

For issue 1st April 2020

UK's leading vets reassure pet owners amid coronavirus lockdown

Veterinary group offers video consultations – and clinics open for emergency care

The UK's leading vet group has moved to reassure pet owners today (1st April 2020) that vet clinics and hospitals across the country will ensure continued care for sick and injured pets during the coronavirus lockdown.

In its recent guidance, the **UK Government made it clear that all veterinary practices** will be permitted to remain open to provide emergency care.

[My Family Pet](#), which has a network of daytime vet practices and referral hospitals throughout the UK, and [Vets Now's](#) 61 pet emergency clinics and hospitals, will continue to be there for the millions of UK pets who may need emergency treatment over the coming weeks — whether it be during the day or at night.

They are asking owners with a sick or injured pet to call them in an emergency, and are also offering a video consultation service where owners can speak to a qualified vet on their mobile, tablet or laptop, from the comfort of their home.

If their clinical teams **determine a pet needs essential treatment** they will be seen by an emergency vet.

Amanda Boag, who is group referral director at My Family Pet and oversees clinical leadership at Vets Now, the UK's leading pet emergency service, said: "We realise this is a hugely worrying time for everyone, and for the 12 million pet owners (44% of households) throughout the UK their family, friends, and pets are their number one priority.

"Pets should not suffer needlessly regardless of the measures in place to tackle the spread of coronavirus so, if you're worried, please do not hesitate to [call us](#). If our staff determine that your pet needs essential treatment, we will see you.

"As a world-leading provider of veterinary care, it is our responsibility to prevent and control infections and our thousands of vets and vet nurses will continue to be here for pet owners at the time they need us most.

"Our practices have robust protocols in place to ensure animal welfare alongside protection of client and staff health and wellbeing."

Sidebar: Potentially life-threatening symptoms

If your pet is displaying any of these, call your [nearest Vets Now](#) immediately.

- Breathing difficulties
- Open wound injuries

- Trauma (e.g. car accidents)
- Male cats struggling in the litter tray to pass urine or faeces
- Rabbits neglecting food
- Swallowing hazards ie.toys/ clothes etc
- Ingestion of poison/harmful substances
- Eye problems
- Vomiting or diarrhoea especially if your pet appears quiet or depressed or if it is going on for a long time (more than 24 hours)
- Swollen abdomen or retching (especially large dogs)
- Loss of thirst & appetite
- Struggling to give birth
- Seizuring/fitting
- Collapse

Vets are also urging pet owners to continue with preventative care treatment for things like fleas and worms. And if they run out, then people must contact their vet practice to get a replenishment.

Boag continued: “We want to reassure pet owners that our number one priority is the health, wellbeing and safety of them, their pets and our people — and that our emergency teams will continue to be here for them at the time they need us most, including while the [current restrictions](#) are in place.

“Over the past few weeks, as the [coronavirus](#) has spread, we’ve taken a series of steps to reduce the risk of virus transmission occurring between people at our clinics. Now, in order to ensure continued care for pets across the UK, we’re kindly urging pet owners to take a [number of precautions](#) before visiting one of our clinics or hospitals.”

ENDS

For media enquiries contact Gail Chalmers on gail@gailchalmers.com or 07919411402

IVC Notes for editors:

- My Family Pet, which has a network of daytime vet practices and referral hospitals throughout the UK, is owned by IVC Evidensia, Europe’s leading veterinary care provider based across 10 countries.
- We invest in our people, premises and processes to provide clinical excellence across the continent.
- We believe the best veterinary practices are those led by local teams, which is why we invest in continuous professional development of our staff whilst offering clinical independence to allow them to deliver the highest quality pet care possible.

Vets Now notes to editor:

- Vets Now was established in 2001 and is the leading provider of emergency veterinary care for small animals in the UK.
- In 2019, the business became part of the IVC Evidensia Group, Europe’s leading veterinary care provider.
- With 24/7 Pet Emergency Hospitals in Glasgow, Manchester and Swindon, and 59 out-of-hours clinics nationwide, Vets Now is committed to delivering a responsive emergency and critical care service for cats, dogs and other small animals.

- Vets Now also partners with more than 1,400 veterinary practices across the UK to provide their clients with a seamless out-of-hours emergency care service.
- Vets Now employs over 1200 staff.
- Vets Now remains at the forefront of emergency veterinary care through its commitment to clinical excellence and training, employing many of the country's top Emergency & Critical Care clinicians.