

NEWSLETTER April 2020



www.tworiversvets.co.uk

BIGGAR SURGERY
157 High Street, Biggar
ML12 6DL
01899 220073

Biggar opening hours

Mon 8.30am - 7.00pm
Tues - Fri 8.30am - 6.00pm
Saturday 9.00am - 12noon

Biggar consultations

Mon - Fri 9.00am - 10.30am
Mon 3.00pm - 7.00pm
Tues - Fri 3.00pm - 6.00pm
Saturday 9.00am - 11.00am

PEEBLES SURGERY

15 Old Town, Peebles
EH45 8JF
01721 722879

Peebles opening hours

Mon - Fri 8.30am - 6.00pm
Wed 8.30am - 7.00pm
Saturday 9.00am - 12.30pm

Peebles consultations

Mon - Fri 9.00am - 10.30am
Mon - Fri 3.00pm - 6.00pm
Wed 3.00pm - 7.00pm
Saturday 10.00am - 12noon

24 HOUR EMERGENCY SERVICE

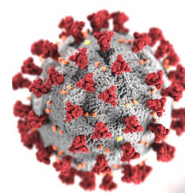
for registered clients
(call Biggar or Peebles)



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Vets on lockdown during coronavirus

It's an unprecedented and worrying situation we find ourselves in at the moment, with the practice working on a permanent weekend 'urgent and emergencies only' basis since 24th March. We hope all our clients are staying safe and well, and are coping with the current restrictions.



COVID-19
CORONAVIRUS DISEASE 2019

While we usually stress the importance of regular preventative veterinary care for all pets and horses, faced with the possibility of our actions affecting the life or death of our family and friends, the importance of dog vaccinations, cat neuters and other routine work seem much less. The safety of our staff and clients is paramount.



We continue to see all urgent and emergency cases where animal welfare could be affected by delaying veterinary treatment. If you think your pet or horse needs urgent or emergency care, please contact us by phoning either surgery number.

We are very happy to give advice by telephone, email or facebook messenger for less serious conditions. We have also set up a Teleconsultation service - see over for more details. We are able to get repeat prescriptions ready for collection or can post them out.

Farm visits which are necessary for animal welfare and for the maintenance of the supply of food to our butchers and supermarkets will continue as normal.

Please don't think that because the surgeries are closed that we have deserted you. The health and welfare of all our clients' animals is vitally important to us, and we will always do our very best to help in whatever way we can.



Stay at home, but please don't hesitate to get in touch if you need us.

Two Rivers Vets Teleconsultation Service

If you would like to speak to one of the vets, have a minor problem you would like us to check out, or are not sure if your pet or horse really needs to be seen, then try our Zoom Teleconsult service! Phone, email or FB message to book and we'll give you a time for a 10-15 minute online consult and send you a link to join.

You'll need to download the free Zoom app on your phone or install Zoom on a computer in advance of your Teleconsult time from <https://zoom.us/>

Teleconsults will cost £20 between 9am and 5pm Mon-Fri and £40 out-of-hours. An invoice will be emailed after the consult and you can pay by BACs or card over the phone. If we think during the online consult that we really need to examine your pet or horse, we will waive the Teleconsult charge and meet you in person at the surgery or arrange a visit.

Normally an animal must be physically examined before we can prescribe medication, but by using Teleconsultations we are temporarily being allowed by the Royal College of Veterinary Surgeons to prescribe remotely where it is appropriate to do so.



Rules for consultations

If you do need to see a vet for urgent treatment, or need to collect something from either surgery, there are some social distancing rules we would really appreciate you helping us with:

Phone or message when you arrive and wait outside until we call you in

Only one client in the surgery at a time

Only one person to attend the surgery with a pet

Stay 2m away from staff and other clients

Wash your hands before and after your visit

We may need to chat to you outside then take your pet in to the surgery for examination while you wait

Pay by card rather than cash if at all possible

Please DO NOT come to surgery if you are suffering from possible symptoms of COVID-19 or have been in contact with someone else who has.

If you think you may have COVID-19, you MUST make us aware of your condition before booking an appointment or asking us to visit. We will help you if we possibly can, by risk assessing each case individually and considering how best we can help you, while at the same time considering the health and safety of our staff.



Pet Health Club

We appreciate that Pet Health Club members are not able to fully access all the benefits of membership at the moment. So we have emailed out a FREE Teleconsultation voucher to all our Two Rivers Vets Pet Health Club clients, to use if you need us over the next few weeks/months. We will prepare flea/tick and worm treatments as usual, and make these ready for collection or can also post out. We'll still be here at the end of all of this, and all other benefits paid for throughout the year will be available just as soon as possible. Please take care and don't hesitate to call if you need anything.



PET HEALTH CLUB

SPECIAL VOUCHER 2020

FREE Teleconsult

if you need us during the coronavirus restrictions

(teleconsult available 9am-5pm Mon-Fri normal cost £20 for non-PHC members)



Valid until 31st December 2020