

Client Information – Test and Trace

Sharing information about your recent contacts

If you get a positive covid test result, Test and Trace will contact you and ask you to share information about any close contacts you had just before (2 days) or after you developed symptoms.

We have been led to believe is not very obvious when declaring who you have been in close contact with what “close contact” actually means!

Unwittingly giving test and trace incorrect information could have a devastating effect on the service we are able to provide you and your pet.

We therefore would like to point out the measures we have put in place to try and reduce staff having to self-isolate.

What is close contact?

- Having face-to-face contact with someone (less than 1 metre away).

Please note: There should not be any face to face contact, our receptionists are behind very sturdy Perspex screens so you shouldn't need to declare them as a close contact.

- Spending more than 15 minutes within 2 metres of someone.

Even if you have been in the waiting room, a consulting room or outside with a vet, nurse or an animal handler, you will have been asked to socially distance. Therefore, you should not have been in continually been within 2 meters of these staff members for more than 15 minutes and shouldn't need to declare them as close contact.

Whilst we sincerely hope you stay safe through these challenging times if you do unfortunately fall ill and you have visited us in the previous couple of days, we will be extremely grateful if you can carefully consider the above when making any declarations to Test and Trace.