

Where veterinary care & customer care go hand in paw!

Covid 19 precautions

Thankyou for your continued patience as we work our way through the pandemic. We review our policies regularly to keep our staff and clients as safe as possible.

These include:

- Each appointment is allocated a double time slot to avoid congestion.
- We offer 'Whatsapp video consultations' which allow our vets to assess and prescribe for some conditions without the need for you to visit the surgery. It will also allow us to prescribe medications for longer without the need for you to come in with your pet.
- Please ring the clinic on arrival- for appointments or drug collection- and let us know which, if any, of our parking bays you are in. When we are ready a staff member will come and discuss your pet's problem and take your pet into the clinic for examination. Currently you are not allowed in the clinic with your pet but this is reviewed regularly.
- Repeat prescriptions – these must be ordered in advance (24hours notice if possible.) When you arrive to collect you need to ring the clinic to advise that you are outside. Please make your way to the shelter at the front where they will be brought out to you.

Thank you for your patience and co-operation as we help each other through this difficult situation. The Gortlands team

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