31/03/2020

Dear fellow pet owner,

Due to the COVID-19 outbreak, we have had to change our working practices in accordance with the guidelines of the UK Government and the Royal College of Veterinary Surgeons, to support the suppression measures and isolation requirements in order to protect public health. Staff absence due to sickness and isolation, and safer working practices that reduce contact, also limit our ability to work in any way normally. This limits the care that we are able to provide, and makes some treatments impossible, but we must comply with both Government and RCVS guidelines.

We understand that this is very difficult for clients, and indeed it is also difficult for staff, who want to provide the best care they can. Whilst we are working hard to maximize the services that we can continue to offer, we must operate a reduced service whereby only emergencies and very urgent cases are allowed to be seen. In addition, in some situations, the treatment options we would like to use are not currently available, as these cannot be delivered without compromising our compliance and contribution to the fight to suppress COVID. While we are doing our best to minimise the effect of the outbreak on our patients, in some situations, sadly, this may involve making decisions or recommendations that are difficult, but have to be made in the current climate. We fully understand, in these situations, the emotional effect of these decisions but we must follow the guidelines issued by the UK Government and RCVS.

We will continue to monitor the situation on a daily basis and will return to full capacity as soon as possible, but this is likely to be some time away. In the meantime, we are trying to support colleagues in general practice and clients by offering telephone or video consultations (fee applied) for some suitable cases. Where appropriate we will manage cases remotely (within our professional guidelines) and dispense any relevant medication as required. For existing patients, please call reception with any concerns, as you normally would. If your pet is not a patient at SATH, please discuss your options with your primary care vet who can then contact us if appropriate.

We are sorry we are all in this difficult situation.
With best wishes,

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