Our response to COVID-19

We continue to provide veterinary services and medicines in order to support our clients in the vital role they play in the food production chain. This currently includes all fertility/sick animal visits, TB testing, cattle mobility services and all emergency calls.

As we are all aware the C-19 situation evolves daily, but we have a contingency plan in place and a team ready to respond to changes and update plans as they occur. At the present time we have put together the following information to guide you but please contact the practice on 01935 83682 should you have any queries regarding this advice.

For the protection of our staff:

• All external meetings and non-urgent internal meetings are cancelled.

• Visitors to practice sites are strictly limited to essential supplies and medicines collection.

• Clients will be able to collect medicines but contact must be limited and protocols adhered to. Please check with our Dispensary Team re: sites for medicine collections.

• Discussions with farmers will be in an outside space.

• Synergy delivery drivers will check they can attend client premises prior to delivering medicines.

For the protection of our clients:

• All clients will be telephoned by our reception team or Vet Tech (VT) Co-ordinator prior to Vet / VT attendance to check there is no issue with their visit taking place.

If we are aware of any issue whilst on farm human health will take priority.

• We will ensure that PPE is used on farm at all times and will maintain a social distance of 2 metres where practically feasible.

• Farm meetings/discussions will be held in an outside space.

• For emergency animals visiting the practice; all farmers must use hand gel provided, on entry and exit to the building and must only visit if not experiencing symptoms or not having been in contact with suspected infected individuals.

General Protection:

• Limit exposure to groups of people

• No use of public transport

• Use handwashing protocols

For further advice use the government site: www.gov.uk/government/news/coronavirus

There are no current plans to cancel TB Testing

A risk-based prioritisation approach to test instructions will be applied by APHA as appropriate and as a result of evolving circumstances. We will contact you if there are any issues with your test but please contact us if you or your staff are in self isolation or are at risk.

For further information please visit: www.tbhub.co.uk

Considering our clients

We do not understate the fact that farmers can also be vulnerable to the effects of isolation, especially at this very busy time of year and now exacerbated by these circumstances. There are a number of useful organisations who can offer support, please see the below links to some of those organisations:

• The Royal Agricultural Benevolent Institution: www.rabi.org.uk

• The Farming Community Network: www.fcn.org.uk

• Mind, the Mental Health Charity: www.mind.org.uk

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