

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 or 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**

**A guide to fees is available at reception and from our website. All fees include V.A.T.**

● **Payment is due at the time of the consultation** or on discharge of an in-patient. **Payment may be made by cash, VISA, Access or Switch.** A detailed receipt is always provided.

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

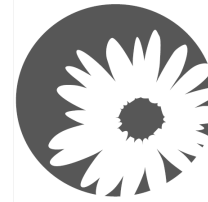
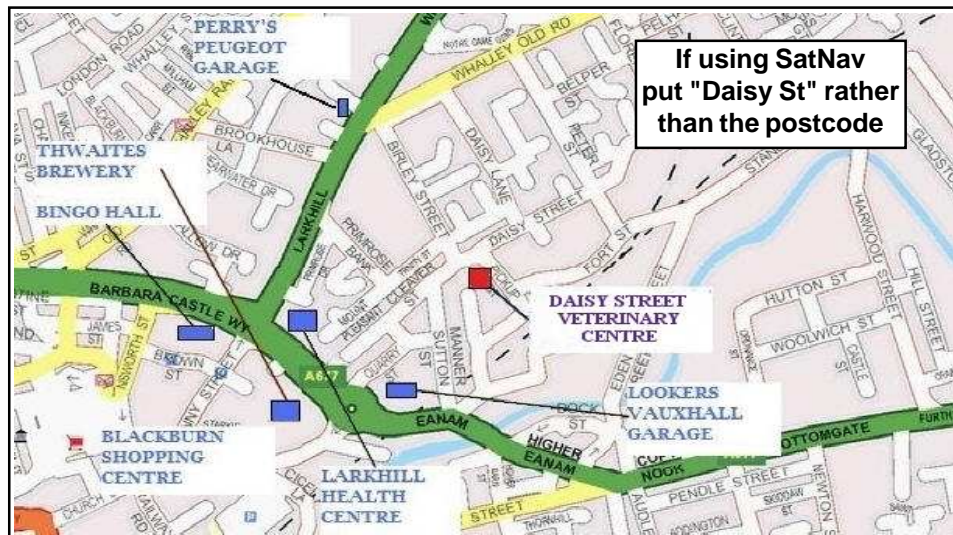
constraints. Please do tell us if your pet is insured.

● **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 not hesitate to ask.



# DAISY STREET VETERINARY CENTRE

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

Phone: 01254 53622 : Website: [www.vet-healthcentre.co.uk](http://www.vet-healthcentre.co.uk)

**We are a single-site practice so you can see the same vet every time. Ask for us by name.**

#### APPOINTMENTS

Appointments with the vet

Mon.– Fri. 9.00am – 6.00pm

Saturday 9.00am to 11.30am

Appointments with the nurse

are available most days - times vary.

**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 - our phone answer machine will direct you to 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.



David

Sam

John

### The Practice Team

#### VETERINARY SURGEONS

David Higginson MRCVS.

Sam Purcell MRCVS

John Davies MRCVS

#### VETERINARY NURSING STAFF

*Practice Manager*

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

*Head Nurse:* Caroline Ashworth - R.V.N.

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

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

Nicola Smallshaw R.V.N. B.A.(Hons).

Zara Kelly S.V.N. *Dip. Adv. Health Studies*

Tom Norman S.V.N.

#### RECEPTION and ADMINISTRATION

Joan Helm, Sharon Exton

Janet Hammond Jean Davies.

Emma Townsend B.Sc.(Hons)



#### 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. If you'd prefer to speak to the vet just ask reception and we'll call you back.

## 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.

## 2. Consultations

● **Vet Consultations** are charged time - see price list for details. This allows us to provide an in-depth service to cases that need more time and a more economical service to simpler cases.

Vaccinations and boosters include a consultation up to 12 min., time beyond 12 min. is charged as extra time.

● **Nurse Consultations** are available for routine health checks, flea and

worm treatments, simple nail clipping, health and training advice and regular weight checks.

● **Please switch off your mobile phone during consultations.**

## 3. In Patients & Anaesthetics

□ **Please phone us after 12.00noon for a progress report and to plan a discharge appointment time.**

### ● High Anaesthetic Standard

We maintain a high standard of care by using the best drugs, monitoring vital signs using pulse oximetry, and monitors for heart rate, respiratory rate and temperature. We actively nurse all patients throughout their anaesthetic and until fully recovered. I/V fluid therapy is recommended during anaesthetic for all pets over 7 yrs of age. *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 for an anaesthetic 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) Most patients rest better undisturbed overnight, often better than when at home. 2) Cost - overnight professional staffing is expensive (consider the cost of just a babysitter for 12 hours) Patients that need overnight treatment are visited as required during the night.

## 4. Dispensing & Prescriptions

### ● 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** 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. You may also ask for a repeat prescription during a routine consultation. We will 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.

● **A Written Prescription** 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.**

● **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 please discuss this with the vet away so we can make arrangements for your pets needs.

## 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 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