



JACKSON & NUTTALL
Veterinary Surgery

Dear Client,

It has been an incredibly difficult year for all and with the recent lifting of restrictions in the UK, we thought it would be best to update you on the current situation in practice.

There is currently a recruitment crisis in the UK across the Veterinary profession, with Nurses and Vets in short supply. We are currently trying to recruit a Vet, until we do, we are having to reduce the workload to a safe level for the team we have. This has meant less appointments are available each day. Some routine work such as neutering, booster vaccinations and non-urgent appointments may be delayed. We must prioritise cases to provide emergency and critical care.

We are having to close early on Fridays and close on weekends. There may also be an odd day when there are no attending vets onsite and early closures. Please call the practice to check. The team will do their best to advise you. We know that this is less than ideal and is not what our clients are used to and believe me, we find this equally as frustrating and hope that this will change soon.

With the rapid increase of pet ownership throughout the pandemic and as previously mentioned regarding our staff shortage, we are forced to postpone the registration of any new clients, to help reduce the workload.

With the Practice being the size it is and having a small team, we are doing everything possible to keep the team safe, to keep the practice open and functioning.

Our team, regrettably, have at times been bearing the brunt of some of our client's frustrations. We are sure that most of our clients will agree this is unfair as our team continue to do their very best. We would ask for our client's ongoing patience and politeness.

In summary, we are asking our clients to: -

- Not attend the practice if you have Covid-19 symptoms or have been in contact with a positive case.
- Wear a mask when entering the building. If you are exempt, we can serve you outside.
- Please only arrive a few minutes before your appointment.
- Only one client to attend their pet's appointment, due to limited space in the waiting area. Alternatively, you may choose to wait in your vehicle.
- Card payments only.
- Remain socially safe.
- Please be kind and respectful to our team, who are working hard to do their very best whilst continuing to work under pressure.

Thank you for your continued support of Jackson & Nuttall Vets and your understanding during these difficult times.

Best Wishes

The Jackson & Nuttall Team