

Your Appointment

Whilst visiting our clinic, we're here to provide you and your pet with the best experience, in the safest way. To continue to protect our staff and our clients, protocols remain in place and your appointment will be affected:

- ✔ We ask that you wait outside in your car and don't enter the building. This means that you won't be present in the clinic for your pet's examination, but rest assured that the ophthalmologists and nurses will look after your pet as if he/she were our own.
- ✔ Please call us when you arrive. We'll ask for the colour/make/model of the car you're in to help us find you. We ask that you wait away from the main door – as this is a busy thoroughfare for the team members when consulting in the car park. Please remain in or around your car. The car park is busy, and the safety of both you and your pet is paramount.
- ✔ Consultations will take place over the phone or in the car park. Please ensure your mobile phone is switched on and with you at all times.
- ✔ Please help our team members by being ready with your pet when needed and respecting social distancing.
- ✔ Please wear a face mask (unless exempt*) whilst talking to our team members outside. If you are unable to wear a face mask, we can provide you with a face shield.
- ✔ We may implement a 'bay' system at busy times, whereby you'll be asked to wait with your pet in a numbered area for your ophthalmologist or nurse.
- ✔ Toilet facilities can be accessed however, please wait to enter the building until we authorise entry, when a team member will take your temperature and contact details for NHS Test and Trace. Please wear a face covering (unless exempt*) when inside the building at all times and sanitise your hands upon entering and leaving the premises.
- ✔ Payments: Credit/debit card payments can be made over the phone after your consultation or at the time you come to collect your pet after surgery. Our reception team will call you to arrange this. If you wish to pay with cash, please let a team member know and they will collect it from you outside. Please do not enter the building to make cash payments.
- ✔ Please treat all staff members with respect. Unsupportive and abusive behaviour will not be tolerated under any circumstance. We're doing everything we can to to provide you and your pet with the best experience, in the safest way, and ensure we continue with our gold standard of care.
- ✔ We're still maintaining social distancing within the practice, and this means that tasks which would normally take us minutes to complete may now take much longer. Due to this, some appointments may over-run, causing a knock-on effect throughout the day.

We ask all clients to be patient when attending appointments and rest assured that your pet's care and yours and our team's safety are our priority.

**Thank you for your co-operation and continued understanding.
We remain committed to delivering the best care for you and pets.**

*if you are exempt from wearing a face-covering please let us know in advance of your appointment so that we can make any necessary adjustments.