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## Welcome to Community Vets

### Our Ethos

Community Vets is owned and run by Richard and Helen Bragg and supported by our two wonderful nurses Lisa and Kirsty. We are a very small team which means that you will get to know us very quickly and we take great delight in getting to know you and your pets. We feel very strongly that we can best provide the veterinary service that suits you only by spending time getting to know you and taking time to understand your individual requirement from our service. We believe that we can best achieve this within a friendly and small team where you will always see a familiar face when you come to visit us. We are very open minded as to the care that we are able to provide which is why we provide a wide range of treatment options.

### Our Services

- Consultations and health checks
- Microchipping
- Flea and worm advice and treatments
- Vaccination advice including antibody titre testing
- Neutering
- Dental treatments
- Fully equipped surgical theatre (on site)
- Modern digital X-rays (on site)
- Ultrasound (on site)
- Modern blood pressure monitoring (on site)
- Class IV therapeutic laser treatment (on site)
- Acupuncture
- Homeopathy
- Weight and nutrition advice
- Nail clipping
- Access to the very best referral centres
- Free telephone advice

### Opening Hours

We are open for consultation as follows:

Monday - Friday 9.00 a.m. to 6.00 p.m. (urgent appointments only Wednesday pm)  
Saturday 9.00 a.m. to 12.00 noon.

### Out of Hours Emergencies

Outside our normal hours a 24-hour emergency service is in operation. Simply phone our normal number (01275 373086) which will provide you with the number of the on-duty emergency vet from Vale Vets, based in Portishead at 1 Beach Road West, BS20 7HR.

### Home Visits

We are very happy to visit your pet at home either for routine consultations or if euthanasia may be necessary. Please note that all surgical and some urgent or emergency conditions will need to be seen at the surgery. Please phone for advice if you are unsure.



### **Ambulance Service**

If required, we can provide an ambulance service where we collect and return your pet for treatment at the surgery. There is a nominal fee for this service.

### **Overnight Hospital Care**

Any pets that require treatment overnight are transferred either by us, or yourselves if you prefer, to Vale Vets (Portishead). Vale Vets provide 24-hour veterinary care and 24-hour on-site nursing. Pets that require ongoing hospital treatment will remain at Vale Vets until they are fit to return to us or return home directly. Please note that all treatment costs incurred whilst at Vale Vets will be due for payment directly to that practice at time of collection.

### **Fees and Payment Terms**

We allow at least 15 minutes for each consultation for which there is a standard consultation fee. Where re-examination consultations are required a re-examination consultation fee will be charged. Any medications, diagnostic test or treatments will be charged additionally.

We will provide an estimate of costs associated with all planned procedures. Please feel free to discuss any concerns regarding treatment costs prior to procedures taking place.

Please ask us if you wish to know the price of any medication or service.

All fees due are to be paid at the time of consultation or on collection of your pet after a procedure.

### **Insurance claims**

We are happy to complete insurance claim forms that you submit to us free of charge. We are unable to accept payment of veterinary fees directly from your insurance company.

### **Second opinions and referrals**

We always aim to provide the very best care and treatment for your pets. In order to do this there are times where we may discuss with you seeking a second opinion from another vet or referral centre. This invariably will incur additional fees. Never feel embarrassed to discuss with us if you feel that you would like to have a second opinion or be referred.

### **Prescriptions**

We operate a well-stocked veterinary pharmacy allowing prescription only medications to be dispensed at the time of consultation or surgery. We are only allowed to dispense prescription only medicines to patients directly under our care. For this reason, any pet on long term medication will need to have been examined by us at least every 6 months to review the medication being given. There will be a standard re-examination fee for this consultation.









If your pet requires a repeat prescription, please phone and request giving us at least one working day notice in order that the medication can be authorised by Richard or Helen and, if necessary, ordered from the wholesaler.



If you would prefer to buy your veterinary medicines from another vet or pharmacy, please ask for a Veterinary Written Prescription. The fee for this is £9.50.

## Membership

We offer all clients the opportunity to become a member of Community Vets which for a monthly fee (dependent on the number of animals you have registered with us) we provide the following benefits:

-  Free annual health checks and vaccinations
-  25% off all services, medications, flea and worm treatments and food (excluding external laboratory fees)
-  Free home visits to local areas
-  Free nurse consultation
-  Free microchipping
-  Free written prescriptions
-  Dedicated early morning phone in time (Monday - Saturday)
-  Priority access to any evening talks events organised by Community Vets

## Data protection

Your address and contact details along with your pet's details and clinical notes will be stored on our practice management system in order for us to provide the veterinary service. Community Vets Data storage has been registered with the Information Commissioner's Office. No data is sold to any third party. We are legally obliged to keep all clinical records. Should you require a copy of your pet's records please ask.

## Feedback

We are very keen to maintain a service to be proud of and as such we very much appreciate your thoughts on what we do well and where we could do better. Please speak with any of the team or email us at [communityvets@gmail.com](mailto:communityvets@gmail.com). In the unfortunate position where you feel you need to make a complaint please speak with Richard or Helen directly or, if you would prefer, write to Richard or Helen. We treat any complaint very seriously and we promise that we will give you our urgent attention and work hard to work towards a speedy and acceptable resolution.