



Treating your pets as family



Welcome to Blue House!

Petplan Practice of the Year 2019!

01782 522100

www.bluehousevets.com

Welcome to blue house



Blue House is a small, friendly, veterinary surgery where the focus is on high quality professional care with a personal touch. We want to get to know you and your pet - if we know your pets when they are healthy it is easier to help when they are unwell and so we encourage seeing the same vet each time you visit wherever possible.

It's a pleasure to see your dogs heading straight for the treat drawer when they come into reception, and watching your cats explore the consulting room, looking out of the windows and walking over the keyboard if they feel like it! For you, a cup of tea or coffee (and possibly even cake if we haven't eaten it all) is always on offer.

We listen: you know your pet best. If you have a problem or concern we are always happy to discuss it with you. Involving you in your pet's care, with full explanations of your pet's treatment plan, is a priority. We believe that educating you about your pet and their health will enable you to make an informed decision about their care, whether it is deciding on the right food or making sense of critical treatment options.

*In 2019 we were very proud to be awarded **"Practice of the Year"** from over 42000 nominations across the UK!*



We take pride in our work and in our practice, and our aim is that you will always be happy with the care that you and your pet receive. We are very happy to listen to any comments you have about our service.

In 2020 we moved to a new premises which we have lovingly made into a home with many personal touches and a real homely feel. We can't wait to show you around!



See for yourself why so many will only trust us with their 'best friends'.

Kay Abbott & Neil Brogan
(Clinical Directors)

Total care

We offer a full range of medical and surgical services in-house, including digital x-ray, dental radiography, tonometry and ultrasound. We have an in house laboratory and a daily courier service to an external lab which means that we are often able to obtain blood test results within 24 hours. When necessary we are happy to seek advice from renowned specialists and we have visiting specialists in cardiology, ultrasound and imaging, soft tissue surgery and orthopaedics who see patients at Blue House.

We are happy to see dogs, cats, rabbits, guinea pigs, chickens and any other furry or feathered friends you may have! For more exotic pets we can advise you on whether a specialist opinion may be beneficial for you and your pet.

We are fortunate in having three separate wards for our patients; a dog ward, cat ward and a “small furry” ward where our rabbits, guinea pigs, chickens and other smaller patients are housed away from scary predators.



A practice with Cattitude!



We're proud that Blue House is an accredited **Cat Friendly Clinic**. We have committed ourselves to making visits to Blue House as stress free as possible for cats and their owners. Our cat only waiting room and cat only consult room means our visitors remain more relaxed.



Our cat-only ward has been designed to minimise stress including Feliway pheromone diffusers, snugly beds to hide in, toys to play with and music to listen to.

We respectfully ask that all cats are brought into Blue House in baskets — safer for your cat and for the owners of boisterous dogs.

The Blue Room

Part of being a pet owner is knowing that we will have to say goodbye to our pets one day. When the time comes we are happy to visit you at home, or we can use our Blue Room—a quiet, peaceful dedicated room where you can have time with your pet. We aim for a tranquil, dignified and anxiety-free euthanasia. Unless you would like to bury your pet at home, all pets put to sleep at Blue House are cremated at a dedicated pet crematorium. At your request ashes can be returned in a casket, scatter tube, photo frame or many other options. Ask at reception for details.



The Blue House Team

The Vets



Neil Brogan
BVSc MRCVS



Kay Abbott
BVSc MRCVS



Sarah Williams
BVSc MRCVS



Helen Stamp
BVSc MRCVS



James Bould
BSc BVMedSci
BVMBVS MRCVS



Jenny Slight
DVM MRCVS

Our Veterinary Team has a wide variety and breadth of experience and interests, covering everything from surgery, ophthalmology and medicine to dentistry, acupuncture, natural feeding and chickens!

We aim to be friendly and approachable, offering clear explanations for the treatment options available for your pet. All of our vets undertake regular studies (CPD) to increase their knowledge and skills.

The Nursing Team



Joel Elcoat
Head Veterinary Nurse
(RVN, Cert VNES)



Lyndsey Kesic
Veterinary Nurse
(RVN)



Jessamy Tickle
Veterinary Nurse
(RVN)



Becky McBride
Veterinary Nurse
(RVN)



Kirsty Davis
Veterinary Nurse
(RVN)

Our nursing team are here to help! They can provide useful advice and treatment for all sorts of problems - including house training, exotic pet care, feeding, husbandry, post operative care and physiotherapy. Our nurses play many important roles within the practice, including monitoring anaesthetics, caring for inpatients and assessing pain. They also provide consultations including nail clips, anal glands, post operative check ups, weight clinics and many more.

Customer Care Team— here to help!

Our award winning reception team are always ready with a smile, even when you're on the other end of the phone. They are your first port of call for appointments, insurance and account queries, repeat prescriptions, food and general enquiries, and they make great tea or coffee. If you have medical questions, they will ensure a vet or nurse gets back to you with an answer.

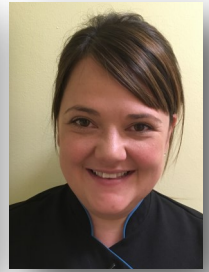
They are always happy to help, so if you need any assistance please do not hesitate to ask!



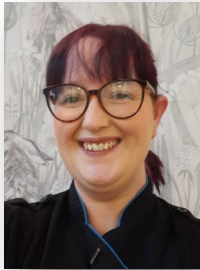
Laura Smith



Marcia Titterton



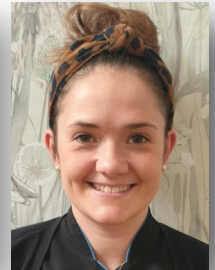
Jackie Leigh



Nicki Fynney



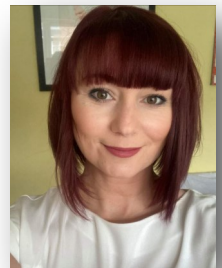
Katie Jackson



Kate Williams

Practice Manager

Kristen Lorimer



Unique premises



Our premises are as unique as your pets! We love our quirky yet practical rooms and designs, including this lovely Woodland Room which we use for acupuncture or anytime we need a bit of extra space and calm for our patients.

See if you can spot the birds hidden around our reception spaces, or let your children dress up as a vet or nurse for their pet's consultation! Our building also has full disabled access.



Always a vet on duty

We are fortunate to be able to offer a 24-hour emergency service for nights, weekends and bank holidays provided by Vets Now. Vets Now is a nationwide company that specialises in emergency and critical care—very similar to an Accident and Emergency Service in a hospital.

What this means for you and your pet:

- Your call will be answered by skilled staff throughout the night.
- The staff are very experienced in critical care and dealing with emergencies as they do it every night.
- The vets and nurses work a shift pattern and will therefore be awake, eager to see your pet, and ready to do whatever work is needed, day or night.
- Should you ever have to take your pet to Vets Now for a dire emergency, e.g. after a road accident, you will find that the staff at the hospital will be ready and waiting for you - no need for them to get dressed, defrost the car, drive to the surgery, open up, get the drip warming etc! They will already be on site and ready to care for your pet.
- Your pet will get round the clock treatment, care and monitoring throughout the night.
- Vets Now normally require payment at the time of treatment, though in an emergency getting there quickly takes precedent!

We also use Vets Now if we have critically ill patients that need close monitoring overnight. A vet and nurse will always be on the premises to look after your pet.

You will usually be asked to collect your pet before 8.00 am the next day. Your pet can then be returned to our facilities and care if required. You normally collect your pet yourself, but if you are unable to do this, we can arrange transport for your pet.

We are lucky to have two local Vets Now teams based in practices near to us. As Blue House clients you can pick whichever you prefer.

For clients towards Stoke:

For clients towards Cheshire:

Vets Now Stoke:

Lime Trees Veterinary Hospital,
Meir Park, Lysander Road, Stoke
-on-Trent
ST3 7WD (ST3 7WA for sat nav)
Telephone: 01782 417 882

Vets Now Macclesfield:

Wright and Moreton
38 Cumberland Street
Macclesfield
SK10 1BZ
Telephone: 01625 348 284

Directions to Vets Now Stoke

PLEASE NOTE VETS NOW STOKE HAS MOVED AS OF 30TH JULY 2018 AND IS NO LONGER AT ROGERS BROCK AND BARKER!

The new location (at Lime Trees) is very straightforward to find. Directions are below— If using SatNav, enter postcode ST3 7WA, which takes you to the entrance (The actual postcode is ST3 7WD).

Directions to the A500 to Stoke (D road)

From Biddulph, follow the Biddulph by-pass (Sainsbury's on your left) through to the lights at Knypersley. Park Lane goes off to the left and Newpool Road to the right. Go straight through on the **A527**, continuing through Brindley Ford.

After 3 miles there is a roundabout, with Pittshill Working Men's Club facing you.

Go straight over this roundabout, until you come to a new roundabout after 100 yards. Keep on going straight over the next four roundabouts, and at the fifth swing left, following the signs for the A500, heading south towards Stoke.

Directions once you are on the A500 (D road)

Continue down the **A500** then follow the signs to **Uttoxeter/Derby** on the **A50** (the junction towards **Britannia Stadium** and **Alton Towers**).

Next take the slip road for the A521 towards Blythe Bridge and Meir park (as shown). At the roundabout turn right - you will pass Hungry Horse on your left and Tesco's on your right. go straight over the next roundabout and VetsNOW (Meir Park Veterinary Hospital) will be on your right hand side (just after Aldi) with plenty of parking.



Please turn over for directions to
Vets Now Macclesfield!

Directions to Vets Now Macclesfield

Wright and Moreton, 38 Cumberland Street, Macclesfield, SK10 1BZ.

Telephone: 01625 348 284

Head from Blue House towards Congleton on A527 Congleton Road.

Go straight over at the traffic lights by the church and continue past the train station. Continue down the hill to more traffic lights, go straight through these then turn right at the roundabout on the **A54** through **Buglawton**.

Continue on this road for about 4.5 miles until you reach a set of traffic lights at the junction with **the A523 Silk Road**.

Turn left and take the **A523** heading for Macclesfield for approximately 4.5 miles.



You will pass some car showrooms and Macclesfield Town FC ground on the left as you enter the town.



After approximately 1 mile the road forks. Take the **right hand fork** signposted Stockport/Manchester/Buxton



Continue on the **A523** (Cross Street) into the centre of Macclesfield

You will pass the train station on your left and then come to a set of Traffic Lights with Arighi Bianchi furniture store on your right. **Go straight on** at these traffic lights



At the **next roundabout** take the **1st exit** onto the **A537 Hibel Road**.

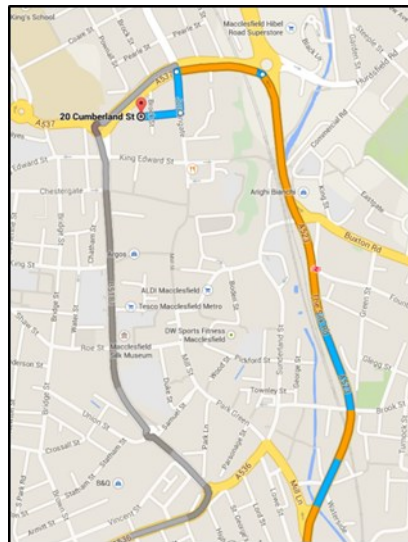
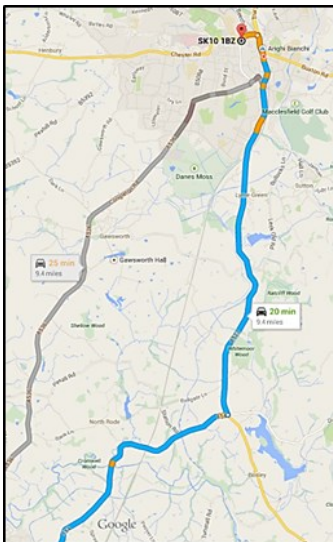
Continue up the hill and then **turn left at the 1st set of traffic lights** onto Jordangate



Then take your **1st right** onto Cumberland Street – Vets Now is at the end of this road (no through road). The practice is Wright and Moreton.



Parking is either on the road or in the car park behind the practice.



Pet Insurance - The Blue House Guide

Unfortunately, as vets we know that pets can become poorly. They eat things they shouldn't, try and play with cars, or are just unlucky enough to pick up a condition for which they require treatment such as arthritis, heart disease or skin disease.

We are great believers in pet insurance and would advise that you seriously consider taking out an insurance policy as soon as you can after acquiring your pet.

Not all pet insurance is the same. We are always willing to discuss policy types with you, but here are some guidelines.

Types of cover

Cover for life policies are the most comprehensive. They have an annual benefit that is renewed each year and provides continuous cover for long-term or recurring conditions. For example, Company X pays out up to £7,000 each policy year; even if you spent the majority of these funds, as soon as you reached your renewal date the full £7,000 benefit would be reinstated.

Maximum benefit policies provide a fixed maximum benefit for each condition. For example, Company Y might pay out £6,500 for each illness over your pet's lifetime.

The downside of these policies is that some conditions can be very costly and affect your pet for many years (such as diabetes or skin disease). The cost will fall on you once the maximum benefit has been paid.

Twelve-month policies only provide limited long-term cover. A condition is only covered for a maximum of 12 months from the first symptom, not just from the first claim. It is possible, therefore, to be excluded from claiming for a condition without ever submitting a claim or even having any treatment.

Ask these 3 questions before choosing a policy:

1. Does this policy include congenital conditions, hereditary conditions, behavioural conditions, and dental conditions (more than just broken teeth)?
2. Is there a time or monetary limit on how long this policy will cover ongoing conditions for?
3. If I claim will you increase my premium?

Making a claim

Obtain a claim form from your insurance company. Some companies now offer online claims, which can make the process quicker.

Complete your details on the insurance form, sign in the appropriate boxes and return your insurance form to us.

Please note that it is your responsibility to pay us: you then claim back your fees from your insurance company.

There is usually an excess to pay (around £70-£150) for each condition every year (not for each claim). Some policies will also require you to pay a percentage of the bill, often depending on the age of your pet.

Payment direct to Blue House

Where a large bill may cause you financial difficulties, we may be able to receive payment directly from your insurance company – this will need authorising by one of the directors at Blue House. If this is arranged, it will be subject to an arrangement fee and certain terms detailed on our Direct Claims Agreement form which will be explained by a member of staff.

Dos and don'ts

Think carefully before changing your insurance policy if your pet has an on-going problem, even if you are not happy with the insurance company – another company is very unlikely to take on a pre-existing condition.

Don't just rely on price comparison websites—you are usually not comparing like for like!

Making an appointment

If you need to make an appointment, please phone to arrange a consultation with whichever vet you prefer to see. Late nights and Saturday mornings can be popular times, so please try to phone well in advance for these appointments. Urgent cases will always be seen the same day, and emergencies will of course be seen at any time.

We are always happy to visit your pet at home if necessary, just ask a member of staff .

Prescriptions

If you need to order a repeat prescription, please phone 48 hours in advance to ensure that it is ready for you to collect. It is a legal requirement that pets on prescription drugs are seen regularly. The frequency of such check-ups depends upon the type of drug and your pet's condition.

Terms of business

Payment is required at the time of treatment. All major cards are accepted. Card payments can be made over the phone.

Prior to any treatment we are happy to discuss the potential costs and written estimates can be provided.

Detailed statements are given for all transactions.



Surgery hours

Monday, Thursday and Friday 8am - 6pm

Tuesday and Wednesday 8am - 7pm

Saturday 8am - 1pm

Consultations are by appointment.

Emergencies will be seen at Blue House at any time during opening hours. If you can, please phone to let us know you are on your way so that we can be ready for you.



Blue House Veterinary Centre Limited

Princess Street

Biddulph

Staffordshire

ST8 6JN

Tel: 01782 522100

Email: happypets@bluehousevets.com

Lots more information!

You will find our website full of useful and interesting information

www.bluehousevets.com

You can also find us on our Facebook page which is regularly updated with all of our news, lots of lovely pictures and articles about what is happening in the Blue House world!



Find us on
Facebook

Pets with problems

If your pet hates the vets or other animals, please let us know so we can make any special arrangements so the trip is less stressful for both you and your pet.

If your pet is coming in for an operation, we are happy for you to stay with him/her until they are calm and relaxed. Let us know if you have any concerns about bringing your pet to see us.