

# *West Lakeland Veterinary Group*

## **Terms of Business**

- Routine consultations by appointment only at both our Egremont and Whitehaven Branches
- Clients are welcome to attend whichever surgery is more convenient regardless of home address. All client and patient records are linked and available at both sites.
- Details of the Veterinary surgeons and services offered by the practice including appointments and opening times can be found on our website [www.westlakelandvets.co.uk](http://www.westlakelandvets.co.uk)

### *Confidentiality*

- We will not disclose any information regarding animals or treatments provided by West Lakeland Veterinary group to a third party without consent unless disclosure can be justified by animal welfare concerns, is in the wider public interest or is required by law
- See the following link for full details
- [www.rcvs.org.uk/advice-and-guidance/code-of-professional-conduct-for-veterinary-surgeons/](http://www.rcvs.org.uk/advice-and-guidance/code-of-professional-conduct-for-veterinary-surgeons/)
- West Lakeland veterinary group retain ownership of all clinical records however will provide a copies with consent at any time where appropriate

### *Payments*

- We will always endeavor to provide the best service possible upholding animal welfare as a key principle. Due to the nature of our work exact quotes for clinical work can be difficult as unexpected complications can sometimes arise. We will always give an estimate of costs prior to any procedure where appropriate.
- Payment for consultations and medications are taken at the time of consultation or discharge of the patient.
- Emergency treatment out of hours will incur higher charges.

- Insurance claims can be processed on your behalf in order to reclaim veterinary fees however invoices are required to be settled in line with the above terms
- Failure of payment may result in surcharges being added and instigation of debt collection proceedings if necessary. This may result in withdrawal of all services provided by West Lakeland Veterinary group

### *PDSA pet aid*

- The PDSA is a charity which provides some veterinary funding for people on low income and are in receipt of certain benefits. We provide this service on behalf of the PDSA for clients in selected post codes
- Prior registration is required
- Contributions towards the animals treatment are required after every consultation
- Contact the surgery for further details

### *Emergencies*

- Call the surgery directly if you have a veterinary emergency
- Out of hours, either phone number will direct you to a member of staff
- Emergency treatment will always be provided unless previous notice has been given in writing about withdrawal of this service
- We provide a 24 hours a day emergency service for our clients
- We are unable to see clients of other Veterinary surgeries without prior consent
- The minimum charge incurred for an emergency consultation will be in excess of £50

### *Prescriptions*

- We are unable to dispense prescription medications without examination of the animal by a veterinary surgeon
- Repeat prescription medications must be by authorised by a veterinary surgeon and as such we required 24 hours' notice Monday - Friday to fulfil these requests

- General rules stipulate that for long term medication a patient is required to be examined by a Veterinary surgeon at least every 6 months. More frequent monitoring may be required and this decision lies with the veterinary surgeon

### *Referral /Second opinions*

- It is your right to seek a second opinions should you desire to  
Medical history will be provided without prejudice to any veterinary practice with your consent.
- Should the treatment required for your animal fall out with the remit or expertise of our veterinary surgeons we will offer referral to specialised practice.

### *Complaints*

- The vast majority of complaints arise from miscommunication or lack of understanding
- If you are not happy with any aspect of our service we encourage you to talk openly and honestly to the vet.
- Should you not wish to approach a particular member of staff please ask to speak to a partner
- You can write, email the practice or leave your feedback via our website portal

[info@westlakelandvets.co.uk](mailto:info@westlakelandvets.co.uk)

[www.westlakelandvets.co.uk](http://www.westlakelandvets.co.uk)

C.Harrison BVM&SMRCVS

M.Geddes MRCVS BVMS