



Coronavirus Update

The restrictions announced by the Prime Minister on Monday 23rd March are scheduled to remain in place until Monday April 13th. The Royal College of Veterinary Surgeons (RCVS) has made it very clear that small animal veterinary practices may only offer an emergency service during this time. We are so grateful to our hard-working staff and understanding clients for making this new system run smoothly.

PLEASE EMAIL US ON info@acornhousevets.co.uk IF

- You need to re-order some essential medication or food for your pet
- You have a non-urgent query
- You wish your pet to be added to our priority vaccination or neutering lists ready for when we resume these services

PLEASE CALL US ON 01234 261839 AND PRESS OPTION 3 IF

- You have a pet that is ill and needs veterinary attention (we ask that these calls are made between 8am and 4pm if at all possible, but the number will be answered 24 hours a day and can be used at any time for pets requiring immediate attention).

PLEASE DRIVE INTO THE CAR PARK AND CALL US FROM THE CAR ON 01234 261839 AND PRESS OPTION 2 IF

- You are bringing your pet for a pre-arranged appointment at the surgery
- You have arranged to collect medication from the surgery

We are looking forward to increasing our services as soon as we are permitted to, but it is important that we all do our bit to keep the country safe and support the NHS.



Cherry Eye

Last month we treated a young Lhasa-Apso who had suddenly developed a swelling in his right eye. This turned out to be a prolapsed tear gland. This condition is known as Cherry Eye because the swelling looks a bit like a cherry. Historically, the prolapsed gland was removed so that the unsightly swelling disappeared. We now know that removing the tear gland is not a good idea because it results in reduced tear production and causes dry, painful eyes later in life. The correct treatment is a surgery to replace the gland inside the third eyelid, where it belongs.

Wasp and Bee Stings

As the weather starts to improve, biting and stinging insects start to reappear, even if we are confined to our gardens! If your dog or cat is stung, there is no need to panic. Allergic reactions to bee and wasp stings are much less common in pets than in people and problems are usually only seen when a large number of stings occurs at once (such as when a dog disturbs a bee's nest). For a single sting, try to inspect the sore area and scrape away the sting if it is still present. If the sting is on the paw or tail it can be helpful to soak the area in cool salt water, but do not force this if your pet is uncooperative. In most cases the discomfort will pass after 20 minutes or so. If your pet remains uncomfortable beyond this time, or develops any other symptoms, then please call the duty veterinary surgeon for advice.



PetsApp

Acorn House is currently offering clients the option of a video consultation. The service is available from 9am until 5pm Monday to Saturday and is run by our own veterinary surgeons who will be able to access your pet's clinical records. This service is currently being offered at half the price of a standard consultation, and if the outcome is that the vet feels that your pet must be seen physically on-site, this fee is deducted from the standard consultation so that you are not out of pocket. Here are Sarah and Jennifer set up and ready to start work for the day!

If you wish to use the PetsApp Please click on the following link, download the app and follow the instructions. Please allow push notifications when setting the app up. The vet will arrange a convenient time with you via text message (there may be a short delay if the vet is currently consulting with another client). Please keep your phone with you and switched on around your appointment time.

<http://petsapp.com/acorn-house-veterinary-hospital>



Easter Chocolate

Perhaps the food supply situation will mean that chocolate Easter eggs are not as abundant this year as in previous years (although surely Easter eggs are classed as an essential item!). Make sure chocolate is kept away from pets, as we do usually see cases of chocolate poisoning in dogs at this time of year. Dark chocolate is particularly toxic, even if relatively small amounts are eaten.

