

31st March 2020

Dear Colleague,

We continue to operate a reduced service in the Small Animal Teaching Hospital.

The COVID19 outbreak is having a significant effect on everyone, and we have reduced staff numbers as a result of the suppression measures and isolation. In accordance with RCVS guidelines, as well as their latest advice from PHE, we are seeing emergency and urgent cases only and applying distancing.

We will return to full capacity as soon as possible, but this is likely to be some time away. In the meantime, we continue to offer telephone advice, and see also our telephone and video consultation information: please see the information on our website

We appreciate that you are facing the same challenges as we are, and how difficult this is. We are very grateful for your previous referrals to the hospital and hope that, even if we cannot provide the service we would like to currently, our advice service of some help. We hope you will continue to use our services now, and again in the future.

For now, as off 31/03/2020:

- Our reception staff will be accepting phone calls, with slightly reduced staff
- You can submit referral requests and advice requests to the appropriate service as normal
 - We will continue to triage emergency and urgent cases, and accept what we can, prioritising those patients that are sick and in need of urgent veterinary care for whom we can provide appropriate care, obeying RCVS guideline. This may vary day to day depending on staff availability, and we may need to take prognosis into account
 - We will see existing patients that require urgent care that cannot be provided remotely or by yourselves
 - We will endeavour to provide as much remote support as possible for all cases, even if we cannot see the case
 - We will be offering formal, remote case advice with written reports; video/telephone consultations with owners where appropriate; and a radiograph reporting service: please see the information on our website

With best wishes at this difficult time from all at SATH,



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