



COVID-19 UPDATE 24TH MARCH 2020.

Following the Prime Ministers Public Address last night and updated guidelines from the RCVS and BEVA, we have the moral responsibility to our staff, public and local community to change the way in which we provide our veterinary service to protect human health, reduce the spread of COVID-19 and protect NHS workers. At the same time, we need to maintain the provision of 24-hour emergency care. This situation is changing rapidly, and you should be aware that further guidance from the government may alter this advice.

Effective immediately (24th March 2020) we are postponing all routine work. Over the coming days, we will be contacting all clients booked in for routine work.

There is no change to our emergency service, both in and out of office hours. If your horse has sustained an injury or illness that constitutes an emergency on animal welfare grounds we will attend – please call the practice as normal.

- All routine procedures, including pre-purchase examinations, routine dentistry, routine health checks, poor performance/mild lameness exams etc.. will be stopped immediately.
- Non-emergency visits will be categorised as to whether specific veterinary advice or treatment are necessary to prevent further complications. Those that would have routinely been given a visit will be offered a telemedicine consultation. This will be achieved where possible through the use of Video Conferencing or Media Messaging, e.g. WhatsApp videomessaging.
- There will be a reduced cost of £20 due to the inability for the vet to conduct a 'physical' exam. If the vet decides that a visit is necessary, the cost of the teleconsult will be deducted from the examination fee at the visit.
- All medication checks for repeat prescriptions will be conducted by video call (WhatsApp) at a cost of £15. Please call the practice as normal if you require a medication check for repeat prescriptions. Medications can be posted to you or you can arrange a time to remotely collect medications from the practice.
- Routine 6 monthly 'flu' boosters for competition purposes will be STOPPED
- ALL annual flu boosters will be halted for 1 month and will be reviewed at that time
- ALL other vaccines such as Tetanus, Equine Herpes virus and Rotavirus vaccines will be discussed with the client on a case by case basis. Please call the clinic to be put through to a vet to discuss.

ESSENTIAL VISITS

During any essential visits we will adhere to strict physical distancing rules, in addition to the following protocols:

- When a visit has been confirmed we will only attend if we have been given assurances that any individual handling the patient has not had any of the clinical signs consistent with **COVID-19**, has not been in contact with confirmed cases or has been in any form of isolation – as per government guidelines.
- When attending any visit no spectators should be present – only the attending vet in conjunction with the owner or handler. There should be no more than **TWO** people present at any visit.
- When present a minimum of 2 metres distance must be maintained at any time. If this is not possible we will use additional personal protective equipment (PPE).
- We recommend all clients wash their hands as per the **government guidelines** before and after each visit.
- If possible we would prefer to attend patients and have a discussion about any findings / treatment plans over the phone.
- We request you do not touch any equipment (unless instructed to do so) and please be patient as we will be spending an increased amount of time disinfecting equipment between visits.

Our advice will be updated following governing body guidelines as and when they are communicated to us.

Please watch our facebook and Instagram pages to keep abreast of any updates we post.

Currently we are experiencing very high call volumes. We understand you are concerned for the welfare of your horse, pony or donkey. Please bear with us and we will try to address all your concerns as quickly as possible.

Thank you
Newnham Court Equine