



DAMORY LODGE EDWARD STREET BLANDFORD FORUM DORSET DT11 7QT
TEL : 01258 452 626 FAX : 01258 453 548 www.damoryvets.co.uk

Small Animal Department

Terms & Conditions

The small animal department has nine vets working within the practice;

The practice offers clients several facilities including dentistry, ultrasound, x-rays, in-house laboratory and a wide range of therapies including acupuncture and chemotherapy.

We have a dedicated team of nurses who assist us with the operations, admit and discharge animals, provide dental post-operative checks, discuss dietary needs and indeed help in many other ways.

Our team of receptionists are happy to arrange appointments, discuss passports and will be happy to help you in any way they can. So please do not hesitate to contact them.

Practice Opening Times: Mon to Fri 8.30 – 7.00pm (emergency service starts 6pm)
 Sat 8.30 – 2pm (emergency service starts 2pm)

Payment is required at the time of the consultation or medical procedure.

We offer a 24/7 hour emergency service 365 days of the year for your animals, which is provided by ourselves at our Blandford Surgery and not by a deputising service. Outside normal surgery hours, you can contact us on the usual telephone number:

01258 452626

The initial cost for attending to an out of hours emergency is as follows:

From 10pm – 6am:	£126.00
Sunday 10am – 12pm:	£30.50
All other times outside surgery times:	£96.00

Other charges will be applicable depending on the treatment provided.

We advise our clients to take out insurance for those unexpected veterinary fees but would remind you that the contract is between the client and veterinary surgeon and is not dependent upon any claim being accepted by, or paid by the insurance company and we expect payment within the normal timescale. An administration fee is applicable for any claims submitted by the practice as follows:

Initial Direct claims £13

Continuation claims or claims paid to the owner £3

We do have a leaflet available at the practice, outlining points you should be aware of before purchasing insurance for your pet. **Kathy Higgs** is responsible for submitting the Small Animal Departments insurance claims and is able to help with any questions, submissions and issues with your animal's insurance claims.

Prescription only medicines are, for legal reasons, not available without prior examination of your animal. However we will provide repeat prescriptions for certain ongoing conditions for a maximum of 6 months. Thereafter the regulations require us to re-examine your animal before providing further repeat prescriptions. To make it more efficient, for both ourselves and you, when ordering foods or drugs please order at least 48 hours in advance.

We do record and store relevant client and patient data. The Data Protection Act 1998 gives anyone the right to be informed about any personal data relating to themselves. At the request of a client, we will provide copies of any relevant clinical and client records, including radiographic images and similar documents. This also includes relevant records which have come from other practices, if they relate to the same animal and the same client, but does not include records which relate to the same animal but a different client.

We hope that you are satisfied with the efficiency and quality of our service; however if you are not, please refer promptly to the veterinary surgeon concerned, or to one of our Practice Managers **Ms Julie Roper or Ms Mandy Walters**.

We look forward to providing you with a dedicated, professional and friendly veterinary service that will maximise the health of your animal.

UPDATED October 2020