



PATON & LEE

EQUINE VETERINARY SURGERY



We have posted numerous updates over recent days as the practice has transitioned from normal service to an emergency-only service during the current lockdown. This newsletter summarises our changes to business operations and the client advice we have produced. There are 4 key messages:

1. Emergency service as normal, no extra fees
2. Payment required at the time for ALL clients please
3. Office hours reduced, but out-of-hours fees are unchanged
4. Tele-medicine consultations now available at our normal consult fee

EMERGENCY SERVICE

Our emergency veterinary provision remains unchanged. We are still the **FIRST** place you should go for your horse's healthcare advice, reassurance and emergency treatment.

We are temporarily unable to provide routine consultations. This includes vaccinations and dental work. We are however able to give phone advice in the normal way. Please keep calling us if you have concerns about your horse on 01376 513369.

We now require payment at the time for ALL veterinary treatments no matter how long you have been with the practice. This is to keep the practice afloat. We appreciate your cooperation with this.

Our additional out-of-hours fees remain unchanged. All day-time emergencies will be charged at the normal rate. Emergencies between 6am-8am and 5pm-10pm Monday to Saturday incur an additional £40 fee, as do emergencies between 6am-10pm on Sundays. Emergencies between 10pm and 6am incur an additional £60 fee.

Payment by card or online bank transfer is our preferred method during the Covid-19 outbreak.

OFFICE OPENING

We have temporarily changed our office opening hours. The office will now be open from 9am until 5pm Monday-Friday. The office will be closed on Saturdays. We are operating with minimal staff levels so please be patient on the phone and leave a message if necessary.

TELE-MEDICINE CONSULTATIONS

For important but perhaps non-emergency situations, we may need to get additional information about your horse before we decide whether to attend in person or give treatment and prescribe medicines remotely. If we feel a tele-medicine (video-call) consultation is necessary, we will inform you PRIOR to beginning the consultation that it has gone from being a FREE advice phone call to being charged at our normal rates for consultations (£55 including VAT for up to 15m). We may need to video-call you or get photographs/videos of your horse. Payment for the consultation and drugs will be required before any drugs are posted or left out for collection.

If we decide at any time during a tele-medicine consultation that an emergency call-out is required, no tele-medicine fee will apply, but our normal fees for the visit and subsequent consultation will.

CLIENT ADVICE

- DO continue to call or message us for advice, reassurance and emergencies in the normal way. We are here to help! 01376 513369
- DO wash your hands if visiting our clinic in an emergency: on arrival and when leaving. Soap, washing facilities, hand sanitisers and signs are available in the toilets at the front of the building
- DO make sure to deal with any underlying health concerns you have about your horse sooner, rather than later.
- DO ask us if you need help with attending any equine emergency. If you are having to self-isolate, please nominate an alternative handler. We will require assurance that any handler is free of symptoms of Covid-19 and will still require social distancing of 2 metres.
- DO NOT shake hands with our vets / nurses (or hug them / kiss them ... even if they are particularly handsome)
- DO NOT attend your emergency consultation in person if you have any symptoms of Covid-19 (cough, high temperature, shortness of breath) - nominate an alternate handler.

VACCINATIONS

We know that many of you will have concerns and questions about the suspension of all equine vaccinations. We have produced a list of FAQs to answer all your questions on this. It is available on our Facebook page and website at www.patonandlee.co.uk

DON'T FORGET ABOUT LAMINITIS

We are concerned that with horses doing less work during the lockdown and the Spring grass growing like crazy, we may see a significant increase in laminitis cases this year. We have produced advice on avoiding laminitis, again on our website and Facebook page.