



Covid 19 Update

To ensure the ongoing safety of yourselves, other clients, our vets, tb testers, foot trimmer, vet tech and support staff, we ask that you help us by taking the following measures to reduce the spread of Covid-19 and keep our veterinary team supporting your businesses and providing essential services:

Medicines Orders

- We have acquired a large safety net of stock in the practice to avoid shortages. We will maintain this excess of stock so that farms do not need to stockpile supplies – please order normal amounts
- Ring all orders into the office a minimum of 3 days ahead - we are now receiving deliveries every 48 hrs rather than every day and vets will be visiting the practice less often to collect your orders
- For medicine collection, please do not enter reception. Please ring the office from the carpark when you arrive, and your order will be placed outside the front door to avoid immediate contact

Farm Visits

- We will maintain all routine and emergency calls – if we experience staffing shortages in the future, this may not be your usual vet but one of the team will get to you
- If you or anyone on farm is unwell, in advised self-isolation or social distancing, please make us aware before we arrive on farm so that we can make the best decision to reduce risks for everyone
- We will continue to use our usual protective equipment and practice strict hygiene and biosecurity measures such as disinfecting between visits and wearing disposable gloves
- We will also be using antiseptic hand gel between farms
- Please always practice social distancing – no hand shaking, passing equipment and stand 2 metres apart from other people. Please have essential staff only on farm to avoid increasing risks
- Unfortunately, there will be no meetings until it is safe to do so

Reception

There may be changes in staffing in the office team as the outbreak develops but we will always pick up the phone to you. We will keep you up to date with all changes as they happen. If you ever struggle to contact the office team then please use the vets as your next line of contact leaving a voicemail if we are on farm:

- Large Animal Office 01452 543 999 Small Animal Office 01452 543 990
- Graham Stephens 07768 747737
- Paul Cunliffe 07741 052502
- Tamsin Thorn 07715 062413
- Louise White 07720 087109
- Katie Kipling 07720 087189
- Richard Jones (Foot Trimmer) 07769 607740

TB Testing

- All TB testing is continuing as normal. If the Official Vet capacity is diminished, APHA will review whether tests can be suspended or if practices will need to share testing capacity
- If you are unable to complete your test due to illness and self- isolation then please contact APHA direct on 0300 020 301. Please let the office know when you have instruction from APHA

We remain fully committed to providing veterinary care to your farms throughout this disease outbreak as you work tirelessly to feed our nation. We hope you are keeping fit and well and as always we are here for advice. Arguably you are all in the best place possible, out in the fresh air and on food producing units!