



Your Lifetime Care Club Membership

Dear Valued Client,

We are committed to being here for you and your pets throughout the current period of uncertainty in the UK. In line with Government guidelines we are currently limiting consultations within the practice to urgent or emergency medical care only.

However, we are pleased to announce that we have put systems in place to continue with routine preventative healthcare via video consultation which will allow us to do your pet's six-monthly health checks, if due, as well as first instance consultations for any worries - as Lifetime Care Club members we have given you a discount on the standard cost, even if your membership does not normally include a discount for veterinary consultations (of course if you are a Gold Member, the consultations will remain free of charge). Following your e-consultation, the vet may need to invite you to the practice for a physical examination and if this is the case, will talk you through the process.

In line with new guidance during the current situation, our team are also allowed to prescribe certain medications via e-consultations which can then be collected from the practice using our collect from the door service.

Should your pet be due their regular flea or worming preventative treatments, you can order these via our [online repeat prescription form](#). You will then be able to collect them from either our Didcot or Cholsey branches using our collect from the door service. Full details of this (including opening hours) is available on [our website here](#). It is important to keep your pet's protection up to date as they are still going out and about (especially cats) and as most of us are now sharing the same routes around our neighbourhood, infection rates locally could increase.

If your pet is over 1 year then their annual booster vaccination can safely be carried over by 3 months - as Lifetime Care Club members we will prioritise overdue boosters for you as soon as we are able to do so, working backwards from those who are reaching their 3 month expiry.

So we wanted to reassure you that your pets' preventative healthcare as covered by your Lifetime Care Club membership is still vitally important to us and we will continue to offer a full-service (albeit in a more modern way!) to support this.

With kind regards
Team Larkmead

[Book an e-Consultation](#)