

## WELCOME PACK

BARTON LODGE VETERINARY CENTRE  
1 Midland Road, Hemel Hempstead, Hertfordshire HP2 5BH  
Tel: 01442 216048

Thank you for your interest in Barton Lodge Veterinary Centre and the opportunity to provide healthcare for your pets. We are happy to provide your local veterinary service plus any advice and support you may require. The surgery has been established for well over 50 years providing quality veterinary care to Hemel Hempstead and the surrounding areas.

Our fully qualified team of Veterinary and Nursing staff offer the highest level of medical, surgical and diagnostic skills using state-of-the-art equipment. Our modern facilities include digital x-ray, ultrasound, on-site blood testing machines, ECG, endoscopy, and a dedicated operating theatre.

You can be assured that your pet will always receive top quality healthcare and attention, all given in a friendly manner.

As well as providing excellent healthcare for you we also wish to develop an exceptional professional relationship with you, the client. Our appointments are 15 minutes long which is longer than the average at other practices and we provide appointments with the same vets where possible. We believe in providing support and education for you and welcome client feedback and communication to enhance the service we provide. We also have easy free parking outside the surgery.

We are committed to providing clinical care and an extensive range of healthcare services for your pet that offer excellent value for money. Should you need any further information or require any veterinary advice please do not hesitate to contact a member of staff.

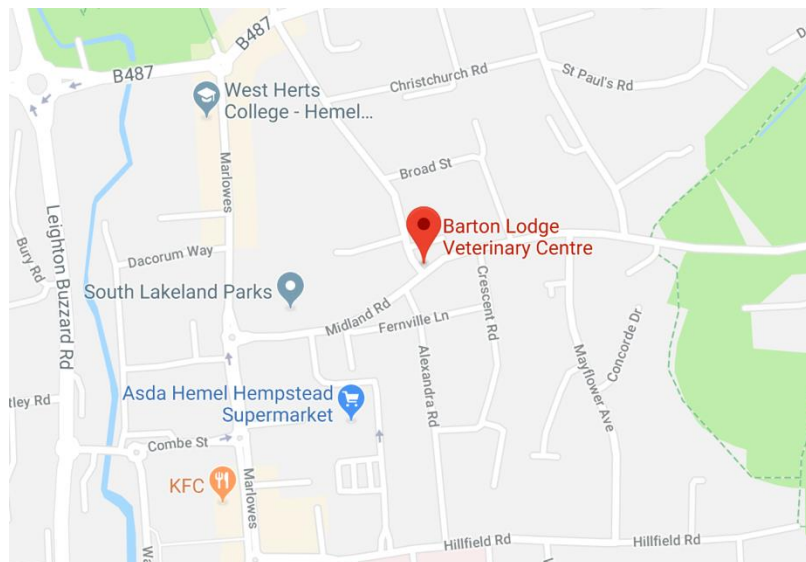
Kind regards,

**Pedro-Martín Bartolomé**  
Veterinary Surgeon – Clinical Director

## WHY BARTON LODGE VETS?

**We are a well-established veterinary practice located in Hemel Hempstead. We are committed to providing the highest level of care to our patients whilst also showing compassion and respect to our clients in a modern and well-equipped surgery. The surgery has free parking for its clients.**

- Tier 2 RCVS accredited to ensure high standards of care
- Experienced and compassionate team
- 15-minute appointments and late opening for your convenience
- Full surgical and hospitalisation facilities
- Well equipped with digital X-Ray, Ultrasound, ECG, endoscopy and modern surgical equipment
- In-house laboratory for swift diagnosis and treatment
- Nurse clinics
- Pet Export Certificates and microchipping
- Free puppy and kitten checks, advice on nutrition, flea and worming control, dental control, vaccinations and behaviour
- 24-hour emergency service is provided by Vets Now, an independent company, from our premises
- Open 6 days a week at a very convenient location



1 Midland Road, Hemel Hempstead, Hertfordshire HP2 5BH

## **ABOUT BARTON LODGE VETERINARY CENTRE**

**Barton Lodge Vets is a modern, friendly and busy veterinary practice. Our aim is to consistently maintain the highest standards of care and services to our clients in a friendly atmosphere.**

**All our staff are pet owners too, so we can empathise with you as a client who has concerns for your own pet.**

**It is our aim to provide care with kindness and compassion and we consider that a very important aspect of our high standards.**

- We are accredited under the Royal College of Veterinary Surgeons, Practice Standards Scheme, providing you with peace of mind.
- Our practice invests in the latest technology and techniques.
- Our staff undertake ongoing training and professional development to ensure that their skills are kept relevant and up to date.
- We believe in educating and guiding owners to provide the best care for their pets.
- We are passionate about providing an excellent service at a reasonable cost.
- We want to be here when you need us. We have six day opening and evening consultations, ensuring that we can see your pet at a time that's convenient for you.
- We like to minimise worry. Our in-house laboratory allows us to access and share test results quickly.
- Provide personal and immediate care to hospitalised pets. Vets Now staff provides out-of-hour care from our premises, so that they can attend to your pet immediately.
- Make visiting easy. On-site parking reduces stress levels for both you and your nervous pet.
- We offer home visits. There's no need to worry if you find travelling difficult – our vets can come to you.
- Adhere to established protocols to ensure optimal staff performance and patient outcomes at all times.
- We respect every animal we see, treating them as a much-loved member of the family.

## **OPENING TIMES & OUR SERVICES**

### **Opening Times**

Mon - Fri: 8.00am - 7.00pm

Saturdays: 8.00am - 12.00pm

We are open 6 days a week for your convenience. We provide 15-minute appointments and an appointment system. This ensures that waiting times are kept to a minimum and allows for a thorough examination of your pet as well as a discussion with you as owner. We also offer nurse appointments depending on the need of your pet.

### **Emergencies**

Rest assured in case of emergency that we will always fit you in but please call the surgery in advance where possible. If your pet has an acute crisis during surgery hours then please call the surgery immediately on 01442 216048 and we will ensure that you are offered an appointment on a priority basis. We are open six days a week but if there is a problem out of our normal hours then please call our surgery on 01442 216048 and follow the instructions provided to contact Vets Now's out-of-hour service.

### **Home Visits**

Sometimes there are circumstances when a home visit is more appropriate than a visit to the surgery. We are happy to arrange to visit you and your pet in your home on these occasions and will always try to accommodate requests for home visits during working hours given sufficient notice.

### **Operations**

We have a fully equipped surgical theatre and we perform all routine surgeries on site, including some nonroutine procedures such as orthopaedic surgery. We understand how worrying surgery can be for owners so we offer a complimentary 15-minute appointment with a vet to admit the patient. Animals are typically admitted between 8 and 9am and stay with us until 4-5pm. We use modern anaesthetics and painkillers to ensure a smooth and safe recovery. A post-operative discharge information sheet is always provided and we are also delighted to answer any queries.

### **Nurse Clinics**

Our vets are supported by a team of qualified and experienced veterinary nurses who offer advice and clinics on preventative health care. If you join our Pet Health Club these services are available free of charge or with big discounts. Our nurses run daily clinics by appointment and can perform many procedures (e.g. anal sac emptying, nail clipping, etc.), as well as advise you on many important issues (e.g. flea control, worming, weight management, arthritis assessments, dental care, nutrition, behavior issues etc.).

Please call us to make an appointment - their advice is invaluable.

### **Pet Health Club**

Unlike insurance, which covers accident and illness, a Pet Health Club plan covers the expected, routine treatments your pet needs throughout the year, including parasite prevention, at a greatly discounted price. Our plans automatically renew every year, and you can cancel at any time (terms and conditions apply).

### **Insurance**

We recommend that you have pet insurance and can provide you with any information that you might need and guidance on the types of policies available. Once your account with us has been settled, you will be able to reclaim the fees from your insurance company. It is sometimes possible, with prior agreement, to arrange for a direct claim to be made (terms and conditions apply).

Each year, on average, one in three pets require veterinary treatment - so we really can't stress enough the benefits of pet insurance. More people claim on their pet insurance than on any other form of insurance. It gives great peace of mind to know you have the ability to afford the very best veterinary care when your much-loved pet is ill or injured. It is not only traumatic events, such as accidents that are covered by insurance but also medical conditions which may in the long term be more costly. As treatments become more complex and sophisticated, costs inevitably rise and may, on occasion, be a limiting factor in treatment.

An extra benefit of pet insurance is third party cover. Should your dog be involved in an accident involving members of the public, you could be held legally responsible. In this situation, pet insurance should deal with the treatment of your pet and any third-party claims.

When you are thinking of insuring your pet be aware that some of the cheaper policies limit the amount or duration of any claim and may not provide adequate cover. We would advise you to read leaflets and consider carefully before committing to a particular policy and especially before changing Insurance company, as this might not give you and your pet the protection you expect. We recommend Petplan's Lifetime policy – please contact us for further information.

### **Written prescriptions**

You may obtain relevant Prescription Only Medicines Veterinary, (POM-Vs) 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 relevant POM-Vs only following a clinical assessment of an animal 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 dispensed for your pet.

The general policy of this practice is to re-assess an animal requiring repeat prescriptions every 3 months, but this may vary with individual needs. The standard charge for a Repeat Medication Check is £47.35.

There is a charge of £17.39 for every written prescription.

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

## “VETS NOW” PROVIDE EMERGENCY SERVICES FROM BARTON LODGE

Our emergency out-of-hours veterinary service is permanently located at Barton Lodge Veterinary Centre and is run by the specialist **Vets Now Emergency Team**. If your pet needs urgent attention at night or at a weekend you will always be able to contact the Vets Now team of vets and nurses who are based on site at Barton Lodge. Vets Now are long established experienced providers of emergency veterinary services nationwide. They work with us to provide top-quality 24-hour emergency care for your pet.

The Vets Now service is available at nights, weekends and bank holidays and is always provided right here at Barton Lodge Veterinary Centre. The Vets Now team of vets and nurses bring their own expertise in emergency medicine and critical patient care and they work in the practice right through the night to deal with emergencies and to treat and monitor your pet. If your pet's condition requires hospitalising, Vets-Now continue to provide emergency treatment and nursing care.

The Vets Now team work independently from the Barton Lodge Veterinary Centre team but there is a careful handover of patient care between the two teams. Your pet's medical care and well-being is very important to both teams. At night the Vets Now, team are provided with full clinical information from Barton Lodge staff for all pets that are already hospitalised. If your pet is treated by the Vets Now team, the next morning your pet's care will be handed back from Vets Now to the Barton Lodge Veterinary Centre team with careful liaison between the two teams of vets and nurses.

If you have an emergency out-of-hours you must telephone 01442 768484. This number will always be answered directly by the Vets Now team, so it is wise to keep a note of this number handy for emergencies.

Alternatively, if you phone 01442 216048 out of hours, there is a clear message giving out the Vets Now number. Please be sure to always telephone the Vets Now team before arriving at Barton Lodge as it is hugely helpful to allow the team to prepare in advance to receive your pet and be ready to deal with the particular emergency that has arisen. Emergency care will be delivered by a Vets Now team who only work out of hours, ensuring that they are always fresh and ready to treat emergencies.

Vets Now specialist vets treat over 80,000 pet emergencies nationwide every year, so should the need arise, in an emergency at night or weekends, your pet will be in good hands with the Vets Now team of vets and nurses.

## Terms & Conditions

We, Independent Vetcare Limited ([www.independentvetcare.co.uk](http://www.independentvetcare.co.uk)), aim to provide the highest standards of veterinary care. These are the terms on which we, Independent Vetcare Limited (trading as Barton Lodge Veterinary Centre ([www.bartonlodgevets.co.uk](http://www.bartonlodgevets.co.uk)), My Family Vets ([www.myfamilyvets.co.uk](http://www.myfamilyvets.co.uk)) and The Pet Health Club ([www.thepethealthclub.co.uk](http://www.thepethealthclub.co.uk))) supply veterinary services and related products to you. These Terms and Conditions shall apply to all supplies of Veterinary Services and Products by us to you to the exclusion of all other terms and conditions. Please note that some aspects of these Terms may not be relevant to you and we suggest you ask for further clarification from us if required.

### 1. Supply of Veterinary Services

- 1.1 We shall ensure that all Veterinary Services are supplied by suitably qualified staff, taking into account the nature of the Veterinary Service to be supplied in each instance.
- 1.2 Wherever practicable and on your request, a treatment plan for the supply of Veterinary Services will normally be agreed with you following an initial consultation and in advance of any further treatment. This treatment plan will provide an estimate regarding the likely costs of the course of treatment in such plan. In an emergency we reserve the right to provide such Veterinary Services as are reasonably necessary, in the professional judgement of the veterinary surgeon providing the Veterinary Services or other IVC staff, without first agreeing a treatment plan.
- 1.3 Please note that any estimate given can only be an approximation of the costs of any treatment required. If our original estimate looks as if it will be exceeded, then the Veterinary Surgeon responsible for providing the Veterinary Services will discuss any increased fees with you before any further procedures are undertaken (save in the event of an emergency and at the professional discretion of the relevant Veterinary Surgeon acting in the best interest of your pet).
- 1.4 We will endeavour to provide veterinary services in accordance with reasonable standards denoted by the RCVS guidelines for practice standards ([www.rcvs.org.uk](http://www.rcvs.org.uk)) and the professional conduct of veterinary surgeons and veterinary nurses. All Veterinary Services shall be supplied in accordance with normal professional standards.
- 1.5 Veterinary Services shall be supplied during our normal business hours (these may change from time to time, the current opening hours of Barton Lodge Veterinary Centre can be found on our website at ([www.bartonlodgevets.co.uk](http://www.bartonlodgevets.co.uk))). At our discretion we may arrange for Veterinary Services to be supplied at various locations and at other times. In an emergency a veterinary surgeon will see you outside these opening hours, but this service will carry an extra charge.
- 1.6 We reserve the right to decline to supply Veterinary Services at our discretion. You are free at all times at your cost and subject to the payment obligations in these terms and conditions, to seek a second opinion on or concerning any Veterinary Services provided.

### 2. Supply of Products

- 2.1 In the event of any defect or failure in any Product our liability to you shall be restricted to replacing the Product or refunding the price paid by you for the Product.
- 2.2 You acknowledge and agree that all Products must only be used in accordance with the instructions supplied with them or issued orally by the Veterinary Surgeon providing the Veterinary Services or other members of our staff. If you have any questions or concerns regarding the use of any Product, you should consult the Veterinary Surgeon providing the Veterinary Services or other members of our staff for clarification.
- 2.3 Any Products supplied by us shall be of satisfactory quality, fit for purpose expressly agreed by the Veterinary Surgeon providing the Veterinary Services or other members of our staff and shall comply with any description given. All other warranties, expressed or implied, are hereby excluded.

### 3. Payment

- 3.1 All Veterinary Services and Products provided by us shall be charged to you in accordance with our then current price list, a copy of which is available on request and which is subject to change without notice. If you have any question as regards the level of charge that will be incurred you should consult the Veterinary Surgeon in charge of your pet's treatment or his staff for clarification.
- 3.2 Our normal practice is for payment to be made by you at the time the Veterinary Services or the Products are supplied, either at the end of the consultation, the discharge of your pet or upon collection of the Products. All invoices must be settled in full on receipt of the invoice. We may at our absolute discretion agree that you may delay payment of an invoice pending recovery of the sum from your insurer for such reasonable period as we may agree in writing. You remain liable in full for all invoices and all sums shall become due and payable in full by you at the end of this extended payment period irrespective of whether your insurer has made payment to you.
- 3.3 We accept direct insurance claims at the discretion of our Practice Manager. A direct insurance claim is one where you do not pay us; rather we claim the money directly from the insurance company. In the event that all or any part of the insurance claim is not paid by your insurance company for any reason you will be liable for the outstanding balance.
- 3.4 We may refer overdue accounts to our debt collection agency.
- 3.5 In the event that any invoice or other sum owed is not paid when due then, without prejudice to any other remedies available to us, we may at any time:
  - 3.5.1 add additional charge(s) to your outstanding account in order to recover fees and costs in connection with the collection of the sum owed (including but not limited to administrative costs and debt collection agency fees); and
  - 3.5.2 issue notice to you that no further Veterinary Services and/or Products will be supplied to you.
- 3.6 All prices quoted are quoted inclusive of value added tax or other indirect taxes, duties or levies which shall be added as appropriate.
- 3.7 If you are unable to pay for the Veterinary Services we are only obliged to fulfil our minimum legal responsibilities and professional obligations in respect of your pet.

#### **4. Liability**

4.1 We carry professional indemnity insurance in the sum of £• [£150,000 for criminal or disciplinary action, £5m per claim for human injury, £250,000 domestic pet] ("Insured Sum") for any single claim. We supply Veterinary Services and Products to you on the condition that our liability for any loss, claim, cost or expense arising out said supply shall not exceed and shall be limited to a maximum of the Insured Sum.

4.2 If you wish us to assume a level of liability greater than the Insured Sum then we shall so agree on condition that:

4.2.1 you so request in writing; and

4.2.2 we are able to obtain insurance cover for said higher level of liability; and

4.2.3 you pay in advance to us the additional premium incurred by us in respect of the additional cover.

4.3 Nothing in these terms and conditions shall:

4.3.1 exclude or limit our liability for death or personal injury caused to a human being;

4.3.2 render us liable for any indirect or consequential loss (including, but not restricted to, loss of profit or loss of savings) which liability shall be excluded to the maximum extent permitted by law.

#### **5. Complaints**

5.1 It is our intention that all our clients should be satisfied with the Veterinary Services and any Products supplied. In the event that you are dissatisfied with any aspect of the Veterinary Services or Products supplied by us or its staff, in the first instance you should contact the Clinical Director or Practice Manager to discuss your concerns who shall endeavour to address any issues arising.

5.2 If you remain dissatisfied, then please refer to our complaints policy, we can provide you with further details at the practice or on our website.

#### **6. Pet Insurance**

6.1 We may advocate pet insurance, but any contract of insurance is between you and your insurer. Please ensure that you refer to the terms and conditions of your insurance policy.

#### **7. Data Protection**

7.1 We will use the personal information you provide to us to:

7.1.1 provide the Veterinary Services and Products;

7.1.2 process your payments for the Veterinary Services and Products; and

7.1.3 inform you about the products and services that we or selected third parties provide, but you may stop receiving these at any time by contacting us.

7.2 In order to provide the services above, we use selected third parties to process your data. More information about third party processing can be requested from your practice or from the data protection office at Independent Vetcare Limited, The Chocolate Factory, Keynsham, BS31 2AU.

#### **8. Miscellaneous**

8.1 No alteration may be made to these terms and conditions without our express written consent. We may update or amend these terms and conditions at any time by placing a notice to that effect in our premises.

8.2 These terms and conditions shall be governed by English Law and we and you submit to the exclusive jurisdiction of the English courts, without prejudice to our right to seek recovery of any sum due by you before any complaint court.

8.3 The care given to your pet may involve making some specific investigations, for example taking radiographs or performing ultrasound or MRI scans. Case records including x-rays and ultrasound or MRI scans are the property of, and shall be retained by, us. Copies with a summary of the history of any patient can be passed to another veterinary surgeon taking over a case, on written request to us and upon settlement in full of all sums due to us in respect of such patient's treatment by us.

8.4 When you request a repeat prescription for your pet we can only supply the medication if:

8.4.1 the Veterinary Surgeon caring for your pet has authorised the repeat prescription;

8.4.2 your pet has been seen by one of our Veterinary surgeons within the last 3 to 6 months.

There will be a charge for such repeat prescription to cover the time, responsibility and professional insurance costs involved.

8.5 We are a company registered in England and Wales. Our company registration number is 07746795 and our registered office is at The Chocolate Factory, Keynsham, Bristol BS31 2AU. Our registered VAT number is 115 1416 58. If you have any questions please contact us. You can contact us by writing to us at Independent Vetcare Limited, The Chocolate Factory, Keynsham, Bristol, BS31 2AU, or telephone 01225 481520, or by emailing us at

[contact@independentvetcare.co.uk](mailto:contact@independentvetcare.co.uk)