

Practice Policy Terms of Business



Walker & Wikeley Veterinary Surgeons

Church Street, Oakengates
TELFORD TF2 6AH

T: 0845 300 40 65

F: 0845 300 40 66

E: enquiries@wwvs.co.uk

W: www.wwvs.co.uk

Thank you for entrusting the care and attention of your pet to Walker & Wikeley Veterinary Surgeons. This letter details our Practice Terms & Conditions. Some aspects of the Terms may not be relevant to you and we request that you ask for further explanation or clarification if required.

Fees

All professional fees, medicines, diets and sundry items are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and according to the drugs, materials, consumable items and diets used. Our written fee list is available on request. You will receive a detailed fee note for every consultation, procedure or transaction with us distinguishing the cost of services from the cost of medicines, materials, consumable items etc.

Methods of payment

Accounts are routinely due for settlement at the end of consultation, the discharge of your pet or upon collection of medicines, diets etc. You may settle the account using:

- Cash
- Cheque (with valid banker's card)
- Credit / Debit Card – Switch, Solo, MasterCard, Visa, Delta

Estimates for treatment costs

We will happily provide a written estimate for the probable cost of a course of treatment. Please bear in mind that any estimate given can only be approximate – a pet's illness may not follow a conventional course.

Inability to pay

If, for any reason you are unable to settle your account as specified, we ask you to discuss the matter as soon as possible (and preferably **before** fees are incurred) with a member of staff. Please note instalments or part payments of any account may **only** be sanctioned with the express permission of Jane Maybury – Practice Manager.

Pet insurance

Walker & Wikeley Veterinary Surgeons strongly supports the principle of insuring your pet against unexpected illness or injury. Please ask for details about insurance from any member of staff. Please be aware that it is your responsibility to settle our account and then reclaim the fees from your Insurance Company. We will endeavour to assist with this by completing any necessary insurance documents for an insurance administration fee.

Terms of business

Any account not immediately settled will be sent a reminder within 14 days with an additional accounting fee in respect of administrative costs incurred. Should it prove necessary for further reminders to be sent, further charges and interest will be incurred. These however, may be deducted if payment is made promptly. After due notice to you the client, overdue accounts will be referred to our Debt Collection Agency and further charges will be levied in respect of costs incurred in collecting the debt: production of reports, correspondence, court fees, attendance at court, phone calls, home visits, etc. Any cheque returned to our Bank as unpaid, any Credit Card

payment not honoured and any cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of bank charges and administrative costs together with interest on the principle sum.

Complaints & Standards

We hope that you never feel the recourse to complain about the standards of service received from Walker & Wikeley. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to Jane Maybury – Practice Manager.

Ownership of records

Case records and similar documents are the property of, and shall be retained by, Walker & Wikeley. Copies with a summary of history will be passed on to another veterinary surgeon on request when taking over a case. If specifically requested copies of relevant clinical records and x-rays will be made available to a client, however we reserve the right to charge a fee commensurate with their reproduction.

Ownership of x-rays and similar documents

The care given to your animal may involve making some specific investigations, for example taking x-rays or performing ultrasound scans. Even though we make a charge for carrying out the investigations and interpreting the results ownership of the resulting record for example an x-ray film remains with the practice.

Data protection

We will hold records of your name, address and other information from which you and your pet(s) can be identified in combination with medical history, but only use this information for the purpose of providing veterinary services or to market our services and not pass this information on to third parties unless requested to do so by a veterinary surgeon taking over a case or to fulfil professional obligations or for animal welfare considerations.

Hospitalisation of animals over night

We believe clients have a right to know the level of care their animals have access to whilst hospitalised over night or at the weekend at a veterinary surgery. Walker & Wikeley has no dedicated night time veterinary staff. If an animal requires hospitalisation and we believe full time care is necessary we may recommend facilitating transport if appropriate to VetsNow emergency veterinary services as detailed below. However if only intermittent night time or weekend care is necessary we will advise you of how frequently your animal will be visited. If we believe an animal's condition will not deteriorate without direct attention then we will advise you of this on hospitalising your animal over night or at the weekend.

Out-of-hours policy

This practice endeavours to cover out of hour's emergencies using its own Veterinary Surgeons. There are times however when this is impractical and on such occasions we use the VetsNow out of hour's service. VetsNow provide dedicated emergency veterinary services outside normal working hours. They are located at 78 Haygate Road, Wellington, Telford TF1 1QN and can be contacted on 01952 253963. Should you require emergency veterinary attention outside normal working hours contact the practice by telephone for instructions. Please ask a member of staff for out of hours pricing information.

Prescription medicine policy, pricing, availability

Please see the appended practice policy document.

Non discrimination policy

Discrimination is the differential treatment of an individual based upon their membership of a particular group (real or perceived) rather than based on their personal merit. One form that discrimination may take is harassment. Discrimination also includes the failure to reasonably accommodate the special needs of an individual or group unless that accommodation would create an undue hardship for Walker and Wikeley Veterinary Surgeons.

It is the policy of Walker and Wikeley Veterinary Surgeons to provide equal services and consideration to all staff, clients or any other persons that may enter the premises, without regard to: race, colour, disability, religion, sex, age, sexuality. No person shall be excluded from participation in, or be denied the benefits of any service.

We will take any allegation of discrimination seriously. We will listen to our complaint sympathetically and record it thoroughly. If you believe you have been discriminated against, bring it to the attention of the Practice Manager or a Veterinary Director. The complaint will be kept as confidential as is possible and will be dealt with promptly.

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by a Director. No agent or person employed by, or under contract with, the company has the authority to alter in any way these conditions.

Practice Policy

Prescription medicines, pricing and availability



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Prescriptions are available from this practice. There is a standard charge of **£12.50** inc. VAT for writing a prescription.

You may obtain Prescription only Medicines, Category V (POM-Vs) from your veterinary surgeon OR ask for a prescription and obtain these medicines from another veterinary surgeon or pharmacy. Your veterinary surgeon is not obliged to prescribe medicines against another veterinary surgeon's prescription.

Your veterinary surgeon may prescribe relevant POM-Vs only following a clinical assessment of an animal under his or her care. This is defined according to the need to re-assess an individual case.

The general policy of this practice is to re-assess an animal requiring a repeat prescription of relevant veterinary medicinal products every 3-6 months but this may vary with individual circumstances. The standard charge for a re-examination is **£20.00** inc. VAT.

A prescription may not be appropriate if your animal is being treated as 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.

Further information on the prices of medicines is available on request.