



# Newsletter October 2020

## COVID arrangements

This August we opened our Reception area up with a one-way queue system, Perspex barriers at the Reception desk, and hand sanitiser to keep staff and clients safe. A face covering is required for all clients entering this area (unless exempt). We also continue to have a member of staff on duty in the car park who "checks in" clients as they arrive for their appointments and answers any queries. Please note that all consultations are conducted with the client remaining in the car park, as it is impossible to maintain social distancing during the consultation and examination itself. We are also able to provide video consultations, telephone or online payments and medication collection from the car park for clients that would prefer not to enter the building at all. As the weather turns more autumnal we have arranged for a small staff portacabin and a wooden outdoor shelter to be available in the car park to keep staff and clients warm and dry whilst remaining COVID-secure. These should be in operation very soon. If you have any queries about current protocols or need assistance with an individual situation, please email us on [info@acornhousevets.co.uk](mailto:info@acornhousevets.co.uk) and we will do whatever we can to help.

## Firework fear

It is that time of year again! Hopefully COVID will mean fewer firework displays this year, but it is likely that there will still be some disruption. Our information sheet to help with managing cats, dogs and small pets during firework season is available under the "information sheet" tab at the bottom of the homepage of our website:

(<https://www.acornhousevets.com/information-sheets.html>). If you are unable to access this, then please contact Reception who can email a copy out to you. Pets that are known to become distressed by these noises may be suitable candidates for anti-anxiety medications. If, after reading the information sheet you feel that your dog may benefit from this treatment, please book an appointment with one of our vets.





## Congratulations Jennifer!

Congratulations to our Senior Vet Jennifer, husband Alex and son Arthur, on the new addition to their family - baby Timothee. Timothee was born in France this August under COVID restrictions, but the family have returned to Bedford and some of the staff have managed to squeeze in a socially distanced visit (but no cuddles yet!)

## Chesney

Last month, vet Sarah operated on cocker spaniel puppy Chesney, because he had swallowed a stone (visible on this Xray). The stone had lodged in the intestines and caused so much damage a section of intestine had to be removed. Chesney bounced back quickly from his surgery, but investigations related to the stone unexpectedly revealed that Chesney had been born with an abnormal gap in his diaphragm (the muscle layer separating the lungs from the abdomen). This was allowing Chesney's abdominal organs to move forwards and interfere with his heart! Once Chesney had recovered from his stone removal surgery, he was referred to a specialist centre to repair this problem too.



## Welcome Wynne!

Acorn House is pleased to welcome Wynne Fong to our team of veterinary surgeons. Wynne graduated from the Royal Veterinary College in 2018 and joins us from a practice in London. She is well known to the team at Acorn House as she previously lived in Bedford and has been both a client and veterinary student at Acorn House in the past. Wynne's favourite thing about being a vet is seeing happy animals and happy clients! During her free time, she likes being a homebody enjoying life with her two cats, Wayne and Freya.

