

# Welcome to Holmefield Veterinary Clinic Ltd

## Introduction

Holmefield Veterinary Clinic Ltd has been established since 1976. The main surgery building in Brayton, near Selby, was purpose built in 1979. Since then it has been altered and extended to cope with an increase in the amount of small animal work done. All these facilities enable us to give the best care possible to your pets.

We are a mixed practice with 6 vets who care for all species of domestic animals, Horses and some farm animals. We also have a Surgery in Sherburn-in-Elmet, which was established in the late 1970's. This branch was significantly altered in 2000 to enable us to perform some surgical procedures and update our facilities in general.

## Meet the Team

### Veterinary Surgeons

Louise Davison, Practice Principal, heads our team of 6 veterinary Surgeons. All our vets have studied at least 5 years to achieve their veterinary degrees and have promised to 'pursue the work of my profession with uprightness of conduct and that my constant endeavour will be to ensure the welfare of the animals committed to my care.

### Veterinary Nurses

Our experienced team of Veterinary nurses have all undertaken at least two years comprehensive training and passed the nursing exams set by the Royal College of Veterinary Surgeons. The rest of the team are either undertaking their training at the moment or are working on the Pre-veterinary nursing course.

The nurses are an integral part of the day-to-day care of the patients, by assisting with operations, monitoring anaesthetics and caring for the inpatients.

They also hold a number of nurse clinics to assist you in keeping your pets in optimal health. There are more details later in the brochure or feel free to speak to one of the team for more details.

### Support Staff

Our friendly team of receptionists will do their best to assist you with your requests or will pass you on to another member of our team as appropriate.

### Practice Manager

Our Practice manager is responsible for the smooth running and organisation of the practice. We aim to provide a high quality service and are interested in hearing of ways you think that our service could be improved. If you wish to make a helpful suggestion or complaint about the provision of service please contact her, your views are always appreciated.

For up to date details of all our staff please visit our website [www.holmefieldvets.com](http://www.holmefieldvets.com)

## Registration

If you would like to register with the practice, please request a registration form. You will be invited to bring your pets for a free health check with a trained experienced nurse so we can obtain some initial information about their health.

If you have a preference as to which vet or nurse you see for your consultations or surgery please make this clear when you request an appointment. We will endeavour to meet your request but this cannot always be possible due to shift patterns more difficult to arrange than consultations at the practice, therefore please give us as much warning as possible to enable us to accommodate you.

## **Consultations**

All consultations are by appointment. We aim to see you as promptly as possible, but we appreciate your patience if we need to deal with an emergency or complex case. When booking an appointment please let the receptionist know if you will be bringing in more than one pet and a brief description of the condition or care required to allow us to allocate appointments appropriately.

We are aware that many of you would like to see the same vet to keep continuity. If this is the case please request your preferred vet when making your appointment and we will do our best to accommodate this.

## **Opening Times**

Brayton (Brayton Lane)

Sunday: Emergency cover only

Monday: 8.30am - 6.30pm

Tuesday: 8.30am - 6.30pm

Wednesday: 8.30am - 5.30pm

Thursday: 8.30am - 6.30pm

Friday: 8.30am - 6.30pm

Saturday: 8.30am - 4.00pm

Sherburn-in-Elmet (17 Finkle Hill)

Sunday: Emergency cover only

Monday: 8.30am - 6.00pm

Tuesday: 8.30am - 6.00pm

Wednesday: 8.30am - 6.00pm

Thursday: 8.30am - 5.30pm

Friday: 8.30am - 6.00pm

Saturday: 9.00am - 11.00am

## **Out of Hours Emergencies**

We provide a 24-hour emergency service to our clients. The duty vet can be contacted by phoning the Brayton branch on 01757 705562.

Increased fees are charged to cover the extra costs incurred in providing this service.

Please note that our out of hour cover is shared between our vets and is in addition to their regular daily duties. Therefore please respect this service, if you are concerned about your pet please ring in reasonable time, and only call the vet back to the surgery for genuine emergencies.

## **Home Visits**

Home visits are available, however they may not always be appropriate for your pets condition. We can do a lot more for your pet if it comes into the surgery as we have more resources and equipment available to us. The receptionist will be able to help you decide what is best for you and your pet. Home visits are more difficult to arrange than consultations at the practice, therefore please give us as much warning as possible to enable us to accommodate you.

## **Hospitalisation**

We do not have facilities for staff to stay overnight. However the premises are staffed between 8.30am and 7pm Monday to Friday and 8.30am and 4pm Saturday. The duty veterinary surgeon will check your pet later that evening and more regularly if your pets' treatment requires this. We would always try to get your pet home for the weekend, but if it needs to stay then the Duty Vet will check your pet at least 3 times a day or more frequently if necessary.

## **Information On Inpatients**

The nurses arrive at 8.30am in a morning. Your pet is checked, cleaned and given any medication that they may need. A Veterinary Surgeon will assess your pet between 9am-10am and a treatment plan will then be drawn up for the next 24hours. A vet or nurse will ring you between 10 am and 12 noon, to update you on your pets' progress. It is therefore important that we have an appropriate contact number. We appreciate that you will be anxious, but it is best if you wait for us to call after we have properly assessed your pet as we will only be able to give limited information, before then. However if you have not heard from us by 12 noon, please contact us on the following number 01757 705562

## **Visiting Inpatients**

Visiting times are between 3pm and 6pm Monday to Friday by prior arrangement. Visiting at weekends must be arranged with the Duty Vet. However sometimes it can be more distressing for your pet to see you, and then for you to leave so please discuss what is best with the vet or nurse beforehand.

Unfortunately, if your pet has an infectious disease and is hospitalised in our isolation facilities you will not be able to visit your pet, as the spread of disease is too high a risk.

## **Dispensing**

Please give us at least 24 hours notice before coming to collect medication so we can ensure that it is ready for you. If you order medication on a Friday we may not be able to get this ready until Monday due to our deliveries.

You can request repeat prescriptions by telephone, fax or email. Where possible please try to phone between 12 noon and 3pm as we will be able to handle your call more easily.

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 and obtain these medicines from another veterinary surgeon or a pharmacy. 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 prescriptions every six months, but this may vary with individual circumstances. The charge for a re-examination is £11.03

## **Services**

### **Small Animal**

Dogs, Cats and Small Pets

### **Equine**

All routine and first opinion horse care undertaken

### **Large Animal**

All routine and first opinion care for Sheep and pigs. Even alpacas. Unfortunately we no longer provide a service for cattle.

### **Surgical Facilities**

Well-equipped surgical facilities catering for routine neutering to complicated orthopaedic surgery.

### **Dentistry**

Recently updated dental equipment enabling routine Scale and polishing to extractions.

### **X-ray Suite**

Mobile x-ray unit to enable us to take radiographs of small pets such as cats right up to large horses. Automatic processor for quick reliable developing.

### Endoscope

Allows us to visualise the inside of your pet without the need of surgery. Useful in digestive disorders.

### Ultrasound

Allows to visualise some of the organs in the body and also useful in pregnancy diagnosis.

### Electro Cardiography

Our ECG machine can be used to diagnose heart disease by detecting rate and rhythm disorders.

### Laboratory

Our onsite testing equipment means we are able to get fast accurate results for the majority of our tests. Other samples are sent to a local laboratory, which often provide results within 24hrs.

We offer pre-anaesthetic blood tests to all our cats and dogs. This test is to aid us minimise the risk of anaesthesia and help rule out problems that may not be evident through examination alone.

### Nurse Clinics

We aim to keep your pets happy and healthy. Our Experienced Veterinary Nurses are on hand to give advice on the best preventative healthcare. We also have specialist clinics - AFTER 8 CLUB, PUPPY PARTY, PET SLIMMER CLUB, YOUTH CLUB, PET SMILE CLUB.

### **Pet Insurance**

Unfortunately there is no NHS for pets and the best available care can be expensive. This is why we strongly recommend pet insurance and our staff are trained to help advise you on the correct policy and common pitfalls.

We charge a fee for the administrative cost to complete insurance claims forms. This fee is reduced for continuation claims, as these are usually less time consuming to complete. Direct claim payments through insurance companies are not accepted without prior arrangement with the Practice Manager

### **Final care**

As pet owners ourselves, we understand the sadness of losing a pet. We will endeavour to help you with the sad decisions you may have to make and accommodate any wishes you may have. If we need to put your pet to sleep you may feel a home visit would be appropriate, and we will accommodate this as best we can.

When the sad time comes that your pet dies or has to be put to sleep we can arrange for your pet to be cremated. We can arrange for your pets ashes to be returned to you in a display casket or in a container to be scattered. The ashes are returned to the practice within a week or you may prefer to take your pet directly and take the ashes home that same day. Plaques and certificates are also available please ask at reception for more details.

### **Estimate of treatment costs**

It is our policy to provide clients with an accurate fee estimate. However, the very nature of veterinary medicine and surgery make it impossible to predict costs exactly. We will endeavour to keep you informed of costs however this is only possible if we can contact you. In the event of an emergency, and we are unable to contact you, we will provide what treatment we feel is best for your animal and charge accordingly.

### **Payment of treatment and services**

In order that we may provide the best possible level of care for your pet, we invest a great deal in the latest drugs, the best equipment and a well trained team of staff. We do appreciate that fees can sometimes appear expensive and are constantly reviewing our prices to ensure we provide good value for money.

Visits will be written up on return to the practice and posted out the same day. Payment is required within 7 days.

Fees are payable at the end of each consultation, the collection of your pet or the collection of medication, diets etc.

### **Method of Payment**

We accept

- CASH
- CHEQUE - only accepted with a valid guarantee card, up to the amount guaranteed
- CREDIT/DEBIT CARDS - Visa, MasterCard, Maestro, Solo, Visa Electron,
- BANK/BUILDING SOCIETY DRAFTS

If you feel you are unable to comply with the above terms you must make it clear to our staff before any treatment is carried out.

We do not carry accounts without prior arrangement with management. Credit references and other terms and conditions apply. Accounts are given at the management's discretion and can be retracted at any time.

Further charges will be levied in respect of interest, court costs or collection fees incurred during collection fees incurred during collection of any unauthorised outstanding debts. In the event that any payment is not honoured the account will be restored to the original sum with further charges added for bank charges incurred and administrative costs.