



Newsletter August



2020



COVID update

Between 21st March and 2nd August, social distancing requirements have meant that clients have not been permitted to enter the practice. Vets have conducted conversations with clients by phone or in the car park, and then brought the pets inside the building whilst the clients have remained outside. We feel that there is currently no alternative to continuing with this system, because it is impossible to social distance properly in the consulting rooms whilst a client is holding their pet for veterinary examination. However, we are now able to allow clients into the reception area to collect medication, make payments and book follow-up appointments. We will continue to have a friendly "meet and greet" Receptionist in the car park to register clients as they arrive and advise on the new systems.

We are pleased to announce that we have fully up to date with the vaccinations and other procedures that were delayed by the initial COVID lockdown and are now able to offer all regular services again, including keyhole surgery, TPLO surgery, nurse appointments, vaccinations and routine checks, as well as urgent appointments for pets that are obviously unwell. Our opening hours are reverting to 8am to 8pm weekdays and 8am to 4:30pm on Saturdays. Please contact Reception on 261839 to make an appointment or use the online form for repeat medication requests.

1. *Only one client per pet to enter the building please*
2. *Clients who have been advised to self-isolate because of symptoms or contact with COVID cases may not attend - ask a friend or neighbour to bring your pet for you, or contact reception for advice if this is not possible*
3. *A face covering must be worn by all clients prior to entering the building (we recommend that clients bring their own, but masks will be available to purchase if needed)*
4. *Clients are asked to wait in the car park rather than in the waiting room*



Welcome Henry

Acorn House is delighted to welcome veterinary surgeon Henry Phillips to the team. Henry joins us from Cambridge Vet School. He is well known to the practice as he is from Bedford and spent many weeks at Acorn House as both a school and then a university student. We are very happy that he is working with us at last!

Grass seeds in unusual places!

The Acorn House team have seen a lot of dogs with grass seeds down their ears and up their noses over the past few weeks. The prize for the most unusual location goes to a cat named Buster who had a grass seed discovered inside the upper jaw when a molar tooth was extracted! Grass seeds have an arrow-shaped design, so they are very good at getting under the skin and are not inclined to come out again, as Buster's case demonstrates!





Artemis is safe and sound

Many of our clients will recognise Artemis from the "missing" photographs around Bedford. He was missing for over a week before a member of the public found him and brought him to Acorn House. Poor Artemis had been hit by a car and Xrays showed that he had a collapsed lung. The Xrays also showed lots of crunched up bits of bone in Artemis' stomach, suggesting that he had adapted well to hunting for himself during his time away from home! Happily, Artemis made a full recovery and is safely back at home with his owner.

PETS travel scheme

Pet owners are still waiting to find out whether Brexit will alter the arrangements for taking pets abroad. The current system requires that pets be given a rabies vaccination and a passport is completed by a vet in the UK. The passport can then be used for travelling any time after 21 days from the date of rabies vaccination. After 1st January 2021 it may be that this arrangement continues. However, negotiations between the UK and the EU could result in a different system being adopted. The alternative scenario could mean that pets require a rabies vaccination, followed by a blood test 28 days later, and then must wait 3 months after a satisfactory blood test result before they can travel. This means that clients who know that they definitely need to take their pet abroad in January 2021 would be best advised to start the process by the start of September 2020 so that they are ready to travel straight away if the rules do change. The Official Veterinarians at Acorn House who are permitted to sign Pet Passport documentation are Sheldon Middleton, Katharine Nelson, Rosie Theakston, Sarah Fallow and Kim Spoons, so please make an appointment with one of these vets if you wish to start this process.



Opening Hours

Mon-Fri: 8am-8pm;

Sat: 8am-4:30pm;

Sun: Closed

Consultations by appointment

