

Prescriptions

For your convenience, the Coxheath Veterinary Surgery can provide the medication your Veterinary Surgeon recommends for your pet. However, please let us know if you would prefer a written prescription to get the medication dispensed from another veterinary surgery or a pharmacy.

Repeat Prescriptions

Most medications are dispensed after your pet has been examined by the Veterinary Surgeon during a consultation, and current legislation requires us to carry out regular re-examinations if ongoing medication is required. This is to check on the pet's health, to confirm the usefulness of the medication, the accuracy of the dose and the absence of any side effects. This is achieved through repeated physical examination and may include further blood, or other diagnostic tests. The interval between re-examinations can be no longer than six months and may, in some cases, be considerably shorter, at the discretion of your Veterinary Surgeon.

Please give us at least 24 hours notice when you request ongoing medication, as each request has to be checked and authorised by a Veterinary Surgeon before it can be dispensed. We will let you know as soon as possible if the Veterinary Surgeon confirms that a repeat examination, or other test, is needed.

Pet health insurance

Coxheath Veterinary Surgery strongly supports the principle of veterinary insurance to safeguard you against costs incurred following illness or accident. After settling your account with us, you can then submit a claim to your insurance company, and we are always happy to assist you with this. In certain cases we may be able to obtain settlement of your fees directly from your insurance company, once you have paid the excess on your policy. Please ask for further details from any member of staff.

Complaints

Whilst we hope that our level of service does not give you cause for complaint, if there is something you wish to bring to our attention please contact Patrick Tibbitts.

Compliments and Feedback

We are always pleased to receive compliments or feedback on the service we provide.



Our Services

Opening hours

Our opening hours are:

Monday to Friday 8.00am to 7.00pm and Saturday 8.00am to 12.00pm

The emergency service at PETS is available at all other times, including public and bank holidays. If you telephone our surgery outside our opening hours, the answer-phone message contains all the information you require to contact PETS. Alternatively their telephone number is provided in the Emergencies section below.

Consultations

Our Veterinary Surgeons are available, by appointment, to diagnose and treat illness, and to carry out a variety of health-care procedures. Appointments may be made by telephone, or at the reception desk, and due priority is given to urgent cases. When booking an appointment, please say if you would like to see a particular vet. Whilst we will do our best to see your pet on time, we may occasionally run late because of emergencies that require urgent attention. We thank you for your understanding when this happens.

Consultation appointments are available from **Monday to Friday** in three sessions: **Mornings 8.00 to 10.45, Afternoons 2.00 to 3.30 and Evenings 4.45 to 7.00**. Appointments especially requested during opening hours, but outside the normal consultation times, are treated as urgent and subject to an additional fee. Consultation appointments are also available on **Saturday morning from 8.00 to 12.00 noon**.

Emergencies

Our emergency service is provided by PETS, who only open outside normal surgery hours and on public and bank holidays. They operate from premises in the Newnham Court Shopping Centre, which is close to Junction 7 of the M20, near Maidstone. Their telephone number is **01622 734054**



Operations

Non-urgent surgical procedures, both sterile and non-sterile, are carried out each weekday morning. Animals are admitted between 8.30am and 9.00am and will usually be discharged home that afternoon, having either a post-operative appointment with the Veterinary Surgeon, or post-operative advice from a member of staff.

During the morning admission, we will require your consent, in writing, for the procedures that are to be undertaken. We will also check that we have your correct contact details, in case we need to speak to you for any reason. When your pet is being admitted, you will have ample opportunity to raise any queries you may have. It is important that you are aware of the likely costs involved, and we will always provide you with a printed estimate if you require one.

As a general rule, we request that cats and dogs undergoing an anaesthetic, sedation or a blood test, have no food from 7pm the night before, and that you take up their water from 7am that morning. Rabbits, guinea pigs and other small pets do not need to have their food or water withheld.



Our commitment to you

We will provide your animal with the highest standard of treatment and care. We will provide you with a first class service.



Fees

Our fees are determined by the time spent on a case and the cost of the drugs, materials, consumables and diets used.

A list of current fees for routine procedures is always displayed in the reception area and these prices include VAT at the current rate.

You will be asked if you wish to receive a detailed invoice for your consultation, procedure or transaction, every time you visit our surgery.

Estimates

We strongly recommend that you ask for an estimate before any work is carried out. We use sophisticated estimating software and encourage our clients to utilise this free service in order to get a clear idea of the potential costs of a procedure.

VAT will be shown in any estimate that you request.

Nurse Clinics

Clinics are arranged during the week and our nurses will be available to offer advice on preventative health care, including worm and flea control, dental care and dietary requirements. They can also help with training, behavioural problems and the treatment of obesity.

Home Visits

We recognise that, whilst the best facilities for the treatment of your pet are at the surgery, occasionally there are circumstances when home attendance is more appropriate. On these occasions, we are happy to arrange a visit for you when a Veterinary Surgeon is able to leave the surgery. We always try to accommodate requests for routine home visits during normal working hours, and if it is not possible to arrange a visit for the same day, we will visit you on the next available day.

