

car park often after escaping from an insecure pet carrier.

Nervous or aggressive dogs

If your dog is nervous or aggressive please tell reception as you arrive so we can arrange for you to wait in a quiet consulting room or on the car park.

Pet Preferences

Dogs and cats may be more nervous in a particular room, on the table or on the floor, or with a particular vet/nurse. If your pet seems to have a preference do let us know, we'll try to help. If your dog is very distressed entering the surgery you may prefer the vet to examine him/her on the car park or in your car.

6. Costs & Payment

Payment is due at the time of the consultation or on discharge of an in-patient. **Payment may be made by** cash, cheque with valid bankers card, VISA, Access or Switch. A detailed receipt is always provided. All estimates and fees include V.A.T.

If you have taken out Pet Health Insurance it allows us to proceed with the necessary investigations, treatment and on-going monitoring without cost

constraints. Please do tell us if your pet is insured.

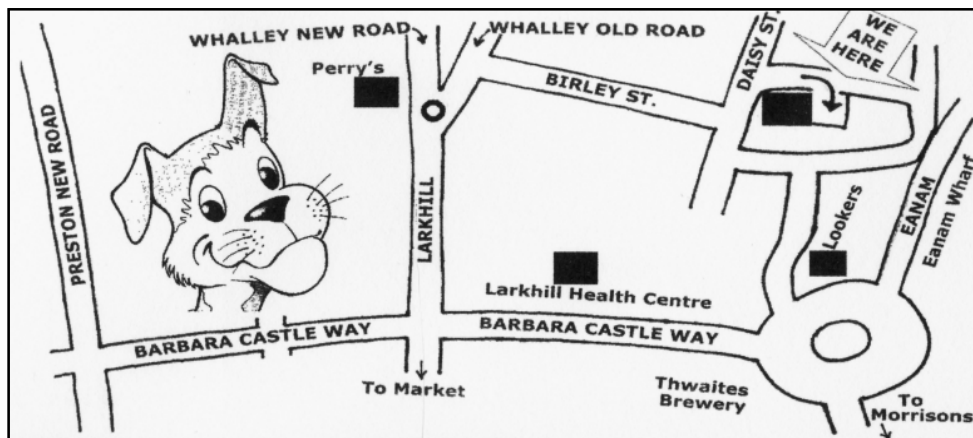
If you do not have insurance we will still offer the best treatment first but are always willing to discuss and explain less expensive options. This may include avoiding tests, choosing cheaper medications and seeing a patient less frequently.

If you are likely to find payment very difficult please do tell the vet at the start of the consultation. *Ask for our leaflet on what we can and can't do to help with your finances.*

Estimates of Cost

Most routine procedures such as neutering and vaccination have a basic fixed price (except for the cost of medicines). Other procedures are less predictable. Our receptionist will be happy to give you an estimate for any planned treatment. We provide a detailed breakdown of costs with every consultation or treatment. If you have any questions about the charge please do ask.

A detailed guide to fees is available at reception and from our website



Client's Guide to the

THE VETERINARY HEALTH CENTRE



Daisy Street, Off Birley Street, Blackburn, BB1 5EW.

Phone: 01254 53622 : Website: www.vet-healthcentre.co.uk

APPOINTMENTS

Appointments with the vet are available throughout the day Mon – Fri (9.00am – 6.00pm) and Sat. morning 9.00am to 11.30am

Appointments with the nurse are available morning and afternoon (Mon - Fri) and often on a Saturday morning.

EMERGENCIES WILL BE SEEN AT ANY TIME

Do phone first to warn us that you are on your way, and to get advice about first aid or how to transport your pet.

OUT OF HOURS EMERGENCY SERVICE

Call 01254 53622 for our 24 hour emergency service. Outside of normal hours the phone answer machine will tell you how to contact the duty vet. This service is provided by the Armac Emergency Veterinary Clinic in Bury. Armac is a fully staffed out-of-hours veterinary service that provides a standard of care much higher than can be provided locally. We pay Armac to be on duty for you. You pay them only when you use the service. More details on website.

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The Practice Team

VETERINARY SURGEONS (MRCVS)

John Davies M.R.C.V.S.

David Higginson M.R.C.V.S.

Sam Purcell BVSc MRCVS

Simone Der Weduwen MRCVS

VETERINARY NURSES (V.N. & R.V.N.)

and Nursing Assistants

Practice Manager

Ruth Swan V.N., B.Sc.(Hons), Ph.D.

Head Nurse: Caroline Holmes - R.V.N.

Nina Bibby - R.V.N. *Nat.Dip. Anim. Care*

Lynette Williams R.V.N., HND Animal M.

Claire Hellawell R.V.N.

Laura Waters *Anim Nurse Assist. Level 2*

Zara Kelly *Dip. Adv. Health Studies*

Tom Norman

RECEPTION and ADMINISTRATION

Joan Helm, Sharon Exton

Janet Hammond Jean Davies.

PHONE ENQUIRIES ARE ALWAYS WELCOME

Please do call us to discuss any questions you may have about your pet or any of our services. Our veterinary nurses will be happy to answer your questions and guide you through the services we can offer.

1. Quality Care

Same Day Appointment Promise

If you phone before 10.00am (Mon-Fri) we guarantee an appointment with one of our vets that day.

Your pet's operation within 3 days

We do not have waiting lists. If your pet needs an operation you will never need to wait for more than three working days. Referral to a veterinary consultant can be made within 5 working days.

Our Veterinary Surgeons are skilled in companion animal medicine, undertake on-going further education, discuss cases on a daily basis and, where appropriate, refer cases to each other within the practice.

Our Veterinary Nurses are highly trained experienced professionals. Nurse consultations are available throughout the day. Our nurses are also responsible for monitoring anaesthetics, X rays, blood sampling, laboratory tests, fluid therapy, drug administration and dental de-scale and polishing. Our surgically trained nurses regularly undertake minor skin surgery, wound closure and simple dental extractions.

2. Consultations

A detailed guide to fees is available at reception and from our website.

Consultations with the vet.

12 min. £28.50 (7 to 15min)

20 min. £39.00 (15 to 25min)

30 min. £54.00 (25 to 35min)

Mini-Consultation 5 min. £21.50

Consultations are charged on time - this allows us to provide an in-depth service to patients that need more time and a more economical service to simpler cases.

To keep down the basic cost of routine

vaccination - extra time over 12 min. at vaccination is charged at £10.50 per 5 min.

Consultations with the nurse.

Nurse consultations are great value for routine health checks, flea and worm treatments, simple nail clipping, health and training advice and weight checks.

12 min. £13.50 (7 to 15min)

20 min. £17.50 (15 to 25min)

30 min. £21.00 (25 to 35min)

Mini-Consultation 5 min. £9.50

3. In Patients & Anaesthetics

Please phone us after 1.30pm for a progress report and to plan a discharge appointment time.

High Anaesthetic Standard

We maintain a high standard of care by using the very best drugs, monitoring vital signs constantly using pulse oximetry, heart rate, respiratory rate and temperature monitors. We actively nurse all patients throughout their anaesthetic. All patients are monitored until fully recovered. We use Isoflo as our only gas anaesthetic. For induction we use domitor, torbugesic and propofol. For cats and rabbits we may also use ketamine, torbugesic or ACP. *Ask for our info leaflet explaining our high standard of anaesthetic.*

Blood Tests at the time of anaesthetic are strongly recommended for all patients, and are essential for older or poorly patients.

Clients that are especially concerned about leaving their pet may:

1) Phone in for a progress report at any time during the day.

2) Stay in the waiting room during a surgical procedure.

3) Visit the wards at any time during working hours (by arrangement with

reception).

4) Be present as the anaesthetic is given*

5) In some cases, be present for a surgical procedure*

*for 4) and 5) above a fee applies.

Overnight Patients

Patients are allowed to go home as soon as we judge it to be wise. When a patient requires overnight rest at the surgery we use sedation and pain relief as appropriate to give them a comfortable night. We have no overnight staff on the premises for two reasons: 1) Cost - maintaining overnight professional staff is very expensive (consider the cost of just a babysitter for 12 hours) 2) Need - most patients rest better undisturbed overnight, often better than when at home. Patients that need overnight treatment are visited as required during the night.

4. Dispensing & Prescriptions

We always use a "licensed veterinary medicine" where one is available. If no specific drug is licensed for a particular condition we may use a drug licensed for another species, or a human drug. If you wish us to avoid the use of unlicensed drugs then we ask you to discuss this with the vet right away so we can make special arrangements for your pets needs.

Collecting your prescription after a consultation

Please allow 15 minutes for the medication to be prepared and dispensed. Bear in mind that when you visit your doctor you then make a separate trip to the pharmacy. We provide both services on one site.

Repeat Prescriptions

● Repeat prescriptions can be supplied for up to 3 mo. after examination by the vet. After 3 mo. the vet needs to see the patient again to supply further prescription medication.

● Please order your repeat prescription at least 24 hours before collection to allow our vets time to authorise the medication. We will, of course, do our best to supply your urgent needs if you run out of medication unexpectedly.

● If you call in without pre-ordering please allow at least 30 minutes for us to prepare your order. If there is no vet in the building then prescription medicines cannot be dispensed.

Written Prescriptions can be provided for you to purchase your pets drugs elsewhere. *An information leaflet is available explaining how this works*

Unused or Unwanted drugs, syringes and sharps should be returned to the surgery for safe disposal in clinical waste. (There is no charge for this service). **Refunds cannot be made on returned medicines.**

5. Safety matters

Dogs should be on a lead attached to a neck or head collar. The collar should be tight enough to prevent the dog slipping the lead. **Please do not use an extending lead or a harness whilst at the surgery.** Extending leads and harnesses do not give sufficient restraint for safety. Unrestrained dogs may run away in fear or may attack and injure other patients and clients.

Cats, rabbits and other small pets should be in a suitable and secure small pet carrier. Top opening cages are strongly recommended as they are always less distressing for the pet. Loose cats are regularly lost from the