Client information pack



frank. Pet Surgeons.

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Opening Hours

We are open 24 hours a day 365 days a year, so there is always a Vet or Registered Veterinary Nurse on site to care for pets. Our reception is open from 8am until 8pm Monday to Friday.

Practice Contact Details

Our address and contact details are as follows;

frank. Pet Surgeons
Unit 8, Orbital Industrial Park
Hudswell Road
Leeds LS10 1AG

0113 284 7890

info@frankpetsurgeons.com
www.frankpetsurgeons.com

If you are travelling via the motorway system, we are just off junction 4 of the M621 or should you be travelling from the North/East/West Leeds area, we are two minutes' drive from Costco/Crown Point Retail Park.

If you enter our postcode into your satnav or Google Maps it will bring you straight here, however, our front of house team are happy to help as much as they can, if you require some directions from the local area on the day.





We have a ramp located at the entrance of the hospital, along with an accessible toilet and accessible parking. We also have a hearing loop in place too.

Why is my pet being referred?

Veterinary Surgeons may refer pets when the complexity of the disease or required level of treatment is outside of their level of expertise and it is in the best interest of your pet to be referred to a Specialist led referral practice. Although your vet may have given you an indication of diagnosis or suggested treatment plan, it will only be after examination of your pet by the Surgeon that a recommendation can be made on a course of action. The findings of the examination can, on occasions differ from the advice given to you by your vet.

What is a Specialist?

A Specialist Veterinary Surgeon has obtained the highest level of qualification possible through extensive additional training to become an expert in their field. They continue to keep up to date with the latest procedures to maintain their Specialist status.

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What happens when I arrive?

Upon arrival at the hospital, you are more than welcome to come and wait in our reception and our reception team will check you in and can offer you a drink whilst you are waiting to be seen by the Surgeon.

If you would like to wait in your car please telephone us on **0113 284 7890** to let us know you have arrived and when the Surgeon is ready to see you , we will come out to your car and invite you into the hospital.

What happens in the consultation?

The Surgeon will ask you about your pet's condition, then carry out a thorough examination before recommending a course of action based on your pet's needs and you. If your pet is being admitted to our hospital, our Client Relationship Manager will then discuss the costs and payment options. They will then answer any questions to make sure you understand the treatment plan and are happy to proceed before completing the paperwork.

Will my pet need to stay in the hospital?

Frequently your pet will need to be admitted to the hospital so we can carry out further investigations and procedures. Your pet will be cared for by our team of fully qualified Veterinary Nurses and Veterinary Surgeons in our separate dog and cat wards.

Once your pet has been clinically assessed by a Veterinary Surgeon and is ready to be discharged from the hospital, any further hospitalisation at the owner's request will be charged in line with the practice hospitalisation fees.

Hospitalisation is charged at £250 per night plus additional medication.

Can I leave items for my pet?

If your pet is on any medications or a prescription diet, please bring these with you. We are unable to accept raw food. Unfortunately we are unable to accept any personal items with your pet. We do have comfy blankets, toys, and a range of best quality foods.

Aftercare

When you collect your pet, you will have a discharge appointment with a member of our team, this may not be with the Surgeon who you had your consultation with. The aftercare of your pet will be discussed with you and you will be advised of the specific instructions for medication(s) and or exercise. Required medications, after those which are discharged with your pet will be issued by your vet and subject to charge. For any pet undergoing a surgical procedure, the removal of sutures will be carried out at your own vets, subject to charge.

We are here for advice 24 hours a day, should you be worried or concerned about your pet once they have left our hospital, one of our team will be able to speak to you. If you believe there is a problem after your pet has been signed off from our care you will be directed to your own vets for them to assess whether you need to be re referred to us. Whilst our surgical complications warranty covers complications and is valid for 6 months, a sub optimal outcome or disease recurrence does not constitute a complication.

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Pricing Structure

Through fixed pricing we make specialist care more affordable and transparent for the majority of owners that cannot currently access it.

Fixed surgical package price includes: consultation, diagnostics, surgery, all drugs related to initial surgery, 1st set of follow-up radiographs and dispensed drugs for up to two weeks. Where bilateral surgery or multiple surgeries are performed, under the same anaesthetic, the higher package price is fully charged, and the additional surgery(s) are charged at 3/4 of their price. "All inclusive" fees include the surgical complications guarantee.

Further follow ups and non-surgical follow-ups are charged at £150.

Normally fixed price packages include up to two weeks medication. Long term medications should be obtained from your own vet and it is possible to request a prescription for the medication from your own vet.

You can find our full price list on our website: www.frankpetsurgeons.com



Payment Information

Payment

Payment is due at the time of the consultation or on admit of your pet. We accept debit and credit cards. Unfortunately, we do not accept American Express, cheques or cash.

Policy Insurance Claims

If you have insurance cover for veterinary fees, please contact your insurance company and advise them that your pet has been referred. You will need to either bring a signed insurance claim form or start your claim online for your visit. We can assist you to complete the form before we complete the Veterinary Surgeons section and submit the claim for you.

You will be asked to make payment in full for the cost of your pet's treatment. We shall then send the policy claim off for you and your insurance company will liaise with you in relation to assessing and paying out for the claim.

Direct Insurance Claims

Should you wish to look into the possibility of us carrying out a direct claim for you, you should inform the reception team prior to your consultation taking place.

There are occasions whereby we can investigate a direct claim for you should you wish to.

It is important to understand that the outstanding invoice is a debt owed by you, the pet owner, to frank. Pet Surgeons if the insurance claim is declined or partially settled.

The direct claim process starts prior to your appointment which is why you need to let us know ahead of your appointment should you wish to look at this option. Direct claims are on the basis of the following undertakings.

- **The invoice is over £500**
  - For claims of under £500, payment is due at the time of the consult or on admit of your pet, and we will submit a policy claim for you. This includes claim for follow-up appointments.
- Ensure your vet has sent us your pet's full history and history from previous vets.
- Call your insurance provider and give them permission to talk to frank. Pet Surgeons.
- Ideally a pre-authorisation request should be submitted. Alternatively, we will phone your insurance provider and perform some policy checks
- You **must** bring either a signed claim form or start your claim online to your appointment
- Your excess and any estimated insurance shortfall will be payable on admission of your pet.
  - Unless your insurance company confirms to us that an excess has been paid, we will take excess payments on admission of your pet.

The decision as to whether a direct claim can be undertaken is at **our discretion** and is normally made after the consultation at frank. Pet Surgeons. **It may not be possible** to proceed with a direct claim based on your policy details, your pet's history and the examination findings. There are some insurance companies who we are unable to do direct claims with. If this is the case, you will need to pay us direct, and then attempt to claim back the money from your insurance provider.

Please note that an administration fee of £50 will be levied for all direct claims.

Please note that pre-authorisation is not possible with all insurance providers, and they can take up to seven days to provide a response to the request after it has been submitted. If the pre-authorisation is refused, then unfortunately we cannot proceed with a direct claim.

If your insurance provider does not settle the claim **within six weeks**, or there are any costs that they do not cover, you are responsible for settling those costs directly with us. If your claim is reaching six weeks, we ask that you liaise with your insurance company to check they have all the information required to settle the claim.
If the claim has not been settled or there is an outstanding balance, one of our Front Of House team will contact you to take the payment over the phone.

Parking

Parking is free at frank. Pet Surgeons. We have two rows, one behind the other. It is mainly staff in the front row so feel free to park in the second row behind cars in the front. If you are parked behind another client, one of our Front Of House Team will come out to assist you in the best space.

Due to very busy periods at times, we would kindly ask that should there be a space free in the front row, that you pull forward to allow access to both spaces so other clients can park too.

Unfortunately, we do not have the capacity for clients to leave their car parked in the car park whilst waiting for their pets to undergo investigations / follow-up radiographs.

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Prescription Notice

Normally fixed price surgical packages include up to two weeks medication. Long term medications should be obtained from your own vet and it is possible to request a prescription for the medication from your own vet.

Prescriptions are available from this practice but in the vast majority of cases these should be obtained from your own vet as they are responsible for your pet's ongoing care.

You may obtain relevant veterinary medicinal products 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 veterinary medicinal products only following a clinical assessment of an pet under his or her care.

A prescription may not be appropriate if your pet is an in-patient or immediate treatment is necessary.

You will be informed, on request, of the price of any medicine that may be prescribed for your pet. The cost of a written prescription is £15+VAT.

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

Use of Client Data

Our privacy policy is attached to the form or should you wish to view this before your appointment, it can be found on our website by following the link below and scrolling to the bottom of the page.

Privacy Notice - Frank. Pet Surgeons



Complaints Policy

It is our aim at frank. Pet Surgeons. to give outstanding clinical care and customer service. If you are unhappy with any aspect of the service you receive, we would ask that you put your complaint in writing for the attention of the Client Advocate. They, with the help of the Clinical Director, will aim to address your complaint in a timely and efficient manner.

If you are unhappy about the outcome of your complaint, then you can contact the Royal College of Veterinary Surgeons. The RCVS can only deal with a complaint that relates to serious professional misconduct that is within their statutory powers.

If the complaint relates to the service you have received, fees or negligence then an Alternative Dispute Resolution scheme is run by the Veterinary Client Mediation Service.

An enquiry form regarding RCVS complaints can be found here.

Here
to help

Remember - we're here to help.

If you still have any questions having read this client information, please do not hesitate to get in touch:

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info@frankpetsurgeons.com



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