Stamford
Veterinary Centre

# Repeat Prescriptions & Medication Policy

If your pet requires long-term medication, it is our practice policy that they **must be examined by a veterinary surgeon every four months** *(antiparasitic medication every 12 months)*. These review consultations allow us to monitor your pet's condition, assess the effectiveness of their medication, and address any concerns you may have. They also help us detect and manage any emerging health issues early.

Review consultations are chargeable unless your pet is a member of our **Pet Health Club Plus plan**, which includes all consultation fees. Members of our Pet Health Club plans also benefit from discounts on lifelong medications. For more details, please speak to a member of our team.

To request a repeat prescription, you can contact us directly or place your order via the homepage of our website. **Please allow at least 48 hours for processing**, as each prescription must be authorised by a veterinary surgeon and may require us to order specific medications. During weekends and bank holidays, please allow at least 72 hours. Some items may require special ordering and could take longer; **we will notify you via text message when your order is ready for collection.**

**Please note:** Once medication (including antiparasitic treatments) has left the premises, we are unable to accept returns or offer refunds. This is because we cannot guarantee that the medication has been stored correctly, which is essential for ensuring its safety and effectiveness for resale.

**Written prescriptions** are available upon request and are subject to a prescription fee. These are also issued in accordance with our four-monthly review policy and can only be authorised by a veterinary surgeon.
**Consultation and prescription fees are available to view on our website: www.stamfordvets.co.uk**

## An explanation of the new Under Care Guidance

All Veterinary Surgeons in the UK are regulated by the Royal College of Veterinary Surgeons (RCVS).
From the 13th of January 2024, the RCVS has introduced new guidance that there is a requirement for a physical examination by a Veterinary Surgeon before POM-V Parasiticides (i.e. prescription flea and worming products) can be prescribed.
This is a significant change to veterinary regulations in the UK, and one that we are obliged to follow. We will therefore ask and require you to come in for a physical examination where necessary before these products can be prescribed.
Prescribing is the responsibility of the individual veterinary surgeon, and we will absolutely support our colleagues as a company in doing the right thing and prescribing legally and within the guidance.
Our intention is always to continue to provide the best care with the welfare of the patients entrusted to us as the priority through our professional colleagues and ensure the safety of your animals.

**Stamford Veterinary Centre**