



Serving pets and farm species in Devon and Cornwall for over 65 years



# Welcome to Calweton Veterinary Group

Firstly, thank you for choosing us!

This Welcome Pack is designed to provide you with information on our services.

Calweton Veterinary Group is a long-established practice, and we are proud to have served the local community for over 65 years.

This lengthy history has moulded the practice in offering a standard of service that our team of experienced vets, nurses, and receptionists all pride ourselves on. We treat your pets as if they were our own and have heavily invested in our practices to ensure we can provide veterinary care at a reasonable and competitive cost.

As well as providing the highest standard of veterinary care for your pets - our patients, we strive to develop an exceptional, professional relationship with you - their owners. We endeavour to achieve this by allowing us time to meet you (and fuss over your pet!) properly; by offering continuity of seeing the same vet wherever possible; by encouraging client feedback and communication and providing excellent, empathetic customer care.

Should you have any further questions, please just give us a call, or drop us an email and a member of our friendly team will be happy to help.

Best wishes,

*Calweton Veterinary Group Team*



# Our High Standard of Care

Here at Calweton we aspire to work to the highest standard of veterinary care.

This is achieved by investing in both our team, with high quality training and CPD, as well as in our practices, providing the latest technology, equipment, and facilities. All our sites are regularly inspected by the Royal College of Veterinary Surgeons (RCVS) to ensure that we meet, or exceed, all of the practice standards laid down by our governing body.

In line with these standards, we actively promote professional development of all our staff to ensure we continue to offer the most up-to-date clinical advice and treatment options for your pet. As a result of this, we are proud to boast certificate-holder vets within our team, specialising in medicine, diagnostic imaging and surgery. Another important part of our team culture is holding regular staff meetings, providing an opportunity to share and discuss client feedback and audit our clinical outcomes and successes. Our facilities are modern and comprehensive, with advanced equipment including:

- Surgical theatre
- Digital x-ray
- Colour Doppler ultrasound
- Endoscopy
- Blood pressure monitoring
- In-house laboratory
- Dental suite including dental x-ray
- Pengelly Canine Hydrotherapy
- Visiting Orthopaedic Surgeon Specialist - Katie Lenton (South West Surgical Referrals)
- Visiting Veterinary Physiotherapist - Annie Scorer

This excellent combination of training and investment allows us to offer our patients the in-house care they require. Meaning that, in most cases, your pet can be treated efficiently without having to travel to a specialist centre. However, in those rare instances where your pet may require care beyond the facilities of Calweton, we will promptly arrange, on your behalf, a referral to a veterinary centre offering the specific expertise that your pet needs.

Both our branch surgeries in Looe and Saltash offer routine procedures and operations such as neutering, dentals, lump removals and wound care, with more specialist treatments such as fracture repairs, abdominal surgery, blood transfusions and overnight hospitalisation carried out at our Callington practice.



## Consultations

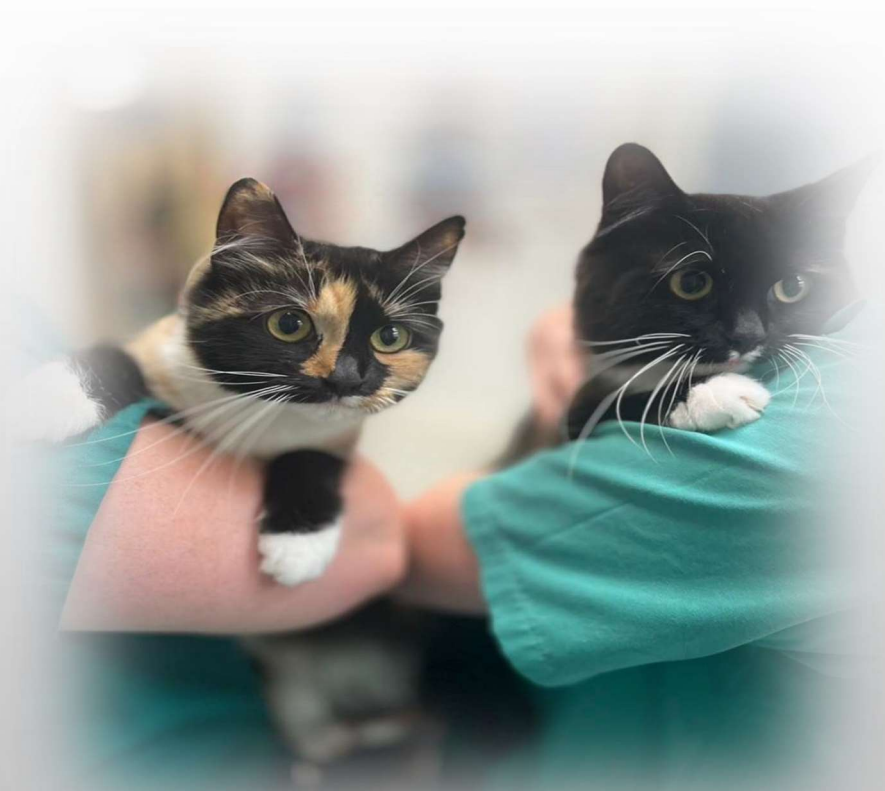
All our consultations are by appointment only and our team of receptionists will always try their utmost to arrange an appointment that best suits the condition of your pet and your personal requirements.

We do recognise the importance of continuity so, when booking an appointment, if you wish to see a particular vet, we recommend that you inform the receptionist which vet it is that you would like to see, and we will do our best to accommodate your request.

Routine appointments generally last between 15-20 minutes, however, should your pet require longer than the allocated appointment time, we will without fail, spend the time needed on your pet at no extra charge. We appreciate that this may, on occasion, result in longer waiting times but do hope you can understand that this is solely in our patients' best interests.

To ensure we can run an effective appointment system, we ask that you to inform us as soon as possible if an appointment is no longer required or if you need to rearrange to another time or day.

There may be times where we recommend a referral consultation, including for the provision of out-of-hours services, to a specialist and/or outside consultants for further investigations or a procedure. If you decide to proceed with the referral, this means that you consent to us passing your details on to the referral centre/consultant. We will arrange for the medical records and any test results, radiographs or similar to be sent to that referral centre/consultant in advance of the appointment.



## Nurse Consultations

Our Royal College registered nurses are available throughout the day for appointments at all our branches. They are an excellent first port-of-call for advice regarding the general health and wellbeing of your pet. They are knowledgeable in a variety of areas and are fully trained to offer advice on all aspects of health care including worming, flea treatments, dietary requirements, weight-loss clinics, dental disease and behaviour & confidence clinics.

Working alongside our vets, the nursing team are also capable of carrying out a number of general procedures, including microchip implants, nail clips, second vaccinations and wound dressings.

Nurse clinics are an essential part of our Pet Health Club, which provides affordable preventative health care for your pet. All nurse consultations under this scheme are free of charge and during these clinics, our nurses will discuss the important aspects of care required for your pet, depending on the life-stage they have reached, and will be able to help you make the important decisions regarding your pet's ongoing veterinary requirements.



## Operations

Alongside our Callington branch our Looe and Saltash branches also perform routine operations and procedures, including neutering and dentals, with more complex or specialised procedures being carried out at our main hospital site in Callington.

Before you entrust your pet into our care you will be fully informed of the booked procedure and any potential complications involved. Pre- and post-operative advice will also be given. Your pet will usually be admitted between 8am & 9:30am (depending on the branch) by a practice nurse. During the admit we will require your consent in writing for the surgery. Please do not hesitate to ask for clarification on any points about your pet's treatment with the nurse. All patients receive a full clinical examination; a specific pain management plan and are monitored by trained nurses and sophisticated electronic monitoring equipment. We also recommend carrying out pre-operative blood testing to highlight potential risks associated with both anaesthesia and surgery. You will be contacted by a nurse or vet after your pet has recovered to inform you of how the procedure went and to arrange a suitable time for your pet to be discharged from the practice.

## 24hr Emergency Care & Hospitalisation

Calweton Veterinary Group is committed to offering an in-house 24-hour emergency service. Whenever you require urgent, out-of-hours veterinary advice or emergency assistance please phone your usual Calweton branch telephone number. When your local branch is closed your call will be either answered by the team at Callington or, depending on the time of day, the on-call duty registered nurse or vet.

Our Callington branch is our main site for hospitalising patients being fully equipped with both modern cat & dog wards and an isolation block. We understand how difficult it is to leave your pet with us and encourage our clients, in most circumstances, to visit their pet during their stay. However, we do ask for all visits to be arranged with the ward nurses at a mutually convenient time. All hospitalised patients are regularly checked by our onsite night-nurse outside of normal working hours according to their clinical needs, which are assessed on a case-by-case and daily basis.



# Branch Locations

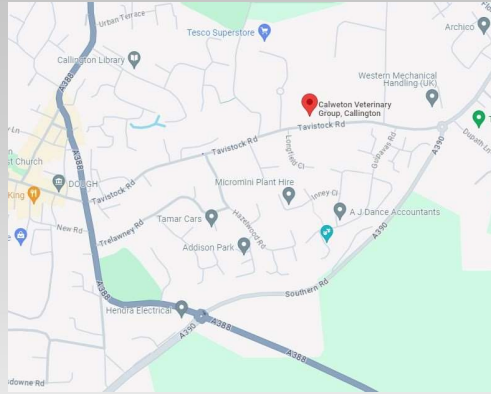
## Callington Practice

79 Tavistock Road

PL17 7RD

T. 01579 383231

E. [reception@calwetonvets.co.uk](mailto:reception@calwetonvets.co.uk)



Opening Hours: Reception - 8:00am-8:00pm Monday-Friday and 9:00am-1:00pm Saturday

We also offer 24hr Out of Hours emergency service to continue to care for your pets when needed.

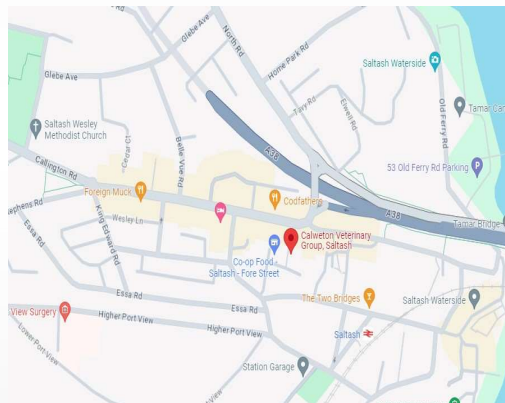
## Saltash Practice

12 Keast Mews

PL12 6AR

T. 01752 846805

E. [saltash@calwetonvets.co.uk](mailto:saltash@calwetonvets.co.uk)



Opening Hours: 8:30am-5:30pm Monday-Friday

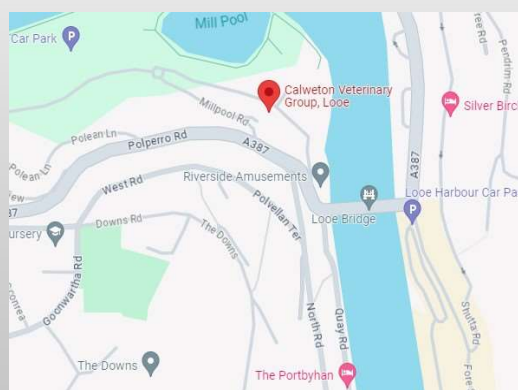
## Looe Practice

The Millpool

PL13 2AF

T. 01503 263773

E. [looe@calwetonvets.co.uk](mailto:looe@calwetonvets.co.uk)



Opening Hours: 9:00am-5:30pm Monday-Friday

## Prescriptions

We kindly ask that you give at least 48 hours' notice for repeat prescriptions of medicines and food. In accordance with RCVS recommendations, all pets receiving prescription medicines need to be regularly re-examined by a veterinary surgeon. Calweton's general policy is to re-assess a pet requiring a repeat prescription every 6 months, but this can vary depending on individual circumstances. This reassessment allows us to check the effect of the prescribed medication; the suitability of dosing; and the absence or presence of any side effects.

## Pet Travel & Animal Health Certificates

Calweton has 3 Official Vets specifically trained and qualified to assist you in taking your pet abroad. If you are considering taking your pet overseas, we can arrange one of our vets to give you a call to discuss your requirements based on your travel destination. Alternatively, please give your nearest branch a call and a member of the reception team will be able to send you further information via email/post.

## Fees & Payment Methods

We aim to have a competitive fee structure that reflects the standards we provide and the services we offer. In order to keep our costs under control, all fees are payable at the time of consultation or at the time of collection following your pet's surgery. For larger procedures you may be required to pay a 10% deposit prior to treatment being carried out. To facilitate payment, Calweton is happy to accept cash and most credit/debit cards - we do not accept cheques or AMEX as a form of payment. An estimate of fees will always be given upon request and should you have any concerns about costs, please discuss this with a member of staff as soon as possible.

## Insurance

Calweton recommends that you insure your pet against potential costs incurred through an unfortunate accident or illness. We can provide you with general assistance in choosing a policy, but we are not in any way affiliated to a particular company. We also have a dedicated in-house Insurance Advisor to assist you with completing your forms and to process your claim.

All claims processed will be subject to an administration fee—these are £5.60 for an indirect claim and £22.20 for a direct claim. This will be invoiced each time a claim is processed, including for each continuation claim for ongoing conditions. This will not affect your excess payments or your insurance policy.

Please note we aim to process most insurance claims within 3 weeks. However, in busy periods this may take as long as 4 weeks. It takes many hours of administration time to process insurance claims and to continue offering this service for our clients we appreciated your understanding and patience in these matters.





# Hydrotherapy

Pengelly Canine Hydrotherapy is located at our main premises in Callington. The well-established facility works alongside local veterinary surgeons and with most insurance companies and has a proven track record. Its services are provided by Hannah, a Royal College registered veterinary nurse and a registered member of the CHA (Canine Hydrotherapy Association). She will be pleased to discuss any requirements with you.

Hydrotherapy provides excellent non-weight-bearing, full range-of-motion exercise and has long-been recognised as an important complementary treatment.

Hydrotherapy is beneficial for:

- Rehabilitation following orthopaedic surgery
- Reducing stiffness due to arthritis
- Strengthening muscles in order to reduce discomfort due to hip dysplasia
- Weight loss

Swimming in a controlled environment can substantially improve muscle tone and definition, therefore our services have also been found to be useful in achieving "Show Condition" for some clients' dogs. We have the benefit of being on-site at Calweton's Callington branch and so, are able to call on a qualified veterinary surgeon should the need arise. This gives us confidence that our invaluable service is also appropriate for the treatment of patients with complicated conditions such as epilepsy, heart murmurs and other medical conditions.

We also offer shower facilities on non-slip flooring for dogs wary of getting into the bath.

To find out more, or to book an appointment, please call Hannah on 07815 790788 or 01579 383231.

We also have a Facebook page.

Further details regarding the benefits and uses of hydrotherapy can be found at <http://www.canine-hydrotherapy.org/>



# Price List

<b><u>APPOINTMENTS</u></b>		<b><u>HOME VISITS / OUT OF HOURS SURGERY APPTS</u></b>	
1st Consult with vet	£49.43	Home Visit daytime during normal opening hours 8am -7pm	£178.50
Follow Up Appointment with Vet	£43.76		
Appointment for Small Pet	£25.70	OOHs Home Visit Overnight 10pm-8am	£371.33
Follow Up Appointment (Small Pet)	£18.85		
Appt For Rabbit	£37.07	OOHs Home Visit Evenings/weekends Before 10pm	£371.33
Appointment for Prescription Review	£43.76	OOHs Appointment Evenings/weekends Before 10pm	£182.51
Appointment to Express Anal Glands	£28.15	OOHs Appointment Overnight 10pm-8am	£223.69
Animal Health Certificate AHC (£50 deposit)	£195.53		
AHC – additional pets on same certificate – per pet	£61.10		
Insurance administration fee / direct claim fee	£5.60 / £22.20		
Written Prescriptions - from	£22.00		
<b><u>TREATMENTS</u></b>			
Puppy 1 <sup>st</sup> Vaccination	£43.15	Kitten 1 <sup>st</sup> Vaccination	£43.15
Puppy 2 <sup>nd</sup> Vaccination	£43.15	Kitten 2 <sup>nd</sup> Vaccination	£43.15
Dog Booster	£60.18	Cat Booster	£60.18
Dog Re-start 1 <sup>st</sup> Vaccination	£60.18	Cat Re-start 1 <sup>st</sup> Vaccination	£60.18
Dog Re-start 2 <sup>nd</sup> Vaccination	£26.11	Cat Re-start 2 <sup>nd</sup> Vaccination	£26.11
Lepto 4 vaccination	£36.84	FelV	£24.22
Kennel Cough	£46.55	Claw Clip – Cats and Dogs	£21.64
Microchip (Cats & Dogs)	£20.00	Rabbit Myxo Plus	£63.59
<b><u>PROCEDURES</u></b>		<b><u>EUTHANASIA APPOINTMENTS</u></b>	
Dog Castrate <25kg	£234.32	Appointment for Euthanasia	£75.52
Dog Castrate >25kg	£248.05	Out-Of-Hours Appointment for Euthanasia- Evenings/weekends before 10pm	£245.86
Bitch spay <25kg	£317.38	Out-Of-Hours Appointment for Euthanasia - Overnight 10pm-8am	£245.86
Bitch spay >25kg	£339.02	Home Visit for Euthanasia - daytime during normal opening hours	£188.11
Cat Castrate	£97.20	Out-Of-Hours Home Visit for Euthanasia Evening after 7pm / Weekends	£445.03
Cat Spay	£131.54		
<b><u>CREMATION SERVICES - ROUTINE</u></b>		<b><u>CREMATION SERVICES - INDIVIDUAL</u></b>	
Routine cremation small pet < 2kg	£10.00	Services of Crematorium for Individual Small Pet under 3kg	£98.86
Routine Services of Crematorium up to 10kg	£34.60	Services of Crematorium for Individual Cat	£164.77
Routine Services of Crematorium - 11kg - 40kg	£51.07	Services of Crematorium for Individual Dog Under 15kg	£190.14
Routine Services of Crematorium - 41kg - 60kg	£67.56	Services of Crematorium for Individual Dog between 15kg - 40kg	£250.12
Routine Services of Crematorium - 61kg - 90kg	£84.04	Services of Crematorium for Individual Dog over 40kg	£344.36

# Pet Health Plan

Paws up who'd like to save money on your pet's health care?

Our Pet Health Plan is the simple and convenient way to look after your pet's health whilst saving money

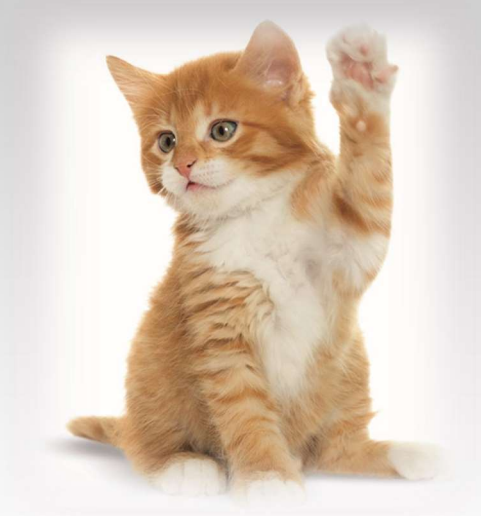
A healthy, happy pet needs lots of care and attention.

By spreading the cost of essential treatments for your dog or cat over 12 months, our Pet Health Plan makes pet care more affordable.

Your pet gets their annual vaccination against dangerous highly infectious diseases and protection against internal and external parasites.

To keep your pet in peak condition, we provide regular health checks with your vet, as early diagnosis of problems will help your pet to live a long, healthy life.

Plus, benefit from great discounts with other services and products.



Easy and convenient monthly direct debits plus you save money too

				
<b>Small</b>	<b>Medium</b>	<b>Large</b>	<b>X Large</b>	<b>Cats</b>
(up to 10kg)	(10.1kg - 25kg)	(25.1kg - 40kg)	(40.1kg+)	(All)
<b>£15.00</b>	<b>£17.50</b>	<b>£20.75</b>	<b>£28.50</b>	<b>£15.00</b>

## Our Pet Health Plan includes:

	Dog	Cat
Essential annual vaccination with full health check	✓	✓
Flea treatments* (sufficient for a year) dispensed quarterly	✓	✓
Worm treatments* (sufficient for a year) dispensed quarterly	✓	✓
6 monthly health check	✓	✓
	Dog	Cat
Kennel Cough vaccination	✓	
25% off Rabies vaccination	✓	✓
50% off primary vaccination course (initial injections typically given between 2 and 4 weeks apart)	✓	✓
Selected complimentary nurse clinics (where available)**	✓	✓
£10 microchipping	✓	✓
10% off food	✓	✓
10% off routine neutering	✓	✓
10% off dental procedures	✓	✓
10% off other parasite treatments	✓	✓

Monthly prices shown, vaccinations included: Dogs: Distemper, Hepatitis, Parvovirus, Leptospirosis.

Cats: Feline Leukaemia, Enteritis, Feline Influenza.

\*Tailored to your pet's needs



Scan to sign up

# Terms and Conditions

*Thank you for entrusting the care and attention of your pet to Calweton Veterinary Group. The next few pages detail our Practice Terms and Conditions. By registering your pet/pets with the practice you agree that you have read and understood our conditions of business and agree to be bound by them. Should you require any clarification of any aspect of the terms then please ask a member of the team.*

## **FEE LEVELS**

All fees, diets and drug charges are available on request and are subject to VAT at the current rate. Fee levels are determined by the levels of expertise and time spent on a case and according to drugs, consumables and materials used. A detailed invoice can be provided upon request.

## **SETTLEMENT TERMS**

Payment is due at the time of treatment or discharge, unless alternative arrangements have been agreed in advance. In the event of non-payment, a reminder payment notice will be sent. Should it be necessary for further reminders to be sent, administration charges will be incurred. After due notice, unpaid accounts will be referred to our debt collection agency and further charges, such as for the production of reports, correspondence, court fees, attendance at court and phone calls will be levied in respect of costs incurred in collecting the debt. While it is our policy to co-operate with our clients whenever possible, if payment is not made in accordance with our terms, then debts will be escalated for further action and may include to the County Court to issue proceedings. Any credit/debit card transaction not honoured, or any cash tendered that is found to be counterfeit, will result in the account being restored to the original sum with further charges added to cover bank charges and administrative costs.

## **INABILITY TO PAY**

If for any reason, you are unable to settle your account as specified, we ask you to discuss the matter with a member of staff, as soon as possible and before treatment takes place. Please note that instalments or part payment of any account may be sanctioned with the express permission of a senior member of staff, but any such arrangement must be agreed before treatment takes place. Emergency treatment to alleviate suffering will always be given irrespective of ability to pay.

## **METHODS OF PAYMENT**

Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of drugs and/or diets. You may settle your accounts using cash or credit/debit cards. Card payments can be taken over the phone for your convenience. BACS payments can be paid to the bank account detailed on the foot of your invoice and should include and referenced with your surname and postcode.

## **ESTIMATES OF TREATMENT COSTS**

We are happy to provide you with a written estimate as to the probable costs of a course of treatment or surgical procedure. Please bear in mind that any estimate given can only be approximate and additional costs which cannot be predicted at the outset may occur as treatments progresses. We will make every reasonable effort to discuss any such additional costs with you wherever possible.

## **VACCINATION REMINDERS**

Our reminder service is not to be wholly relied upon since this is a third-party service and sometimes problems can occur which is out of our control. Whilst we make every reasonable effort to send out reminders for annual vaccinations, the responsibility to keep them up to date ultimately remains with you as your pets' owner.

## **PET HEALTH INSURANCE**

Calweton Veterinary Group strongly supports the principle of insuring your pet against unexpected illness and accidents. Please ask for details about insurance from any member of staff but be aware though that with any insurance company it is your responsibility to determine your level of cover and then to reclaim any fees you have paid the practice. It is also your responsibility to pay any excess that may be set according to your policy and to have knowledge of any condition exclusions. In certain instances, when clients do not have the funds to make payments in full, arrangements can be made for your insurer to make their payment directly to us but this only applies to particular insurance companies and even then, when sums involved are high enough. Please ask for details if you would like to be considered for this facility. Agreement of a direct claim does not transfer liability of fees incurred to the practice. If at any point the insurer refuses payment for a direct claim, the owner will still be fully liable for all costs incurred. The insurance policy is a private agreement between the owner and insurer. The practice cannot be involved in disputes over non-payment of insurance claims. We allow 30 days from completion of claim form to receiving settlement. Should the insurer not settle within that time period, the owner may be required to settle the outstanding fees in full.

## **OWNERSHIP OF RECORDS**

The care given to your pet may involve undertaking some specific investigations, for example taking radiographs. The ownership of the resulting radiographs and all other records will remain at all times with the practice as part

of the complete and comprehensive records. Charges made for x-rays are for the production and interpretation of them. If required, we can arrange copies of the x-rays but this would be at your expense. Radiographs and copies of all laboratory results, with a summary of the history will be passed on, by request, to another Veterinary Surgeon should the need arise. You may view your pet's clinical notes on request by appointment only. Please note it is your responsibility to provide us with accurate contact details.

## **COMPLIMENTS/FEEDBACK**

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

## **COMPLAINTS AND STANDARDS**

We sincerely hope you never have recourse to complain about the standards of service received from Calweton. However, if you feel that there is something you wish to raise, please direct your comments within 28 days in writing, to Jane Paramore, Practice Manager. An acknowledgement will be sent by return and then a period will elapse while the case is investigated, and reports collated from those staff involved. A reply in writing will follow, usually within 14 days although the period may be longer if the Practice Manager or staff involved are temporarily unavailable or delayed.

## **OWNER RESPONSIBILITIES**

Please ensure all pets are appropriately restrained when visiting the practice – dogs on a fixed-length lead and cats, rabbits and other species in a suitably enclosed basket/container. Children must be supervised and well-behaved both in the waiting areas and consultation rooms. We will not tolerate any aggressive, or abusive behaviour to any staff member, at any time. Any client behaving in such a way will be asked to leave the premises immediately and will then be notified in writing that they must find alternative veterinary cover.

## PHARMACEUTICALS

Prescriptions are available from the practice. The current charge for a written prescription is displayed in our reception areas or you may ask a member of staff for this information. You may obtain Prescription Only Medicines, Category V, (POMVs) 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 POMVs 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 policy of this practice is to re-assess an animal requiring prescriptions every three months, but this may vary with individual circumstances. The charge for this re-examination is our standard consultation fee. Flea and worm treatments can however be dispensed without examination as part of a health plan agreed at the annual health assessment. Clients are requested to give 24 hours' notice for repeat prescriptions. We strongly advise the regular use of routine antiparasitic medication. Many of these products are POMVs and legally we are only able to dispense such products without the need of an examination when an animal has been examined by a Veterinary Surgeon in the last 12 months. We may therefore be required to examine your pet prior to dispensing. To assist our clients, when the patient is just examined for the purpose of dispensing routine anti-parasitic treatment there is no charge for a consultation. Should clinical matters or a skin condition for which treatment is necessary arise out of that examination then a consultation fee will be incurred at this time. In accordance with the Medicines Act we will always use a veterinary licenced product. Should this not be available we will then use veterinary products licenced for use in other species and failing that a human medical product. Any use of off-licence medication will be based upon or knowledge of its use in animals and an assessment made of the risk and

benefits involved. This is particularly common in species other than dogs and cats for which few licenced products are available. Please speak to a veterinary surgeon if you have any concerns about this issue.

## VARIATIONS IN TERMS AND CONDITIONS OR BUSINESS

No addition or variation of these conditions will bind the Practice unless specifically agreed in writing by the partners. Additionally, no agent or person employed by or under contract with the



Practice has the authority to alter or vary these terms and conditions in any way.

***Calweton Veterinary Group is the trading name of CALWETON VETERINARY SERVICES LIMITED, registered in England No. 04540277 Registered Office: Spitfire House, Aviator Court, York, England, YO30 4UZ***