

Haven Veterinary Practice

Terms and Conditions

Main Surgery: 35 Holland Road, Clacton-on-Sea, Essex. CO15 6EH

Tel: 01255 422150

Branch Surgery: 138 Elm Tree Avenue, Walton-on-the-Naze, Essex, CO14 8TF

Tel: 01255 850456

Clacton opening hours: 8.30am – 6.30pm Monday- Friday and 8.30am- 12pm Saturdays. Closed Sundays and Bank Holidays

Branch surgery opening hours: 8.30am – 1pm, 2pm- 6.30pm Monday- Friday. Closed Saturday, Sunday and Bank Holidays.

ALL CONSULTATIONS ARE BY APPOINTMENT.

Please note: All surgical procedures and major medical treatment is performed at the main surgery in Clacton.

Out of hours treatment and advice:

When the surgery is closed the emergency clinic, Vets Now in Colchester is opened and staffed at nights and weekends by vets and nurses available to give advice and treatment.

Vets Now maps and information leaflets are available at reception or via our website. You can also find out further information here: <https://www.vets-now.com/find-an-emergency-vet/colchester/>

Vets now charge directly, details of initial costs are displayed in reception. Please ask Vets Now to give you estimates of costs.

Haven Veterinary Practice terms and conditions:

- All consultations will incur a fee
- VAT is charged at the prevailing rate on all fees, diets and drugs.
- Charges are determined according to the drugs, materials and consumables and diets used, together with the type of work undertaken and time required.
- Our fee list is available on request.
- Please ask at reception for any routine prices required.
- Estimates will be given for any procedure advised. If for any reason you do not receive an estimate please ask for one.
- As with all estimated costs the final cost may differ from the estimate, we will try and provide as accurate estimate as possible and will endeavour to keep you informed of further costs, should they arise.
- All treatments and services must be paid for at the time. We are unable to offer credit facilities.
- Payments may be made with a valid debit card, credit card or cash. We no longer accept cheques.
- Wildlife will be examined free of charge.

Medicines.

All prescription only medications must be prescribed by a Veterinary Surgeon for an animal under their care.

A written prescription to purchase medications elsewhere will incur a charge per item.

All patients on long term medication must be examined by a Veterinary surgeon at least every six months, this is essential to:

- Comply with medicines regulations
- Monitor the patients on treatment

There will be a fee for this consultation.

Please note, we require 48 hours notice for repeat prescriptions.

Pet insurance.

We strongly support the principle of insuring your pet against unexpected illness of accident.

Claim forms are completed by the surgery, there is a fee for this service.

We do accept direct claims, this is where the insurance company pays us directly, providing:

- This has been pre-arranged with administration staff (except in emergency circumstances)
- A claims form has been provided (completed by yourself and signed)
- The policy excess and direct claim administration has been paid.

Please note if a claim is declined by the insurance company, payment for the full costs must be covered by the pet owner.

In-patients

The Clacton surgery has provision for the care of in-patients, with separate dog and cat wards as well as isolation facilities. If your pet has to stay with us he or she will have a dedicated nurse(s) to care for them as well as the veterinary surgeon leading their treatment and care. There are no kennel facilities at the branch surgery.

The Clacton surgery has on-site radiography, ultrasound and blood testing facilities, theatre suite and provisions for surgical and medical cases.

For patients that need round the clock care we recommend transfer to Vets Now for overnight and weekend care and supervision. The Clacton surgery is not manned round the clock, and patients will be unsupervised, however, should it be a suitable case, arrangements can be made for overnight hospitalisation in stable patients.

Referrals and second opinions

In some circumstances your Veterinary Surgeon may recommend a referral appointment to a specialist consultant for your pet's condition. This may be to provide services we cannot, such as an MRI scan or because we feel your pet's condition or treatment needs further investigation by a specialist centre. In this case we will discuss the options with you, gather estimates of costs from the referral centres and ensure all

relevant clinical history and test results are forwarded to the appropriate centre. Your veterinary surgeon will be kept informed of your pet's progress via reports and communication with the referral vets.

You may have occasion to request a second opinion, in this case you may ask to see another (in some cases senior) veterinary surgeon within the practice or you may wish to consult a veterinary surgeon at a different practice. In both cases we will endeavour to assist you in any way we can and will provide a full clinical history, test results and radiographs to the Veterinary Surgeon you choose to consult. This will not affect your standing with the practice and you may still continue to use our services without discrimination.

If we see your pet as a second opinion, we will ask your Veterinary surgery for all clinical history relating to your pet, this is to prevent repeating of tests already carried out, if not required, and to ensure any medications prescribed are appropriate for your pet. Second opinion appointments incur a separate charge due to the time spent. You will be given a double appointment to ensure the Veterinary surgeon has enough time to assess the case history, examine the pet and discuss treatment with you thoroughly.

Use of data.

We may obtain, use, process and disclose personal data about you in order that we may discharge our duties as your veterinary surgeon under these standard terms of business, and for other related purposes including updating and enhancing client records, analysis for management purposes and statutory returns, crime prevention and legal and regulatory compliance. You have a right of access, under data protection legislation, to the personal data that we hold about you. We confirm that when processing data on your behalf we will comply with the provisions of the Data Protection Act 1998. For the purposes of the Data Protection Act 1998, the data controller in relation to personal data supplied about you is the practice manager.

Complaints and standards

We hope you never feel the need to complain about the standards of our service. However if you feel there is something you wish to raise, please do contact us to discuss, this can be done via phone, email or letter.

If you wish to direct your comments in the first instance to the practice manager, the email address is clare.frazer@havenvets.co.uk, our contact telephone and address can be found at the top of this document. Complaints will be dealt with as promptly as possible and within 30 days. All complaints will be handled in a confidential manner.

Should you not be satisfied with the outcome of your complaint, you can contact the Veterinary Client Medication Service (VCMS) via email enquiries@vetmedication.co.uk or telephone 0345 0405834.

Ownership of records

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