



# Martin and Carr Veterinary Surgeons

Website [www.martinandcarrvets.co.uk](http://www.martinandcarrvets.co.uk)

## Policy Statement on Afterhours Care

We endeavour to provide our own out of hours emergency service. This is staffed by our own vets and nurses.

Each night, at weekends and bank holidays there is an on-call veterinary surgeon and nurse. Emergencies are seen at the Pershore surgery.

In the event of an emergency phone 01386 553631 or 01386 41360. Have a pen ready and listen carefully to the message given. You will need to take down the mobile number of the vet on call.

Our vets are on call from home and visit the practice during the night and weekends at appropriate intervals, depending on the requirements of the inpatients. Nurses are on call from home (unless otherwise directed) and are called to the practice as and when the vets need assistance. Nurses are required to attend the practice at certain times over the weekend.

Where we feel a veterinary surgeon needs additional support, i.e. in the case of new or recent graduates, they receive back up from one of the clinical directors as a second on call vet. The on-call vet is required to phone the second on call vet if additional support is needed.

Where possible the on-call nurse rota is staffed by qualified registered veterinary nurses (RVN's). At Martin and Carr any student nurses are enrolled with the RCVS onto an approved veterinary nursing course. They will form part of the on call rota once we feel they are adequately familiar with the practice. All nurses act under the supervision and direction of the on-call veterinary surgeon.

Occasionally, if we are unable to provide emergency service ourselves, emergency cover will be provided by Vets Now in Worcester. Full instructions on how to contact them will be given on our answer machine.

In certain circumstances, if deemed necessary by the on-call vet, a clinical referral to a dedicated out of hours provider for one to one overnight care may be suggested. This would be discussed on an individual basis in the best interest of your pet. Referral would incur additional fees payable by the pet owner directly to the referral provider and would be discussed between them. An example of when one to one monitoring maybe advised would be an animal with regular or uncontrolled fitting.

