



## Pre-appointment guide: **Soft Tissue Surgery**

Your pet has been booked in to come to Hamilton Specialist Referrals for a specialist consultation. During the consultation the specialist will make a plan with you based on the clinical examination findings and they may advise further diagnostic tests or procedures. We are sometimes able to offer this on the same day, depending on availability.

Further investigations may require sedation or anaesthesia, and therefore require preparations prior their appointment. If you would like the option for further investigations on the same day, please follow the below instructions unless specifically told otherwise.

You do not have to bring anything with you for your appointment, as we should have received all relevant information from your vet, however it can be useful to bring any medications that your pet is currently receiving.

### **NO FOOD SHOULD BE GIVEN SIX HOURS BEFORE YOUR PET'S APPOINTMENT**

We are unable to undergo investigations for pets that have eaten in the 6 to 8 hours prior to the consultation. This is very important to prevent regurgitation under sedation or anaesthetic. **Water should always be available.** If your pet is diabetic, please contact the hospital for specific starving instructions.

### **On the day**

Soft tissue consultations usually last from 30 to 60 minutes. The consultant will talk to you about your experience of your pets' symptoms at home and talk through the clinical notes sent over from your local veterinary practice. The specialist will perform a thorough physical examination to assess your pets' condition. For cases related to airway function, the specialist may also carry out a BOAS assessment. The consultant will talk through their findings and will work with you to create a treatment plan that suits you and your pet.

If further investigations are recommended, there is no obligation to do these on the day, or even with us. We do not perform any tests or procedures without your informed consent and are here primarily to advise and help you make the best decisions for your pet. If you would like to proceed with investigations straight away, we are often able to accommodate imaging on the same day as your consultation, subject to availability. Surgical procedures are usually booked for a later date.

### **Next Steps**

At the end of your consultation, your specialist will hand you back over to our Client Care Team who will take payment for the consultation, book in for any future appointments, or take a deposit if your pet is staying in for imaging or treatment. They are also happy to help with insurance queries.

## Videos and photos

It can often be helpful to see pictures or videos of your pet showing symptoms prior to your appointment; this can be useful for animals that may act differently in front of strangers or in a new environment, or for patients who are showing symptoms inconsistently.

If your pet has symptoms that can be seen on video, this could be useful for the specialist to see in preparation for your consultation.

Videos are not obligatory, if you are unable to take a video at home please attend your consultation as normal.

### TO SEND THROUGH PHOTOS OR VIDEOS,

You can reply to this email with the files attached, or

Send them through to our WhatsApp number:

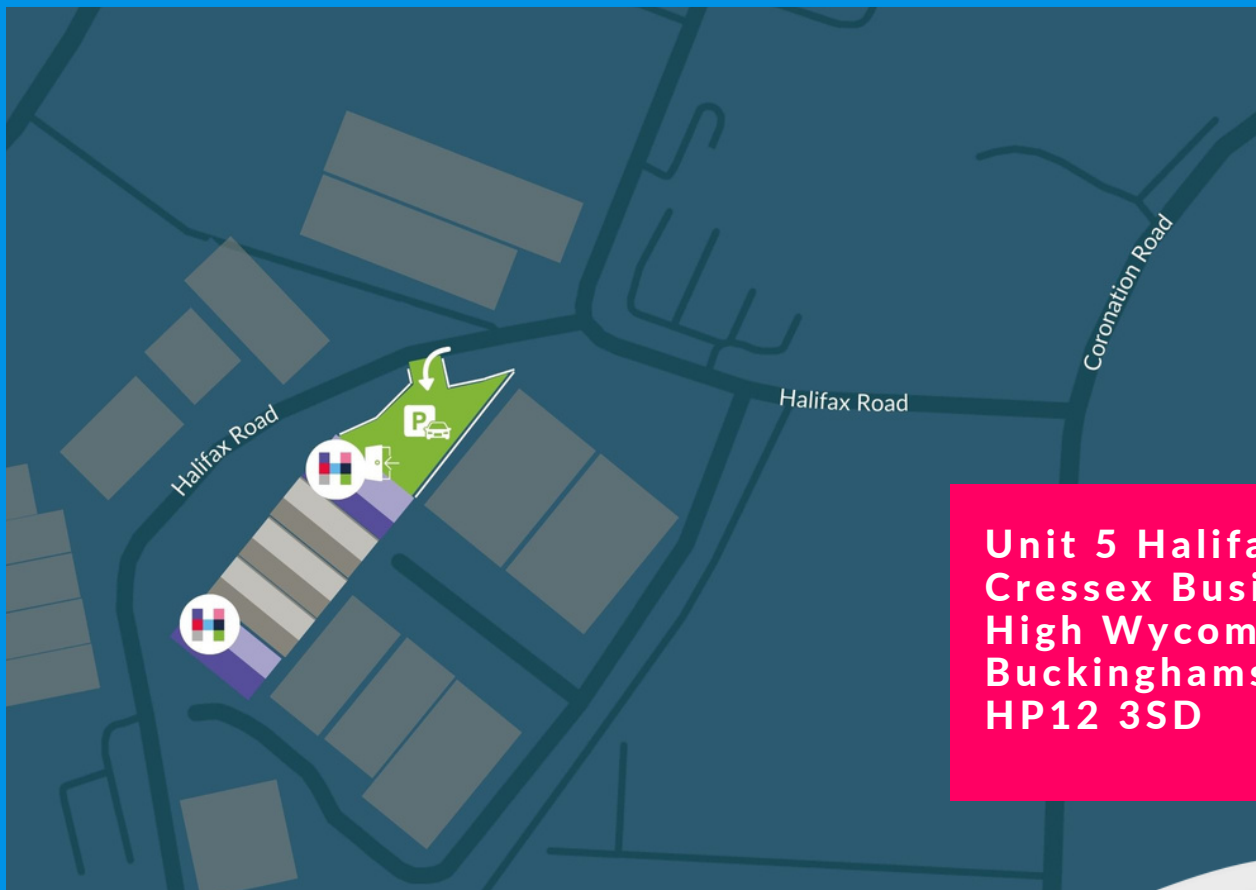
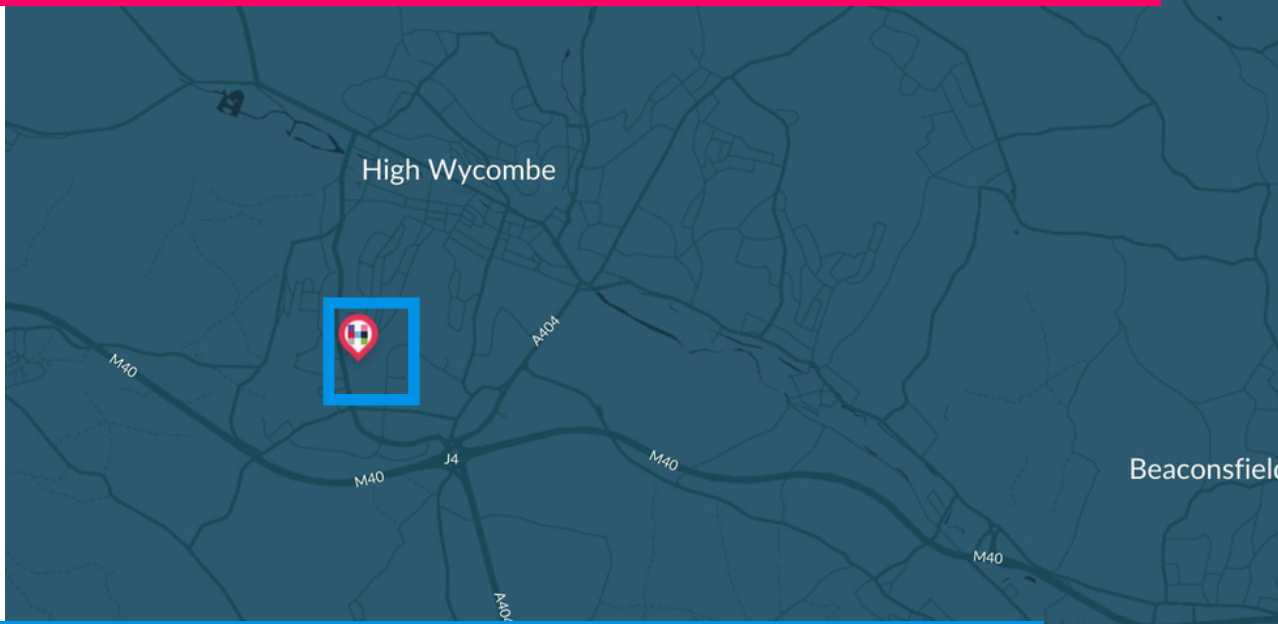
**07936 903 797**

Please note that the above number is only able to receive messages and files, this number is not monitored for calls or booking requests - please call our hospital for any urgent requests or to speak with our team directly.



Pre-appointment guide:  
**How to find us**

Hamilton specialist Referrals is located in High Wycombe, just 5 minutes from Junction 4 on the M40. Find local conveniences at our website: [www.hamiltonspecialists.vet](http://www.hamiltonspecialists.vet)



**Unit 5 Halifax Road  
Cressex Business Park  
High Wycombe  
Buckinghamshire  
HP12 3SD**



# Pre-appointment guide: **Terms and conditions**

We aim to provide the highest standards of veterinary care. These are the Terms on which we, Cherry Tree Veterinary Practice Ltd (trading as Hamilton Specialist Referrals), 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, considering 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 Hamilton Specialist Referrals (HSR) 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 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 Hamilton Specialist Referrals can be found on our website at [www.hamiltonspecialists.vet](http://www.hamiltonspecialists.vet). 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 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. 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 their staff for clarification. There may be a charge for administration services, including processing all claim forms, export certificates, referrals etc.

3.2 Our normal practice is for payment to be made in full 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 which may be agreed by management prior to treatment. 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.

3.3 Itemised bills will be provided with every transaction.

3.4 After due notice to you the client, overdue accounts will be referred to our debt collection agency and/or pursued through legal channels. Further charges will be levied in respect of costs incurred in collecting the debt, such as, but not limited to, production of reports, phone calls, home visits etc., court and other legal fees

3.5 In the event that any invoice or other sum owed by you is not paid when due then, without prejudice to any other remedies available to us, we may at any time:

3.5.1 send a reminder will be sent in the first instance, followed by a second reminder and then a final reminder. Late payment fees will be added when a final reminder is sent.

3.5.2 Issue notice to you that no further Veterinary Services and/or Products will be supplied to you.

3.5.3 We reserve the right to add interest to overdue accounts at the rate of 8% over base lending rate.

3.6 All prices quoted are quoted exclusive 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.

3.8 Any cheque returned by our bank as unpaid, any credit card payment not honoured and any cash tendered that is found to be counterfeit will result in the original account being restored to the original sum, with further charges being added in respect of bank charges and administrative costs, together with interest on the principle sum.

3.9 You may settle your account using cash, electronic bank transfer or Credit/Debit card.

## 4. INABILITY TO PAY

4.1 If for any reason you are unable to settle your account as specified, we ask you to discuss the matter as soon as possible with a senior member of staff. Please note that instalments or part payments of any account may ONLY be sanctioned with the express permission of a director or member of the senior management team.

## 5. CLIENT FINANCIAL REFERENCING & GUARANTORS

5.1 We reserve the right to reference current or prospective clients' credit worthiness. This will include credit referencing agencies, County Court Judgements and payment history with previous veterinary practices. Clients that are required to be invoiced via a Limited Company address may be requested to provide a guarantor. We also reserve the right to request and retain copies of proof of identity and address.

## 6. LIABILITY

6.1 We carry professional indemnity insurance in the sum of £• [£150,000 for criminal or disciplinary action, £5,000,000 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.

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

6.2.1 you so request in writing; and

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

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

6.3 Nothing in these terms and conditions shall:

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

6.3.2 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.

## 7. COMPLAINTS

7.1 Hamilton Specialist Referrals always strive to provide the highest level of care for both our patients and clients, and hope that you never feel the need to make a complaint. If, however, you do wish to complain, written complaints should be directed to the Operational Support Manager in the first instance via [accounts@hamiltonspecialists.vet](mailto:accounts@hamiltonspecialists.vet). We will aim to acknowledge receipt of the complaint within seven days. We will attempt to resolve any complaint verbally, but if a written response is required we will indicate the likely timescale for investigation of the complaint and for a full written response to be provided.

7.2 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.

7.3 In the case of a complaint, we may share your information with our insurers or our indemnity providers or other professional advisors if we believe that this will enable us to resolve your complaint more effectively.

## 8. PET INSURANCE

8.1 Hamilton Specialist Referrals strongly support the principle of insuring your animal against unexpected illness or accidents.

8.2 That it is your responsibility to settle our account within our payment terms and then reclaim the fees from your insurance company. By specific arrangement we may defer this requirement on the basis that your insurance form is signed so payment is made direct to us and that the insurance company have agreed to the claim in principle. You will need to pay for any excess and costs not covered by insurance (e.g. boarding) within the normal terms, and any costs later rejected by your insurance company. Hamilton Specialist Referrals require a £275 deposit to be paid upfront by the client ahead of ALL direct insurance claims.

8.3 We do not conduct any treatment or procedure subject to the costs being covered by your insurance company.

8.4 We are not allowed to liaise or negotiate with the insurance company on your behalf.

8.5 It is your responsibility, as the policy holder, to ensure that your invoices from HSR are settled by your insurance provider. If, for whatever reason, your insurance provider does not pay out, you are liable to pay all remaining outstanding fees.

## 9. DATA PROTECTION

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

9.1.1 provide the Veterinary Services and Products;

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

9.1.3 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.

9.2 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.

9.3 Telephone calls and CCTV recording. This practice is dedicated to the improvement of clinical and customer care. All incoming and outgoing calls to and from Hamilton Specialist Referrals are recording for quality assurance purposes. We may also digitally record images to assist with staff training and for the safety of pets, clients and staff and the monitoring of the security of premises.

## 10. MEDIA AND PHOTOGRAPHY

10.1 All consultations at Hamilton Specialist Referrals are recorded and may be used for educational or marketing purposes. If you do NOT give consent for this footage to be released please inform a member of the reception team as soon as you arrive.

10.2 From time to time television crews will be present at Hamilton Specialist Referrals. If you do NOT wish to be filmed, please inform a member of the reception team as soon as you arrive.

10.3 Photographs of your pet may on occasion be used for educational or marketing purposes, please let us know if you would prefer this not to happen.

10.4 Out of respect for other owners and patients we ask that you do not take photographs on the premises



## 11. CONSENT

**11.1** Written signed consent for procedures is required in all cases of admission to the hospital and any alterations will be agreed prior to action being taken.

**11.2** Signed Financial Consent is required for all procedures, whether they are going through insurance or are being paid directly by the client.

**11.3** Consent is also required for the use of medications in species for which they were not licensed e.g. rabbits. In this case a consent form will be provided to allow this to be done without asking for specific permission in each and every separate case. This is required as the majority of veterinary drugs are not licensed for use in small mammals, reptiles, birds, fish, amphibians and invertebrates. We must then use drugs which have a proven activity and efficacy, despite this lack of licence.

## 12. OWNERSHIP OF CLINICAL RECORDS

**12.1** Case records and similar documents are the property of, and shall be retained by, the practice. Your pet's clinical records, including radiographs, ultrasound scan records and laboratory test reports remain the property of Hamilton Specialist Referrals and will be kept under the terms of the Data Protection Act (1998). Copies with a summary of the history will be passed on request to another veterinary surgeon taking over the case.

**12.2** The care given to your animal may involve making some specific investigations, for example, taking radiographs or performing ultrasound scans. Even though we charge a fee for carrying out these investigations and interpreting the results, ownership of the resulting record, for example, a radiograph remains the property of Hamilton Specialist Referrals. You are entitled to see the records on request and if necessary an appropriate appointment to view them will be made. Copies of your pet's history, diagnostic images and a with a summary of the history will be passed on request to another veterinary surgeon taking over the case.

## 13. OUT OF HOURS SERVICE

**13.1** The practice operates an out of hours service for emergencies.

**13.2** The out of hours service can be accessed by telephoning the practice phone number and the call will be answered by a duty nurse who can contact the duty veterinarian as necessary.

## 14. RETURN OF UNUSED DRUGS

**14.1** Hamilton Specialist Referrals is willing and able to accept unused medication back into the practice for disposal only. However, as drugs which have left the premises are no longer fit for resale, no refund can be given. Drugs purchased from any other supplier will not be accepted for disposal.

## 15. REPEAT EXAMINATIONS

15.1 It is necessary both for the welfare of your pet and to meet legal obligations, for this practice to re-examine animals receiving long term medication. The interval will vary with the condition and the medication but will be no longer than every 6 months. The prevailing examination fee will be charged for that consultation. No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by a company director. No agent of or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in any way.

## 16. MISCELLANEOUS

16.1 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.

16.2 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.

16.3 It is possible for clients to request written prescriptions for medications from Hamilton Specialist Referrals. Please ask reception if you require one and they will arrange one from one of our vets. When you request a repeat prescription for your pet we can only supply the medication if:

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

16.4.2 your pet has been seen by one of our Veterinary surgeons within the last 6 months. There will be a charge for such repeat prescription to cover the time, responsibility and professional insurance costs involved.

16.5 Company Registered Name: Cherry Tree Veterinary Practice Ltd (trading as Hamilton Specialist Referrals). Our company registration number is 07798481 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)