

Covid-19 Emergency plan at PHP

During the current restrictions caused by the Corona virus PHP are having to change the way we work. Your pet will continue to be cared for by our team but we ask the following strict rules are followed.

We will only be providing emergency and urgent care appointments. All animals will be triaged before we make you an appointment by phone.

All routine care will be cancelled including boosters

All routine operations will be cancelled

If you need to come to our practices for an appointment, please phone us when you arrive. We will allow you into the practice only when the vet is ready and STRICTLY only one owner may come in at a time. If possible we will ask you to wait outside whilst the vet examines your pet. If you come in please use the hand sanitiser immediately. Please adhere to the 2m rule around our staff. Please pay by card.

Food, repeat medicines and parasite treatments: We will still provide these. However, please phone us BEFORE coming down to order and to pay over the phone. Please order 48 hours ahead of coming down. When you arrive let us know you are here and we will bring the products out to you. Please note, some food can be ordered directly from our website.

Our vets are available for telephone consultations. These will still be "booked" as an appointment and you will be given a time slot.

We are working towards offering video consultations and these should be up and running early next week.

Thank you for your support during this extraordinary time. We will continue to support you and your pets care.