

COVID-19

FARM update 25 March p.1

We would like to reassure everyone that The George Farm Vets will continue to provide the best possible care for you and your livestock in the coming months. In order for us to do this, whilst helping keep everyone healthy, we would like you to note the following:

- We will, of course, continue to provide a 24/7 service.
- All external meetings and training courses have been cancelled.
- Internal meetings continue to take place through online conferencing
- All our ambulatory vets and admin staff are now working from home in order to minimise contact between colleagues and clients.

If you, your family, or farm staff are experiencing any symptoms (details at <https://www.nhs.uk/conditions/coronavirus-covid-19/>), or have been self-isolating, please inform us ahead of any visit so we can take the necessary precautions. People in the 'at-risk' category should not be present at vet visits.

For your own safety and that of our vets we ask that wherever possible a 2-metre distance is maintained between all people present and that only the essential number of staff for the task in hand are present.

- If at all possible, please order your medicines in time for them to be delivered by your vet at their next visit - if you are unable to leave your farm it may be possible to post or courier medicines to you
- If picking up medicines from the practice, please ensure that you phone ahead with your order so it can be ready for collection when you arrive.
- To further reduce footfall in our dispensary we will now meet clients collecting their medicines outside the building.
- **Our own branch clinics (Nailsworth, Royal Wootton Bassett and Tetbury) are now closed for farm medicine collections as well as Belmont Veterinary Clinic at Pewsey. Alternative arrangements will be discussed when placing your order of medicines.**

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FARM update 25 March p.2

- The Malmesbury dispensary, Dragon Vets at Prestbury Park, Rowe at Wotton Under Edge and Avenue Vets are all planning to stay open currently but will be operating with strict protocols on collection. Should any of these practices close completely we will update you and discuss alternative arrangements when you place your order with us.
- When arriving at any practice please can you phone the relevant number / use the intercom / knock on the door (then step back > 2m) and let them know that you have arrived to collect your medicines. Once details have been confirmed the medicines will be put outside the door for you to collect.
- If you are having difficulty picking up medicines from one of the branches, please let us know and we will do our best to get the medicines to you.
- To reduce the time spent by admin staff in the building, we will be emailing invoices instead of posting them for the next few months.

Please get in contact if you have any questions/ worries as we are here to support you throughout this difficult time.

Please note: we will continue to provide updates as and when appropriate

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