

Pool House Veterinary Hospital



www.poolhousevets.com

Lichfield Hospital—24/7 Hospital Fosseway Lane WS13 8JY

8:30am-7pm Mon-Fri // 9pm-5pm Saturday

(Routine consults)

01543 262 464

Burntwood Branch Mon-Fri 8:30-19:00

01543 682 305/WS7 0BB

Armitage Branch Mon-Fri 9:00-18:30

01543 491 149/WS15 4AA

Mere Green Branch Mon-Thurs 8:30-18:30

Fri 8:30-16:30

0121 308 5555/B75 5BS





24/7 OOH cover is available
365 days a year at the Lichfield
Hospital—01543262464

Before 11pm £270.50 **

After 11pm £350 **

A dedicated vet and nurse are on site at all times.

***Affiliated practice costs only*

THE TEAM

We have a team of 20 vets, 16 RVNs,
4 SVNs and 3 VCAs working across the
hospital and 3 branches

We are also supported by an excellent
team of receptionists and admin/account
staff.

Clinical Directors (CD) :

Jenny England

Ian Thomas

Jamie Newton

Practice Manager: Debbie-Leigh Edwards

Deputy clinical directors:

Katie Luis-Hole

Lauren Lucas

Laura Jones

Sophie Davies

Head Nurse: Sian Robinson

Head of kennels: Hannah Jones

Head of theatre: Kim Chauhan

Head of dispensary/clinics: Gemma Wachlin

Head of Reception: Leigh Gray-Goodwin

Head of Branches : Nicola Rickus

Head of Accounts: Sheridan Hayes

CONSULTATIONS

Consults run from 8:30am to 18:45pm at our Lichfield hospital and 9am and 6:30pm at our branches arranged in morning, afternoon and evening consult blocks.

All consultations are appointment only .

We do keep aside a small number of **same-day appointments** for pets who become suddenly unwell. If you need one of these urgent appointments, please call us at **8:00am** and we will do our best to book you in at our hospital or one of our nearby branches. Please note that these appointments are reserved strictly for urgent cases.

If no routine or same-day appointments are available, we can still provide **emergency care** for pets needing immediate attention. These appointments are triaged by our clinical team and seen in order of urgency. Please be aware that **emergency consultation fees may differ** from routine fees depending on the time of day.

At routine visits, we are also now booking your **future appointments** to help guarantee your place in our diary.

SURGERY

We operate 5 days a week at our Lichfield hospital (with emergency procedures taking place 24/7).

Surgical and imaging facilities include:

Keyhole facilities X-ray (inc dental) Ultrasound

Endoscopy In-house bloods and blood gases

BOAS management Orthopaedics

We operate 4 days a week at our Burntwood branch and 2 days a week at our Armitage branch. These branches perform routine surgeries on these days including neutering, lump removals and some dental work.



Where to find us

Booking an appointment

Appointments can be booked by telephone or by visiting:

www.poolhousevets.com/book-an-appointment

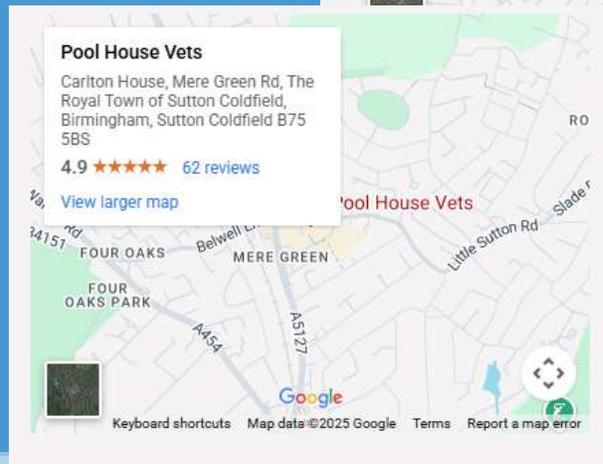
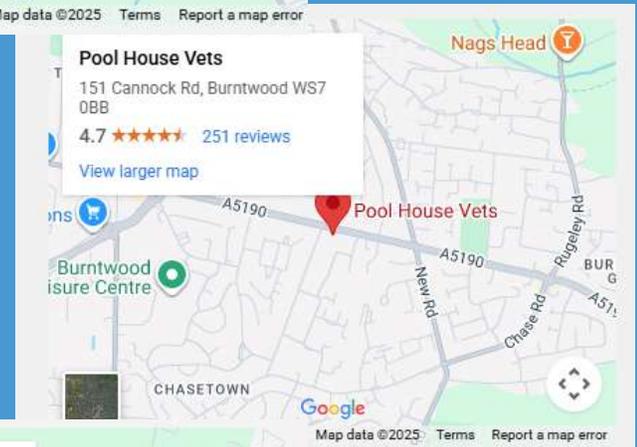
Inpatients and hospitalisation

We offer a 24/7 inpatient service where a vet and nurse are on site at all times at our Lichfield Hospital

We are experienced in dealing with many complicated conditions and regularly perform blood transfusions, feeding tube placement, catheterisation alongside emergency diagnostic imaging and surgery for urgent cases.

We have separate wards for dogs, cats, rabbits and small furries and isolation cases.

****Note we can only provide first aid for exotic patients and don't have hospitalisation facilities for certain species.**





**Pet
Health
Club**

What's Pet Health Club Essential?

Our Essential plan includes vaccinations, healthy pet checks every six months, year-round tailored flea, tick, and worm treatments, plus discounts on dental care, selected medications and treatments, and pet food. Save money while spreading the cost of your pet's essential healthcare

What's Pet Health Club Plus?

Pet Health Club Plus provides the ultimate peace of mind with unlimited consultations*, 24/7 online vet access†, and all the benefits of our Essential plan. Plus, you'll enjoy extra discounts on selected treatments, medications, and more. Join now to give your pet the proactive care they deserve.

[https://www.poolhousevets.com/
pet-health-club](https://www.poolhousevets.com/pet-health-club)

FEES

Initial consultation fee: £64.50

Re-examination fee: £57

Second opinion consultation: £126.50

(30 minute consultation with experienced vet)

Vaccinations (including health check) :

Primary Course dog - £129

(Kennel cough additional cost)

Primary Course cat - £115.50 -£123

Booster dog - £80.50

Booster cat -£76-83.50

Booster rabbit -£100.15

Other fees available on request.

All consultations will incur a charge.

Veterinary fees reflect the high level of care, expertise, and advanced medical equipment required to keep your pets healthy. Just like in human healthcare, costs cover everything from skilled staff and diagnostic tools to medications and ongoing training. We're committed to providing the best possible care, and these fees ensure your pet receives the attention and treatment they deserve.

Medications from vets are often more expensive than online because they include expert advice, proper handling, and guaranteed authenticity, ensuring the medicine is safe, effective, and tailored specifically for your pet's needs. We're also happy to provide written prescriptions if you prefer to source medications elsewhere, giving you flexibility while ensuring your pet still gets the right treatment

Written prescription charge per medication—£30.50

Payment terms:

- All services are payable at time. We may also ask for proof of address on registration.
- We can arrange direct insurance claims for certain insurance providers if the total claim is over £300
- We do offer other payment options including Care Free Credit or Klarna subject to acceptance and credit checks.

Thank you!



pet blood bank^{uk}

Neutering

At Pool House we offer routine neutering of dogs, cats, rabbits and small furries.

Dogs

- We advise spaying females 3-4 months post the end of their first or second season. Some breeds may benefit from slightly later neutering on a case-by-case basis.
- We offer both keyhole ovary removal or standard ovary and uterus removal
- Neutering males can depend on a few factors including breed/size and behaviour.

Cats

- We normally neuter male and female cats from 4 months old to prevent unwanted pregnancies

Rabbits

- We routinely neuter rabbits from 16 weeks old

Small furries

- This mainly includes castration of guinea pigs from 3-4 months old

Nurse clinics

Our experienced team of RVNs provide nurse clinics every day at the Lichfield hospital and at selected days at our branches.

Our nurses can help with a large range of conditions and preventative health care including:

- Microchips (legal requirement for cats and dogs)
- Second vaccines
- Weight clinics
- Blood pressure monitoring
- Blood tests
- Clipping claws
- Anal gland emptying
- Monthly medication injections
- Diabetic pet help
- Tick removal
- Habituation/desensitisation

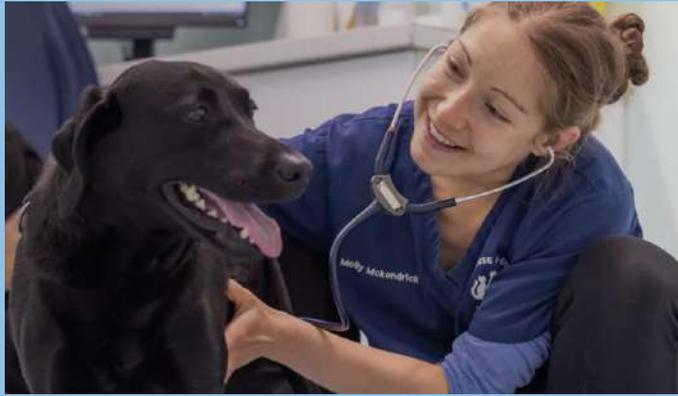
Pet Blood Bank

Just like we have our human blood service, Pet Blood Bank exists to help save the lives of pets in need by providing a blood service for vets.

At Pool House we facilitate pet blood bank donations a few times a year.

If you are interested in signing your dog up for donation please visit the pet blood bank website.

****Dogs should be fit and healthy, over 25kg, 1-8 years old and not on any medication**



Vaccinations

Dogs

- We advise primary courses for puppies against Distemper, Adenovirus (infectious hepatitis), Parvovirus and Leptospirosis.
- Kennel cough (Parainfluenza/Bordetella) vaccinations are also available for at risk dogs (non-core vaccine).
- Annual vaccinations and health checks are then advised to continue boosting immunity.

Cats

- We advise primary courses for kittens against Panleucopenia, Calicivirus, Herpesvirus and Feline Leukaemia (in at risk cats).
- Annual vaccinations and health checks are then advised.

Rabbits

- Yearly vaccinations are advised against Myxomatosis and RHD 1 and 2.

**If you have questions about vaccination protocols or titre testing, please speak to a member of the clinical team .

Parasite treatment

- Regular parasite control is essential for your pet's health and wellbeing, and also helps protect your family from diseases some parasites can transmit to humans.
- Both internal (e.g. worms) and external (e.g. fleas, ticks) parasites should be treated appropriately.
- Good hygiene – including hand washing, prompt removal of faeces, and cleaning your pet when necessary – supports effective parasite control.
- Your vet will tailor treatment plans based on your pet's individual lifestyle and risk factors, such as hunting, farm exposure, scavenging, pregnancy, or households with young children. Indoor-only pets may require less frequent treatments.
- Accurate dosing is important, especially in growing animals, and your vet will ensure this by weighing your pet regularly.
- In some cases, testing may be recommended to confirm infection or monitor treatment success. If your pet shows signs of parasites despite regular treatment, further investigation may be needed.
- Adverse reactions or suspected resistance should be reported.
- Topical or oral options can be discussed based on your pet's needs.

**Please note—due to recent changes in RCVS guidance, prescription parasite treatment can only be prescribed by a vet during a clinical examination in the practice. Instalment prescriptions can be authorised but must be made at this in person consultation.

Dogs from abroad

- **Dogs rescued from certain countries may have increased risk of exotic diseases that aren't endemic to the UK.**
- **Some of these diseases may also be a risk to human health.**
- **We would advise testing of certain diseases before transport to the UK +/- at certain points after entry to the UK.**
- **For more specific information please speak to one of the clinical team .**

****Be aware , often it is only a legal requirement for rabies vaccination and tapeworm treatment before coming into the UK, therefore a lot of rescues may not test or treat for some diseases before rehoming**

****New rules are being implemented regarding Brucella testing before arrival into GB from Romania**

Referral

It may be advised in some cases that your pet is referred to a specialist facility. This may be due to the need for more advanced diagnostics, surgery or expertise.

In these cases, location, scope and cost of referral will be discussed.

We will always endeavour to facilitate a client's request for referral.

Home visits

Owners are responsible for transporting their animals to a veterinary practice, including in emergency situations. We would encourage owners to think about how they can do this and make plans before an emergency arises. Transport facilities including family members, friends, taxi services or animal ambulances should be considered in the first instance in emergency situations.

In all but exceptional circumstances, the interests of companion animals will be best served by being taken to a veterinary practice, where the attending veterinary surgeon has access to a full range of equipment, veterinary medicines and appropriate facilities.

If there is no way of getting your pet to us in the event of an emergency we will do our utmost to help facilitate the transport of your pet to a veterinary hospital. Our team will carefully assess each situation where transport is not feasible or could put your pet at further risk to ensure the best course of action is followed. Daytime home visits can be provided on a case-by-case basis, subject to location, time and staffing.



GDPR

IVC Evidensia operates as an international business and is subject to a range of national laws and regulations designed to ensure that we operate in a way that protects our colleagues and clients. We recognise the importance of having effective privacy protections in place and are committed to compliance with applicable data privacy laws, regulations, internal policies and standards. This Privacy Policy sets out how we handle Personal Data belonging to our clients, suppliers, colleagues, and other third parties regardless of the media on which that data is stored. We are committed to being concise, clear and transparent about how we obtain and use Personal Data and how, and when, we delete that information once it is no longer required

Please follow the links below to read our privacy notice carefully.

These can also be provided by letter or email on request.

<https://www.poolhousevets.com/privacy-notice>

<https://www.poolhousevets.com/terms-of-use>



Complaints procedure

At Pool House we take your concerns seriously and strive to resolve any issues quickly and respectfully. We hope to alleviate any concerns before you leave the practice however, if needed, you can contact our Practice Manager, Debbie-Leigh Edwards, who can investigate your concerns alongside our clinical directors and leadership team.

You can email directly at:

Debbie-leigh.edwards@poolhousevets.co.uk

If a resolution is still not reached, complaints can be referred to an independent body, but we will always encourage working together directly first to find the best outcome for you and your pet.