



Coronavirus Update

December 2020

Due to the pandemic and restrictions in place, the way we do things has changed for the time being. Here are some commonly asked questions.

Can I come into the practice?

We are unable to social distance effectively in our reception area and consulting rooms. To prevent a member of our team becoming a 'track and trace contact' and have to then isolate, restricted access to the practice remains in place at this present time.

We now have three outside buildings so our vets can speak to you out of the winter elements. These are well ventilated and social distancing can be observed.



What do I do when I arrive for my appointment?

You will need to make our reception team aware you have arrived. You can do this by either:-

- Calling 01780763180 and press option 1
- Ring the door bell that is located on the walk way



The receptionist will then inform the vet you are waiting. They will ask that you wear a face mask/covering when speaking to the vet/nurse and observe social distancing at all times. They will also ask for the make and colour of your vehicle so the vet can locate you easily.

The vet/nurse will come out into the car park and advise you further.

How long will my appointment take?

This depends on the reason for your visit. Due to the restrictions in place and our sanitation protocols in between each patient, it takes us longer to provide the same level of care. Most visits will take 15-30 minutes but we do advise you to plan ahead and allow extra time for your next visit.

How do I order my pet's medication/flea and worming treatment/food?

Our phone lines are currently very busy, so where possible we ask you to place your orders via our [website's home page](http://www.stamfordvets.co.uk) (www.stamfordvets.co.uk).

New Patient Registrations

Repeat Prescriptions

Need to order flea & worm products or food? Why not use our Click and Collect service?

Click and Collect

This will help us keep our phone lines free for urgent cases.

How do I collect and pay for my pet's medication/flea and worming treatment/food?

We now have an outside service window at the front of the practice.

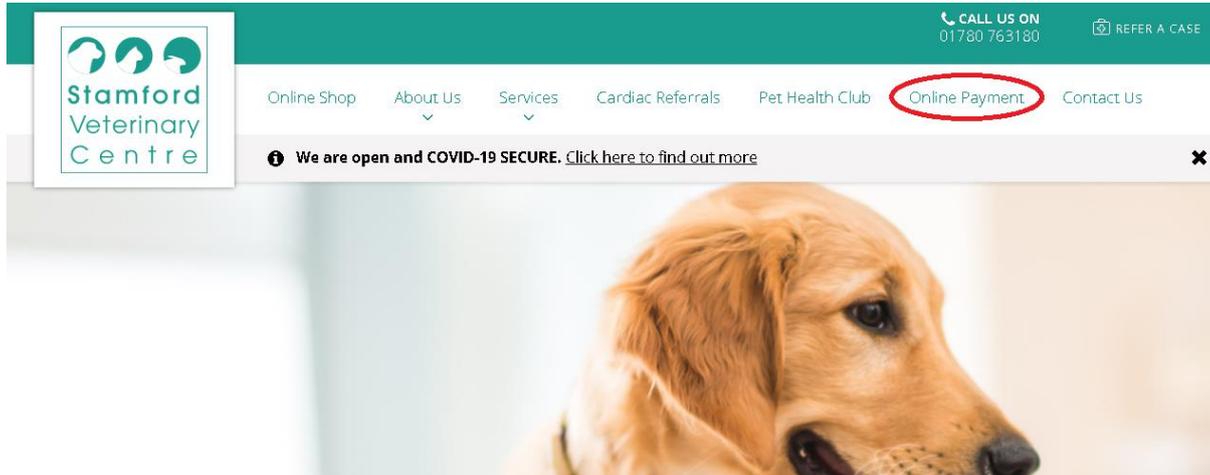


Here you can:-

- ✓ -Collect and pay for items you have ordered online safely
- ✓ -Pay for your consultation and collect any medication (if applicable)
- ✓ -Make a future appointment if needed

Please press the door bell outside the service window for assistance.

Payments can also be made via our website:-



**I have a disability which means I am unable access the service window via the steps.
How do I collect my items?**

If you are unable to access the service window via the steps, please don't worry. Simply press the door bell on the front door walk way and one of our team will come out and assist you.



What hasn't changed?

We are still here for you and your pet but we do need your help too.

- ✓ For the smoothest service please adhere to our guidelines and policies. They are in place to keep you safe
- ✓ Please allow 48 hours for repeat prescriptions and online orders to be processed
- ✓ Plan ahead and allow time for yourself and your pet during your next visit
- ✓ Please attend your appointment with a positive attitude and good energy. Our team members struggle with these restrictions too and experience:
 - Stress and exhaustion
 - Less family and personal time
 - Childcare and school issues
 - Illness and absence

Our aim, as always is to look after your pets and give them the care they deserve.

We thank you for helping us help your pets,

Stamford Veterinary Centre.