



OWNER INFORMATION





Thank you for entrusting the care and attention of your pet to Premier Vets. At Premier Vets we pride ourselves on offering our clients genuine value and uncompromising compassionate care. Our small friendly team will always be there to discuss your concerns and answer questions as well as offering you a first class customer service.

We would like to take this opportunity to assure you of our very best attention at all times.



NOTES FOR OWNERS

Vaccination

We advise that all dogs and cats are vaccinated. Dogs need to be vaccinated against distemper, hepatitis, parvovirus, parainfluenza and leptospirosis. This is a course of two injections, 2-4 weeks apart and can be started from eight weeks of age. An additional kennel cough vaccine can be given as nasal drops.

Kittens need to be vaccinated against cat flu, feline enteritis and feline leukaemia. As with puppies, it is a course of two injections, but started at nine weeks and given 3-4 weeks apart.

A booster vaccination is required every twelve months.

Vaccination is safe and painless and protects your dog or cat against a range of serious infectious diseases.

Neutering

We advise that all female puppies not intended for breeding should be neutered at six months of age before their first season. Neutered bitches live longer, healthier lives with less risk of certain diseases and there are no twice yearly seasons to cope with. The situation for male dogs is slightly different, so please feel free to discuss this with one of our staff

Worming

All dogs and cats get worms at some stage. They can cause digestive upsets, especially in puppies and kittens and are a potential human health risk. Effective and safe wormers are available over the counter at reception. It is advised we weigh your dog frequently to enable us to give the correct dose.

Fleas

Fleas are becoming more of a problem for dog and cat owners. The most effective flea control products on the market are available at reception. Please ask the nurse for expert advice on their use.

Insurance

We advise owners to arrange pet health insurance. It provides cover for unexpected emergencies, which can prove expensive. Please ask at reception for a quote with Petplan insurance and advice on which policy would suit your needs.

Pet Healthcare Plan

We offer a preventative pet health care plan. This plan helps you provide routine veterinary care for your pet by spreading the cost of routine flea and worm treatments and next year's booster, all with 10% discount. As a member of the health club you will also be entitled to additional discounts on first consultation fees, dentals, in-house blood and urine tests, micro chipping, Hills diet and unlimited free nail clips. This can only be set up at the time of second vaccination or booster.

Puppy and Kitten Packages

We offer puppy and kitten packages to help guide you through the first six months. The package is paid for at the time of first vaccination and includes the cost of vaccination, microchipping and neutering, as well as free health checks with the nurse, some flea and worm treatments and insurance with Petplan.

This package will include:-

- Pre-vaccination check up
- Primary vaccination course
- First wormer
- Second wormer with first flea treatment
- Free insurance cover note with Petplan
- Four month check with diet advice
- Pre-neutering check up
- Neutering at six months
- Microchip at time of neutering



Pre-anaesthetic Instructions

Specific instructions relating to your pet will be given prior to your surgery appointment. You will also be given information about pre-anaesthetic blood screening. Please read the leaflet and instructions thoroughly, as you will be asked upon admission whether you fully understand the procedure and if you would like the blood test to be carried out.

Post Op Care

- Water may be offered little and often when you get home, light food may be given in the evening. We advise white fish or chicken, avoid dairy products and milk. Don't worry if this is refused. Their normal diet may resume the next day.
- Your pet may have stitches in their wound. These stay in place for ten days and must not be licked or pulled, as this may cause infection in the wound and delay the healing process. If you find your pet does lick their wound, then a buster collar must be worn. These can be purchased from our surgery, the emergency clinic or Pets at Home. The nurse will check your pet five days post op.
- Exercise for the following ten days should be limited to lead exercise only; no running or jumping.
- An antibiotic injection and an antinflammatory (pain killer) injection will be given during surgery. There may be more medication to continue with at home, if you have problems giving this, please contact the surgery. Please make sure you follow the instructions and finish the whole course. Aspirin or paracetamol **must not** be given unless under strict instructions from the vet.
- If your animal has a dressing on, it must be kept dry at all times. If you find it becomes wet, smelly, has moved or slipped, then an appointment must be made without delay.
- **Advice is given to help avoid post op complications. However, occasionally these do occur and further charges may apply. If you are concerned at all about your pet's post op recovery, please do not hesitate to contact us.**





THESE ARE THE TERMS AND CONDITIONS UNDER WHICH WE OFFER VET SERVICES. PLEASE BE AWARE THAT BY REQUESTING VET SERVICES YOU ARE AGREEING TO ABIDE BY THESE TERMS AND CONDITIONS.

Fees

All fees, diets and drug charges are subject to VAT at the current rate and are payable at the time of purchase. Fee levels are determined by the time spent on a case and according to the drugs, materials, consumables and diets used. A detailed fee note is available for every consultation, surgical procedure or transaction with us. No drugs or food will be dispensed without payment.

Methods of Payment

Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of drugs/diets. You may settle the account using:-

Cash

Cheque with valid bankers card

Credit/Debit Card - Switch, Solo, MasterCard, Visa, Delta (No American Express)

Special Orders

Any product specially ordered, including food and medication, must be paid for at the time of ordering and must be collected within ten days.

Estimates of Treatment Costs

We will happily provide a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate - often a pet's illness will not follow a conventional course.



Settlement Terms

Should the account not be settled within fourteen days, then a reminder will be sent with an additional accounting fee in respect of the administrative costs incurred. Should it be necessary for additional reminders to be sent, further charges will be incurred. These, however, may be deducted if payment is made promptly.

After due notice to you the client, overdue accounts will be referred to our Debt Collecting Agency and further charges will be levied in respect of costs incurred in collecting the debt: such as production of reports, calls, home visits, etc. Any cheque returned by our Bank as unpaid, any Credit Card payment not honoured and any cash tendered that is found to be counterfeit will result in the account being restored to the original sum with further charges being added in respect of bank charges and administrative costs, together with interest on the principal sum.

If, for any reason, you are unable to settle your account as specified, we ask you to discuss the matter, as soon as possible, with a member of staff.

Pet Health Insurance

We at Premier Vets strongly support the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any member of staff. Please be aware that it is your responsibility to settle your account and then reclaim the fees from your insurance company.

Complaints and Standards

We hope that you never have recourse to complain about the standards of service received from Premier Vets. However, if you feel there is something you wish to complain about or discuss, please direct your comments in the first instance to Kirsty Hosford in writing.

Ownership of Records

Case records, including radiographs and similar documents, are the property of and will be retained by Premier Vets. Copies with a summary of the history will be passed, on request, to another veterinary surgeon taking over the case.

Ownership of Radiographs and Similar Records

The care given to your animal may involve making some specific investigations, for example taking radiographs or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting record, for example a radiograph, remains with the practice.

Prescriptions

Prescriptions are available from this Practice. You may obtain Prescription Only Medicines, category V (POM Vs) from your veterinary surgeon or ask for a prescription to obtain these medicines from another veterinary surgeon or a Pharmacy. There will be a charge for providing a written prescription.

Your veterinary surgeon may prescribe POM Vs only for animals under his or her care. A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary. You will be informed, on request, of the price of any medicine that may be prescribed for your animal.

The general policy of this Practice is to re-assess an animal requiring repeat prescription every three-six months, but this may vary with individual circumstances. The standard charge for a prescription examination is a prescription consultation fee.





Repeat Prescriptions

We require that you give us twenty four hours notice for a repeat drug prescription or food/diet order. Any product ordered must be collected within ten days. Special orders must be paid for at the time of ordering. Prescriptions will only be fulfilled if the patient has been seen in the last six months.

Out-of-Hours Service

Premier Vets Ltd use the services of Vets Now Ltd to provide emergency cover when our surgery is closed.

Vets Now is the UK's leading provider of dedicated emergency out of hours veterinary care.

When our surgery is closed, our phones will either divert directly to the emergency clinic or give you an answer phone message telling you how to contact them. Please listen to the message very carefully. Free telephone advice is available if immediate medical treatment is not needed.

Missed appointments

Please show some consideration for other clients. If you are unable to attend your appointment, please let us know at least one hour beforehand. Another client may need that appointment for their sick pet. Repeated failure to attend appointments may result in charges being made.

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by one of the practice partners. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in any way.



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