at allocated time.

Please remain in your vehicle and phone us from there to let us know you have arrived.

A vet or nurse may wish to take some more details from you at this point over the phone. We will then arrange to collect your pet from you.

For cat owners please ensure that your cat is in a secure, clean cat carrier.

For dog owners we will ask that you bring your dog out of the vehicle with your collar and lead. We will then place one of our slip leads securely around your dog, and ask you to remove your own lead.

We will then bring your pet into the practice for examination and treatment.

We would ask you to remain in your vehicle during this time, and we will contact you by phone with any treatment details. Unfortunately, due to social distancing guidelines issued by the Royal College of Veterinary Surgeons, you will be unable to accompany your pet into the practice.

IF YOU ARE WORRIED ABOUT YOUR PET'S HEALTH, BUT DON'T THINK IT IS AN EMERGENCY?

Please contact the practice to arrange a telephone consultation with our vets or practice nurses.

VACCINATIONS

PUPPIES /KITTENS

Unvaccinated puppies, kittens and rabbits are at risk from picking up diseases we normally vaccinate against. While the risk can be reduced by keeping pets indoors and avoiding contact with unvaccinated animals, it is best to discuss with the vet your pet's individual situation, and they will assess the risk.

Please contact the practice to arrange an appointment.

ANNUAL BOOSTERS

DOGS- if your dog is due an annual booster, please discuss that with your vet. A risk assessment will be made taking into consideration, age, vaccine history, geographical location, and risk of exposure to Leptospirosis. Please contact the practice to arrange an appointment and please follow the guidelines above when attending.

CATS – we can safely postpone this vaccine for up to 3 months after the due date without requiring a restart. If your cat is more than 3 months overdue, please discuss that with our vets who will recommend the best course of action.

RABBITS – if your rabbit is due it's annual booster please discuss with our vets. If we decide that your rabbit is a significant risk of Myxomatosis or Viral Haemorrhagic disease, we may recommend vaccination.

ELECTIVE OPERATIONS AND BLOOD TESTS

Please contact us and we can deem whether it is essential at this time or could be postponed.

ROUTINE APPOINTMENTS

CAN I BRING MY PET IN FOR A HEALTH CHECK?

Not at this moment, because it is not deemed essential. However, it may be possible to conduct a health check via video/ telephone consultation with the vet or nurse.

FARM FAQS (insert pic)

CAN I COLLECT MEDICINES FROM THE PRACTICE?

YES- but they must be preordered and then you will be advised of the pick up protocol. If you find you need to add to your order, please let us know as soon as you can or if necessary, while you are sitting in your vehicle at the premises.

On arrival at the practice, please remain in your vehicle and phone the office to let us know you have arrived. We will the drop your order out to you. We can accept contactless payments or can take card details over the phone.

CALL OUTS

Each case will be dealt with individually. Please remember we can give advice over the phone and you can also send photos or short video clips via email to info@parkviewvetclinic.co.uk

WHEN THE VET ARRIVES

You must let us know if anyone on the farm is self-isolating, has COVID symptoms or is awaiting COVID test results. We must adhere to the 2 m social distancing rule.

Ideally a single farm staff member to assist the vet on farm, but there may be circumstances when more help is needed, but our vets will risk assess that on arrival.

ARE WE STILL TB TESTING?

YES – we are following the current guidelines on TB testing.

VACCINATIONS

Please plan ahead, and wherever possible, please give at least 48 hours' notice to ensure we have what you need in stock.

If you have any more questions, please contact us directly.