



THE
HAMPSHIRE
— VET —

Client Welcome Pack





Who are we?



The Hampshire Vet is an independent small animal veterinary practice located in the heart of Beggarwood, Basingstoke.

The Hampshire Vet was founded by Emily Scott and Jamie Cole in 2022. It was born out of desire to provide a higher level of in-patient care for the pets of Basingstoke and the wider community.

Both Jamie and Emily have lived locally for many years, and have extensive experience in local veterinary hospitals. They have strong medical and surgical interests which compliment each other to provide a well rounded treatment approach.

Why Choose Us

We will prioritize making a visit making a visit to The Hampshire Vet as stress free as possible for you and your pets- we are confident you will agree.

Our Personalised Service

We aim to provide a personalized service, forming long-lasting relationships with pets and owners. Clear communication, a warm and friendly atmosphere, and treatment plans formed with the most current evidence based medicine, are at the heart of our practice.



Highest Standards of Care

We pride ourselves on being able to offer the highest standards of first opinion veterinary care. We will always go the extra mile to ensure your pet receives the best veterinary care in their moment of need. To help keep pets healthier for longer and ensure affordable veterinary care we also offer The Hampshire Wellness Club, a preventative health care plan.

A Team You Can Trust

Emily and Jamie have personally and carefully selected our team of friendly and experienced Vets, Nurses, and Client Care Assistants. Each and every member of our team holds the same core values from which Emily and Jamie were originally inspired to start The Hampshire Vet. These are:

- exceptional in-patient care
- maintaining high standards of evidence-based veterinary medicine
- providing excellent client communication

Through a collaborative approach with our team we will continue to develop and continually build on our high standards whilst ensuring our core values are maintained. This ensures your pets are always treated as part of our family.

Emily, Jamie, and the rest of our team are looking forward to meeting you and your pets.

Overnight Care

We have our own veterinary team onsite overnight to hospitalize stable patients admitted during opening hours – a feature that is unique to The Hampshire Vet in Basingstoke. This is be Nurse led, with an off site vet available overnight if needed.

Currently we use Vets Now in Winchester Reading or Farnham for out of hours emergencies but from August 2024 we will be offering a 24 hour service.

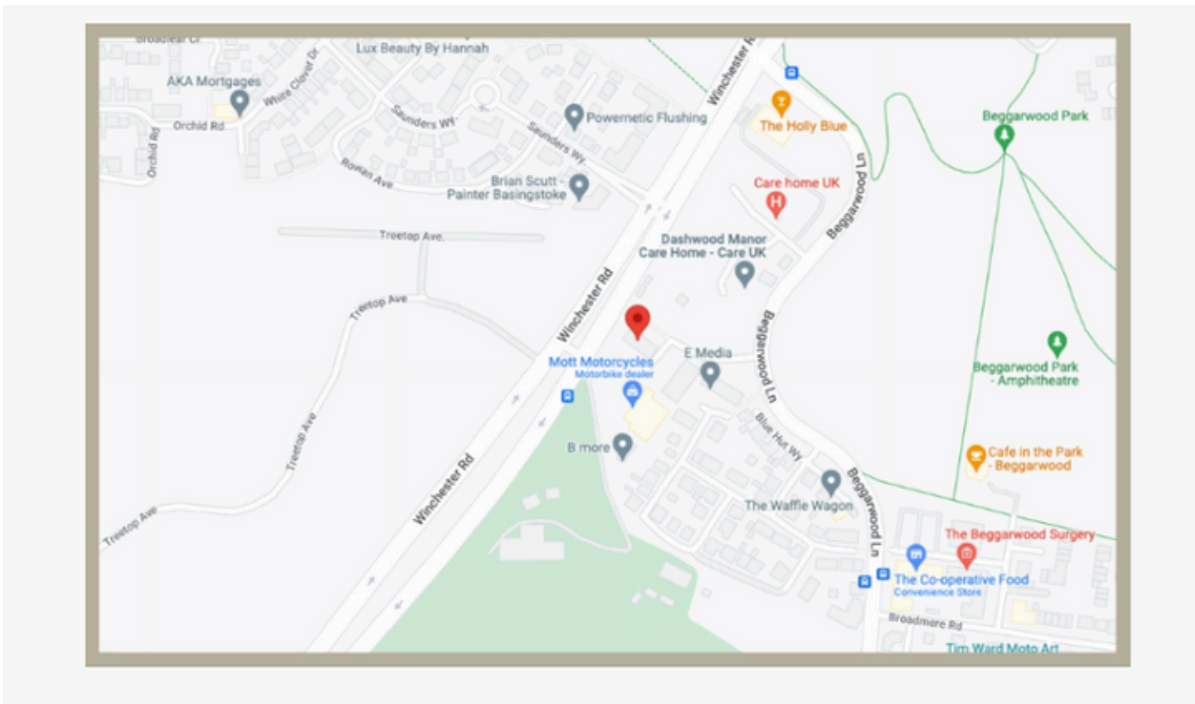


Where are we located?

Our address: Woodland Court, Shortwood Copse Lane, Basingstoke, RG23 7NL – see our red pin on the map below.

Our practice is close to the A30, The Hollyblue pub, and Beggarwood Park. We are a short drive from junction 7 of the M3, giving great access to pet owners in Cliddesden, Dummer, Hatch Warren, Old Basing, and the wider Basingstoke area.

We are fortunate to be located in such a beautiful part of rural Hampshire, just a stone's throw away from vast acres of green fields and countryside. We have ample parking for clients in front of our premises.



Opening Hours

Monday to Friday: 8am-6pm

Saturday: 8.30am-12pm

Sunday & Bank Holidays: Closed

Please note we will be available 24/7 from August 2024



Our Services

At the Hampshire Vet, we are extremely proud to be an independent practice offering first-class vet services in Basingstoke. We put the needs of our patients first and offer a personalised pet care service that is second to none.

We offer a wide range of preventative healthcare, non-surgical and surgical treatments, and excellent facilities to ensure your pet receives the highest level of care.

Separate dog and cat waiting rooms

When you arrive at The Hampshire Vet our friendly client care team will check you in and direct you into either the dog or cat waiting room. Some cats find vet visits especially stressful, so waiting in a calm room, being able to place your cat's basket off the floor and use one of our blankets to make them feel safe.

Consultations

Your pet will receive a clinical nose-to-tail examination each time you visit for a vet consultation. We will also ask you questions regarding their history, diet, habits, and environment so that we can formulate a tailored treatment plan for your pet.

At The Hampshire Vet, we routinely offer 15-minute appointments and can extend appointment times for more complicated cases or patients that require more time to acclimatise.

Nurse Consultations

To support you and your pets at every stage of their lives, The Hampshire Vet's nursing team run a variety of regular clinics. As well as providing nurse-led care, our team are always happy to offer advice on caring for your pet's needs at home.

Our experienced, fully qualified Registered Veterinary Nurses (RVNs) work alongside our vets to ensure the wellbeing of all our patients and can refer your pet to them should they need further treatment.



We are currently able to offer the nursing clinics listed below at our Basingstoke surgery:

- New Puppy and Kitten Advice
- Dental Checks
- Weight Checks
- Post-operative Checks and Stitch Removal
- Senior Pet Checks
- Tick Removal

Home Visits

The best place to treat your pet will always be at our fully equipped veterinary surgery in Basingstoke. Here, we have state-of-the-art diagnostic and treatment facilities, and access to an array of veterinary medicines and the rest of our team. We can however offer the option for a home visit if your pet requires one or for end of life care, and in emergency situations during our opening hours.

Pet Travel

Pet passports issued in Great Britain became invalid for travel to a European country or Northern Ireland in January 2021. Instead, you must use an Animal Health Certificate. If you have a passport issued by a European country or Northern Ireland, this is still valid for travel to and from the EU.

Animal Health Certificates are:

- Valid for a period of 10 days from the date of issue
- Valid for a single trip into the EU
- Valid for travel into further EU countries for a further 4 months
- Valid for re-entry into the UK for 4 months after the date of issue provided that the rabies vaccination is still in date



- Allowed up to 5 animals on one certificate

To travel to an EU country your pet must have a:

- Rabies vaccine at least 21 days prior to travel
- Functioning microchip
- Designated Travellers Point of Entry into the EU
- Valid Animal Health Certificate that has been written in the language of the country that the animal is entering in the EU, or a valid EU issued passport

These requirements also apply to assistance dogs. You may need to produce your pet's documents on arrival.

Please ensure you contact us at least one month before travel to ensure your animal's vaccination status is up to date and that we have the availability to issue the appropriate certificate for your destination.

Please call us to discuss travelling to countries outside of the EU.

Preventative Health Care

The Hampshire Vet is dedicated to ensuring the patients committed to our care live a long and healthy life and can provide all your pets' preventative healthcare needs independent of your pet's current life-stage.

These include:

- Annual Health Checks
- Flea & Worm Prevention Programme
- Vaccinations
- Neutering
- Microchip Implantation
- Dental Hygiene
- Puppy and Kitten Checks
- Blood Pressure/Glaucoma Screening



The Hampshire Wellness Club

Standard

Our Standard Wellness Club gives your pet a gold standard level of preventative care and gives you peace of mind that you're doing the absolute best for them.

HWC monthly plans include a range of benefits to help keep your pet healthier for longer. Paying for your pet's routine treatments spread throughout the year through monthly payments means you'll never miss a payment and you'll save money too.

The plan includes:

- One vet consultation
- 12 months flea and tick prevention (Home delivered)
- 12 months worming (Home delivered)
- Reminders for parasite treatment application
- Puppy & kitten vaccination
- Adult booster
- Kennel Cough vaccine
- 2 nail clip or anal gland
- 10% discount on inhouse lab fees
- 10% discount on dental scale and polish procedure
- Microchipping

Unlimited

With our latest development of The Hampshire Wellness Club, we wanted revolutionise how veterinary care is provided and remove the financial barrier to seeking veterinary care for your pet. The Unlimited subscription includes the benefits of the Standard subscription (see below) whilst also spreading the cost of consultations with our team of experienced veterinary professions. This allows you to seek the advice needed to keep your pet healthy, providing peace of mind without the financial concern.

Consultations included in the plan are as follows:

- All first consultations
- Follow-up consultations
- Prescription check consultations



- Pre and post-operative consultations
- Anal gland checks (as required with nurse only)
- Nail clip (as required with nurse only)

Fair usage policy applies, t&c's apply.

Monthly HWC Subscription Fees

Pet/Size	Standard Plan	Unlimited Plan
Cat	£16	£26
Dog <10kg	£18	£28
Dog 10.1-20kg	£18	£28
Dog 20.1-40kg	£23	£33
Dog 40.1-60kg	£26	£26

Dog >60kg Please enquire in practice so that we can provide a bespoke plan for you pet.

The price of the plan for puppies is based on the expected adult weight of your pet.



Surgery

The Hampshire Vet's highly skilled veterinary surgeons have many decades of experience between them performing a variety of routine and more complex surgical procedures.

Whatever the reason for surgical treatment, you can rest assured that your pet will receive the highest level of care.

Surgical treatments we offer include:

- Routine procedures like pet neutering and lump removal
- Dental treatments and tooth extractions
- Brachycephalic Obstructive Airway Syndrome Surgery
- Complex mass removals and skin flaps
- Emergency surgical intervention for acute injury or illness
- Removal of foreign bodies
- Emergency caesareans
- Internal investigations and biopsies
- GVD surgery – Gastric Dilatation Volvulus (Bloat)

We are delighted that we are able to offer in house orthopaedic and advanced soft tissue surgeries with a range of visiting specialists. These include:

- Laparoscopic Spay
- Fracture repair
- Cruciate rupture repair
- Luxating patella repair
- Arthroscopy
- Femoral Head Neck Excision
- Treatment choices for hip and elbow dysplasia
- Subcutaneous Ureteral Bypass
- Total ear canal ablation
- Lung Lobectomy
- Liver lobectomy



Neutering

If you are not planning to breed from your pet, neutering is one of the most responsible things you can have done for them. Ideally your pet will be neutered when they are very young, but we also neuter a lot of older pets too.

Benefits and types of pet neutering

What does a spay involve?

Female Dog-Spay

Spaying is the surgical removal of your dog's ovaries and uterus through a small midline abdominal incision.

Why should I spay my dog?

- Spaying reduces the chance of your dog developing mammary cancer. The maximum protective effect of spaying is achieved if your dog is spayed before their first season. This protective effect is reduced after the first season and each consecutive season. We do however recommend that large breed dogs are only spayed once fully grown.
- Spaying eliminates the chance of your pet developing ovarian cancer.
- Unspayed dogs can develop an infection of the wound known as pyometra, a life-threatening condition that often requires emergency surgery.
- Neutering reduces the risk of accidental pregnancy and its associated health risks and costs.

Male Dog- Castration

What does castration involve?

- This procedure involves removing your dog's testicles under general anaesthesia. Castration involves your dog staying with us for the day.
- Chemical castration is also available. This is done by placing a chemical implant under the skin. It lasts for 6 months.



Why should I castrate my dog?

- Castration eliminates the risk of your dog developing testicular cancer.
- It reduces the risk of prostatic diseases commonly seen in un-neutered dogs including benign prostatic hyperplasia.
- Un-neutered dogs can be prone to developing perineal hernias, a painful condition that can make it difficult to pass stools.

It is important to try and ensure your male dog is fully grown and confident prior to castration.

Cat Neutering

- Cats can start breeding from 4 months of age.
- Cats come into season very regularly, often every 1 to 2 weeks for a 2-week period during the summer months.
- Cats become pregnant very easily and can be impregnated by siblings.
- There are vast numbers of unwanted cats and kittens in the UK as cats can have multiple litters a year and come into season again six weeks after giving birth.

Female Cat- Spay

What does it involve and what are the benefits?

- Spaying is the surgical process of removing the ovaries and the uterus through a small incision in the cat's abdomen, this is normally done through their left flank.
- Cats can typically go home the same day.
- Spaying reduces the risk of unplanned pregnancies.
- It reduces the risk of mammary cancer by up to 90% and completely removes the risk of ovarian and uterine cancers.

What does this procedure involves?

- This is the surgical removal of both testes via a small incision in the scrotum.
- Cats can typically go home the same day.



Cat Castration

What does this procedure involves?

- This is the surgical removal of both testes via a small incision in the scrotum.

Cats can typically go home the same day.

Microchipping

What is a microchip?

A microchip is a small electronic device that is the size of a grain of rice and is inserted under the skin between your pet's shoulder blades. The chip has a unique serial number associated with it which is picked up when your pet is scanned. This number is linked to a pet owner database so that we can contact you if your pet is found.

Why microchip your pet?

It is a legal requirement for all dogs in the UK to be microchipped before they are 8 weeks old. If your dog is not microchipped, you can incur a fine of up to £500. It will soon become mandatory to microchip cats too.

Besides complying with the law, microchipping will greatly improve your chances of being reunited with your pet should they go missing. With pet thefts on the rise, this rapid procedure could make all the difference.

Microchips are also a requirement if you plan to travel abroad with your pet.



Referral

If your pet's case requires more specialist investigations or treatment, we work closely with a trusted network of specialists and referral centres and can refer your pet to them.

Pet health conditions we refer might include:

- Complicated diabetes
- Corrective surgeries
- Neurological conditions
- Orthopaedic surgeries

The Hampshire Vet can also refer your pet for supportive therapies such as physiotherapy and hydrotherapy. We also provide a once monthly rehab clinic with Burnside Rehab at The Hampshire Vet once monthly.

Pet Insurance

Unfortunately, pet accidents and illnesses are part of life. Having the ability to choose the treatment your pet needs rather than what you can afford at the time can make all the difference to their recovery.

At The Hampshire Vet, we believe pet insurance is an important part of responsible pet ownership, and a wise investment. It can give you peace of mind that you can choose the best treatment option.

Cost of specialised treatment

The cost of specialist investigations and treatments at a veterinary referral centre can run into several thousand pounds but could be vital for your pet's condition.



Direct claims

The Hampshire Vet can do direct claims with some pet insurance providers and at the directors discretion. Contact us if you need to make a claim and we can provide you with further information.

Types of pet insurance

In our profession we are unable to provide recommendations for individual insurance companies; we can offer advice on the different types of policies you can choose from.

Lifetime/Lifelong Cover:

- Typically, either offer a claim amount per condition per year or an annual amount for all conditions
- Typically provide ongoing cover for long-term health conditions such as arthritis, heart/kidney problems, and skin diseases
- When you renew the pot refills

Maximum Benefits Policy

- Claim a maximum amount per condition without a time limit
- Conditions are excluded once the maximum limits have been reached

12 month benefit policy

- Cover a condition for 12 months from the point when it started
- After 12 months the condition will be excluded – even if no treatment has been given
- Financial limits will apply

Accident only cover

- Includes cover for accidents only
- Excludes cover for any type of illness



Vaccination

Vaccinations are an important part of routine preventative healthcare for your dog or cat, or rabbit. Likewise, annual booster vaccinations are designed to give your pet optimal protection against infectious diseases. Vaccinations not only protect your pets, but the wider pet community too by helping to stop the spread of life-threatening of these diseases.

Our team at The Hampshire Vet will be happy to discuss the appropriate vaccine schedule for your pet. We also offer Titre testing if owners prefer.

Diseases covered by dog vaccinations:

- Canine Distemper Virus
- Canine Parvo Virus
- Canine Adenovirus
- Canine Leptospirosis
- Canine Parainfluenza
- Canine Bordetella Bronchiseptica – also known as Kennel Cough

Puppy vaccinations: Puppies can be vaccinated from 6-8 weeks old. The primary vaccination course includes protection against Distemper, Parvovirus, Adenovirus and 4 types of leptospirosis. A second vaccine is given 4 weeks later. Puppies are not allowed to socialise with unvaccinated dogs until a week after their second vaccination.

Annual boosters: Adult dogs are required to have an annual booster with the first given at 15 months old.

Kennel Cough: Although kennel cough itself is generally considered a mild illness, it is highly contagious and can make dogs feel unwell. In puppies and old/weak dogs, the symptoms can be more severe. In some cases, it can lead to pneumonia – we have seen several outbreaks in the area in recent years.



Kennel cough is typically spread by direct dog to dog contact, most commonly through coughing and nasal secretions. Sniffing and greeting another dog on the street or at the park could lead to infection. It can also be spread via contaminated inanimate objects, such as bowls and toys.

Whilst it is true that kennel cough spreads more quickly in places where there are lots of dogs interacting, such as boarding kennels, doggy day care, dog shows, and public parks, due to the contagious nature of this disease, it can be picked up anywhere.

Boarding kennels – Most kennels request your dog receives a kennel cough vaccination at least 2 weeks before their stay, if they haven't received their annual booster.

Cat & Kitten Vaccinations

Routine/core vaccines:

- Cat Flu (Feline Herpes Virus & Calicivirus)
- Feline Herpes Virus (Feline Rhinotracheitis)
- Feline Infectious Enteritis (caused by Panleukopenia)
- Feline Leukaemia Virus (optional)

Additional/optional vaccines:

- Chlamydomphila Felis*

* A vaccine for Chlamydomphila Felis may be recommended if there is a risk of exposure i.e. history of illness/multi-cat household. This disease is one of the causes of conjunctivitis in cats.

Kitten vaccinations: Kittens can be vaccinated from 9 weeks of age, with a second vaccination 3-4 weeks later. The primary vaccination course provides protection against Feline Panleukopenia/Infectious Enteritis, Feline Rhinotracheitis, and Feline Leukaemia.



Written Prescriptions

- Written prescriptions are available on request
- Clients can obtain Prescription Only Medicines Veterinary (POM-V) from your veterinary surgeon or ask for a prescription to obtain the products from an online pharmacy or other veterinary practice.
- The Hampshire Vet can only prescribe POM-Vs only for animals under their care.
- Please be aware 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 dispensed for your animal.
- The general policy of this practice is to re-assess an animal requiring repeat prescriptions every 6 months, but this may vary with individual circumstances. The standard charge for a re-examination is £18.50.
- Further information on the prices of medicines is available on request.

Out of Hours Providers

At The Hampshire Vet, our aim is to offer your pet the highest quality of care whenever they need it, which is why we have partnered with a dedicated Out of Hours Emergency Care provider.

Your pet will be treated by The Hampshire Vet's first-class team during our opening hours and Vets Now whenever we are closed. We share our emergency service provision with Vets Now so that our team can be fully rested and always able to offer exceptional day-to-day pet care.

The closest Vets Now clinics to The Hampshire Vet are Winchester, Reading and Farnham.

Vets Now Winchester
(located within Cedar Vets)
The Dean,
Aldersford,
Hants,
SO24 9BH

01962 410 038

Opening hours

Monday: 7:00pm – 8:00am
Tuesday: 7:00pm – 8:00am
Wednesday: 7:00pm – 8:00am
Thursday: 7:00pm – 8:00am
Friday: 7:00pm – 8:00am
Saturday: 12:00pm – 8:00am
Sunday: open 24h

Vets Now Farnham
(located within Cathcart & Winn)
Hale Road,
Farnham,
GU9 9RB

01252 444 639

Opening hours

Monday: 7:00pm – 8:00am
Tuesday: 7:00pm – 8:00am
Wednesday: 7:00pm – 8:00am
Thursday: 7:00pm – 8:00am
Friday: 7:00pm – 8:00am
Saturday: 12:00pm – 8:00am
Sunday: open 24h

Vets Now Reading
(located within Castle Vets)
Castle Veterinary Surgery,
1 Tilehurst Road,
Reading,
RG1 7TW

01189 960 872

Monday: 6:30pm – 8:30am
Tuesday: 6:30pm – 8:30am
Wednesday: 6:30pm – 8:30am
Thursday: 6:30pm – 8:30am
Friday: 6:30pm – 8:30am
Saturday: 12:00pm – 8:30am
Sunday: Open



Facilities

Consultation rooms

Our consulting rooms have been designed with you and your pet in mind, Our consulting rooms have been designed to look like kitchens, the part of the home where pets are most comfortable. We have opted to use calm colours and Canine Arthritis Management approved flooring to ensure our older patients don't slip.

We also have a cat only consulting room, ensure our feline patients are minimally stressed during their visits.

Patient Wards

At The Hampshire Vet we want to make our patients stays as comfortable and stress free as possible. separate dog and cat wards. We have comfortable, modern hospitalisation facilities available for your pet in separate patient wards for cats and dogs.

Our cat ward has several ISFM approved gold standard kennels and our dog ward equally has multiple spacious walk in kennels, ensuring patients that need overnight care are comfortable.

Diagnostic Imaging

Digital X-rays

Digital x-ray images enable our vets to examine skeletal issues and various organs including the heart, lungs, liver, kidneys, and small intestines for anything out of the ordinary. They can highlight foreign bodies lodged in the intestine or stomach, and the presence of disease, fluid, or a tumour.

X-rays are typically performed under light sedation, or under general anaesthetic when appropriate, as a patient needs to be still to achieve a good quality digital image. If a specialist opinion is required, in many cases we can refer the digital x-ray images by email rather than refer the pet, which can speed up diagnosis and treatment times.



Ultrasound scans

Ultrasound works by bouncing high-frequency sound waves off tissues and converting the echoes into black & white images. These images show remarkable detail in soft tissues such as internal structures of the eye and the heart, the contents of the abdomen or womb, and muscles. Results are instant, making these extremely useful when diagnosing suspected internal health conditions and disease, and during pet pregnancies.

Pet ultrasound scans are usually performed on conscious pets, however in some cases, light sedation may be necessary. Our veterinary surgeons also use this advanced equipment when taking needle biopsies of internal organs as they show a live, up-close view of the biopsy site.

We are also able to offer referral level in house heart scans with a European Diplomat

Cardiologist. This allows pets with heart conditions to be assessed in familiar surroundings without the need for referral.

Onsite Laboratory

The Hampshire Vet's on-site laboratory provides our veterinary team with same-day test results, allowing them to pinpoint a variety of health problems quickly without needing more invasive diagnostic methods. A swift diagnosis enables treatment to commence right away.

Our laboratory is well equipped to cater for blood and urine analysis with results available within minutes. We also have facilities for microscopy and faecal analysis.

We use an external laboratory for more specialized tests and histology



Operating theatre

The surgical facilities at The Hampshire Vet are of the highest standard, including a well-equipped operating theatre with a state-of-the-art anaesthetic monitoring machine. Our highly skilled anaesthetists use the safest anaesthetic protocols designed specifically for each species.

Your pet will be monitored closely by our fully qualified veterinary nurses throughout their procedure to ensure they are as comfortable as they can be whilst in surgery. We also have an extensive range of medication in our on-site pharmacy should any be needed.

Patient Wards

At The Hampshire Vet, we want to make every pet's stay with us as comfortable and stress-free as possible, which will help with their recovery. We have comfortable, modern hospitalisation facilities available for your pet in separate patient wards for cats and dogs.

Our dedicated cat and dog patient wards come with individual kennels and cater to pets of all shapes and sizes. Each kennel is kitted out with comfortable bedding, giving your pet a cosy place to rest and recover. Our cattery has ISFM gold standard kennels for patients that need to stay with us for longer periods of time and our dog ward has multiple walk in kennels.

At The Hampshire Vet, we believe transparency is key when it comes to our pricing structure.

Below you will find the prices for routine consultations, vaccinations and neutering. If your pet requires a different type of treatment, our experienced team will endeavour to create an estimate for you ahead of time.

Consultations

- First consultation: £45
- Second & further consultations: £36.50
- Nurse consultations: £25
- Nurse anal gland expression: £22
- Nurse nail clip: £22
- Written Prescription: £18.50



Vaccinations

- Puppy vaccination Course £95
- Canine Adult Booster: £47.50
- Kennel Cough Vaccine: £39
- Kitten vaccination course £98
- Feline Adult Booster: £49
- Rabbit Combined VHD/Myxomatosis £57

Neutering

- Cat Spay £110
- Bitch Spay <10kg: £270
- Bitch Spay 10-25kg: £295
- Bitch Spay 25-40kg: £360
- Bitch spay 40-60kg: £450
- Cat Castration: £85
- Dog Castration <10kg: £205
- Dog Castration 10-25kg: £225
- Dog Castration 25-40kg: £245
- Dog castration 40-60kg: £275



PRACTICE TERMS AND CONDITIONS

Fees and Payments

- The fees charged by The Hampshire Vet are reflective of the time and expertise invested in caring for your pet, and the investment made in our equipment, facilities, medicines and expert team. All of these elements allow us to provide your pet with the best possible care available.
- Payment for treatment is expected at the end of each consultation, on the discharge of hospitalised patients and the collection of any medication or food.
- Clients will receive an itemised invoice for every consultation, surgical procedure or transaction. These will generally be emailed to you but hard copies can be requested.
- Fees, diets and drug charges are all subject to VAT at the current rate.
- If for any reason you are unable to settle your account we ask that you contact us straight away.
- If your account has not been settled at the end of a consultation, we will send you an invoice and payment link. Payment is expected within 3 days.
- Any accounts that have not been settled after 7 days may incur an additional administration cost, as will referral to our debt collection agency.

Estimates

- We aim to be as transparent as possible regarding our costs. Estimates are either provided verbally or in a written format. We endeavor to provide written estimates for all surgical procedures and in patient care.
- Estimates provided are an approximation and unfortunately unwell patients can often not follow a conventional course, and there is an element of unpredictability.



- Our policy is to provide treatment estimates for any surgeries or inpatient stays. Please be aware that not all animals' treatment follows a linear path and there can be variations in costs. We will contact you as soon as possible to inform you of any additional costs for your pet's treatment.
- We will endeavour to contact you as soon as possible if our costs are significantly higher than the estimate provided. If we are unable to contact you, we will use our clinical judgement to provide any treatment that will prevent pain or suffering.

Home Visits

- The Hampshire Vet started as a mobile veterinary service, and it is a service we hope to continue to provide. Home visits incur an additional fee due to time and travel that is involved.
- There may be occasions when we ask you to bring your pet to our premises instead, as we feel that we will be able to better treat your pet's needs with the equipment in practice.

Animal Insurance

- We strongly encourage all owners to invest in pet insurance for both accident and injury.
- Direct claims are possible on a case-by-case basis, at the discretion of the directors. Please note we are unable to work directly with some insurance companies.
- Where we deal with your insurance company directly, we ask that you settle your account within 30 days if your insurance company has not made payment by this point.
- Any shortfall owed after your claim has been settled will need to be paid immediately.
- All insurance claims incur an administration fee of £5.00.



Personal Information

- It is important for us to keep accurate records of client and patient details. We may contact you intermittently to confirm the details we hold for you. If your personal details or the ownership of your pet changes we ask that you contact us with the information as soon as possible.
- We may contact you by letter, phone or email regarding preventative health care or an outstanding account. If you do not wish to be contact please let our client care team know.
- Your personal information and privacy are important to us. We endeavour not to share your personal information without your prior consent.

Phone Calls

- All phone calls, both incoming and outgoing are recorded for monitoring and training purposes.

Prescriptions

- We dispense any medication prescribed during a consultation directly from our premises in line with Royal Veterinary College of Surgeons and Veterinary Medicines Directorate Guidelines.
- All Prescription Only Medication (POM-V) is dispensed under the authority of a veterinary surgeon.
- In line with the British Veterinary Association's guidelines, we are unable to accept the return of any drugs that have been dispensed and taken away by clients from the premises.
- We are happy to dispose of any unused or out-of-date medication at the owner's request.
- Written prescriptions are available on request.



Off-license medication

- On occasion it may be appropriate for our vets to prescribe medication for your pet which has not been licensed for veterinary use.
- Off license medication is only used when there is no other suitable alternative.
- These medications may include drugs that are human medications but not available in veterinary form or allowed for use in a different species of animal.
- We will ask you to sign a consent form when off-license medication is used.

Vaccination Reminders

- We endeavour to make preventative care of our pet as simple as possible. Part of this service includes sending an annual vaccination reminder for your animals, unless you have opted out of this service.
- Our annual reminder is a courtesy and does not mean that The Hampshire Vet has any obligation if the reminder fails. It is ultimately the responsibility of the client to ensure that their pet receives their annual vaccination and other preventative treatments.

Missed Appointments

- We understand that appointments can be forgotten, and sometimes life gets in the way. As a small independent business it does impact on us when appointments are booked and missed. It means we are unable to offer to other clients and patients that may need them.
- We will always send a confirmation email when appointments are booked and also a reminder.
- The Hampshire Vet allows for two missed appointments but if a third is missed a consultation fee will be applied.



Out of Hours & Overnight Care

- The Hampshire Vet will provide Out of Hours care either ourselves or via a third party out of hours provider such as Vets Now.
- Where we are able to offer an out of hours or emergency service higher fees will apply.
- It will be discussed with you if your animal requires an overnight stay. The Hampshire Vet provides overnight inpatient care for stable patients that do not require intensive monitoring.
- If your pet is deemed to be unstable, we may suggest that they are transferred to a local emergency and critical care provider than can provide more intensive management and care.
- The overnight care provided by The Hampshire Vet is nurse lead with a Veterinary Surgeon on call.

Consent

- We require signed consent for all patients being admitted into the hospital for a procedure or inpatient treatment.
- Consent will be sought by either an online e-signature or a signed consent form.

Brucellosis Testing

- Brucellosis is an endemic bacterial infection in Eastern Europe, Africa and Asia. It can be spread to humans from dogs through direct contact and can cause serious illness.
- Our policy is that all dogs imported into the UK from countries where Brucellosis is endemic must have a serology blood test to show they are free from disease prior to being treated.
- We have adopted this policy to protect not only our staff but your families.



THE
HAMPSHIRE
— VET —

Feedback, Standard & Complaints

We hope that you never have reason to be disappointed with the service provided by The Hampshire Vet. If you have any concerns or complaints, we ask that you contact our team straight away so that we can discuss your concerns and resolve any issues.

Contact Details

Should you require any further information please contact using the following information:

Phone number: 01256 639 707

Email: info@thehampshirevet.co.uk

Information within this document is correct at time of publish July 2024.