



Welcome Pack





Welcome to Folly Veterinary Centre

We are honoured that you have chosen us as your pet health care provider. Our goal is to provide the highest quality care for all our patients in a timely and respectful manner.

Folly Veterinary Centre was opened in January 2015 by Dinika Procter BVSc GPCert SAM PgC MRCVS and we are very proud to say is an independent veterinary practice. Dinika also has a Certificate in Small Animal Medicine. We have a dedicated team of Vets, Nurses, Receptionists and Senior Management who are all here to ensure you and your pet have a seamless client journey and receive gold standard service.

The building was re designed from being a solicitors' office into a fully functioning veterinary practice. We are delighted to be able to offer our clients the following services at the practice:

Consultations including emergency consults, in house blood machines, in house urine analysis, ultrasound, digital radiography, dental x-rays, ecg, blood pressure monitoring, oral hygiene surgery, routine surgery, orthopaedic surgery, boas surgery.

We also offer our Pet Health Plan for cats and dogs which is a scheme for preventative health care treatment for your pet, including annual vaccinations, kennel cough vaccine, year round flea and worm treatment, discounts on life stage food and more. You pay a monthly direct debit to help spread the cost and save you money.



Our Opening Times Are:

Monday-Friday: 9am – 6:30pm

Saturdays: 1 in 3 (9am – 1pm)

Sunday: Closed

Bank Holidays: Closed

We have private car parking at the rear of the practice for your convenience.

Welcome to our Practice and thank you for choosing Folly Veterinary Centre for all your pet health care needs.

Sincerely,

All the Team at Folly Veterinary Centre.

Please visit our website for further information regarding our services at www.follyvets.co.uk You can also find us on facebook and twitter.

Please also download our free Pets App platform on your mobile phone device / ipad to chat directly with us, send photos, make appointments online and more!





Terms of Business

Thank you for entrusting the care of your pet to Folly Veterinary Centre. We aim to provide the highest standards of care for all animals under our care. We will endeavour to communicate effectively with you regarding the treatment of your pet. The information below details our business terms and conditions. Some aspects of the terms may not be relevant to you therefore we request that you ask for further explanation or clarification if required.

Fees and Settlement of Accounts

All fees, diets and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on each case and according to the medication, materials, consumables and diets used. You can request a detailed invoice for consultations, surgical procedures or any transaction with us. No medication, food or other shop sales will be dispensed without payment at the time of purchase. Any medication or food that is ordered as a special must be paid for at time of ordering

Late payments may incur a late payment charge which will be applied to your account together with 10% interest for every month that the balance is outstanding. After due notice, the outstanding amount will be referred to a debt collection agent and further charges will be applied in respect of costs incurred in collecting the debt.

Methods of Payment

You may settle the account using the following methods of payment:

Cash

Credit/Debit Card, switch, solo, master card, visa, delta, contactless, apple pay

BACS Transfer

Pets App

Failed to Keep Appointments

Failure to attend appointments without pre informing the practice will mean that future appointments may have to be paid for in advance.



Estimates of Treatment Costs

We will happily provide an estimate as to the probable costs of a procedure or a course of treatment. It may not include costs of medications or any additional complications arising from treatment. Please bear in mind that any estimate given can only be approximate.

Animal Health Insurance

Folly Veterinary Centre highly recommends pet insurance for those unexpected illnesses or emergencies. Although your pet may be insured, please be aware that it is your responsibility to settle your account in full.

We will assist you with your insurance claim by filling in the veterinary section of the claim form and checking that all sections are fully complete and ready to send to your insurance company which we will also do - there is an admin fee of £14 for this.

Indirect Claims – when your insurance company reimburses you directly.

What we will do:

Inform you of the £14 administration fee and add it to your account. If your pet is a "Pet Health Plan" member then the administration fee is discounted by 100%.

We will complete your claim form and have it signed by the vet in charge of your case (or an alternative and authorized staff member) We will aim to send the form to your insurance company within 5 – 7 working days.

We will send all relevant clinical notes and any other information that your insurance company may require.

Vaccination, Flea and Wormer Reminders

We will endeavour to send you appointment reminders, vaccination reminders, flea, wormer reminders and blood test reminders through Pets App in the form of a chat message, a sms message or email, however we do recommend that you keep a note of when your pet is due their annual vaccinations. We do not accept responsibility for any missed reminders.



Prescriptions

All clients have a right to ask for a written prescription. You may obtain Prescription Only Medicines, Category V, (POM V's) from your veterinary surgeon or a pharmacy. There is a charge of £20 per script provided or £30 per script for multiple items. A written prescription may not be appropriate if your pet is an inpatient or immediate treatment is necessary.

You can be informed, on request, of the price of any medicine that may be prescribed to your pet. We kindly request that you give us 24 hours' notice for a repeat medication.

Repeat Prescriptions

Our Practice Protocol is to repeat medications for up to a maximum of 6 months however this may be less with individual cases. Flea and worm treatments have a repeat period of 12 months.

Out of Hours Service Provider

If your pet needs emergency treatment when we are closed, please contact "Vets Now" our out of hours service provider on 01633 546126.

Complaints Procedure

If you feel that you need to make a complaint, please put your comments in writing to the Practice Manager who will respond once a full investigation into the matter has taken place. We welcome all constructive feedback which could improve our standard of service.

As a veterinary business, our veterinary surgeons and veterinary nurses must comply with the Royal College of Veterinary Surgeons Code of Professional Conduct. If you have concerns relating to the professional conduct of a staff member and have not been able to resolve it with Folly Veterinary Centre, you can contact the RCVS on their website www.rcvs.org.uk

Data Protection and Privacy Policy

Please see our privacy policy on our website www.follyvets.co.uk