



Client Information Sheet

Welcome to James Street Veterinary Centre and thank you for choosing our practice. We know how important your animal is to you therefore our friendly team aim to offer professional, courteous services in a caring and welcoming environment. We have put together this information sheet to highlight some of the practice policies but, should you have any queries, please feel free to ask a member of staff and they will do their utmost to help you.

Appointments

Monday – Thursday 9.00am – 7.30pm

Friday 9.00am – 7.00pm

Saturday Mornings 9.00am – 1.30pm

Please call the above number to book an appointment.

We request that all animals are suitably restrained when in the surgery. Cats should be in a cat carrier or a secure box and dogs should be kept on a lead with a muzzle if required. Rabbits, guinea pigs, etc should be restrained in a suitable, secure box or cage.

Please inform us if your animal can be difficult or aggressive. We understand that coming to the vets can be a stressful experience for the animal (and owner!) and sometimes their instinct can be to lash out, therefore if we are forewarned, we will do as much as we can to reduce the risk of anybody being injured.

Home consultations

We can come to your house for a consultation but we generally advise you to bring your animal to the surgery. It is often easier for the vet to give them a more thorough examination with the equipment and medications they need close to hand. Should you feel your animal needs a consultation at home, we request you contact us before 10am to arrange it. There is an additional charge for home consultations.

Operations

Routine operations are performed from Monday to Friday. We advise contacting us a week in advance to book your animal in.

Out of hours

To provide cover 24hrs a day, 7 days a week, we have teamed up with a dedicated emergency service, East Lincolnshire Emergency Vets (ELEV), base at 2 Eastfield Road, Louth, LN11 7AN. These vets and nurses work only at nights and weekends and will be available to provide constant care for emergencies and hospitalised patients. To contact them, simply phone the normal number **01507 602828** and you will be transferred to the emergency team. There will be a charge for any OOH treatment, this



is payable to ELEV.

Vaccinations

Dogs

Our vaccination protocol for puppies is:

First Vaccination 8 wks

Second Vaccination 10 wks

Third Vaccination 12 wks

Boosters are required annually thereafter

Please note it is not safe for your puppy to go out in public areas until 1 week after their second vaccination. We advise you not to put your puppy on the floor of the practice until after this time as, while we endeavour to keep the practice floor as clean as possible, some of our patients may have an infectious disease which your puppy may not be strong enough to fight off yet.

For unvaccinated adult dogs, our vaccination protocol is 2 vaccinations, 4 weeks apart then annual boosters thereafter.

A Kennel Cough Vaccination is available. This is a spray up the nose which is required annually.

Cats

Our vaccination protocol for kittens is for them to have their first vaccination at 9 weeks then a second injection at 12 weeks, they then have annual boosters thereafter.

For unvaccinated adult cats the protocol is 2 vaccinations 3 weeks apart then annual boosters.

We do not routinely vaccinate cats for Leukaemia but we are happy to do so should you wish. Please speak to a vet or nurse and they will be happy to discuss the best health plan for your cat.



Rabbits

We recommend vaccinating rabbits against Myxomatosis and Viral Haemorrhagic Disease (RHD). Both are highly contagious, fatal diseases which have no cure. The vaccination protocol is:

- RHD1-Myxo (Nobivac Myxo RHD) can be given from 5 weeks of age and is an annual vaccination, covering Myxo and RHD1
- RHD2/RHD1 (Eravac,Filavac) can be given from 30 days of age. This will cover your rabbit for an additional strain of RHD which is becoming more common. This should be given 2 weeks apart from the Myxo-RHD vaccine. It is an annual vaccine.

Vaccination Reminders

We do send out vaccination reminders by text or post as a courtesy, however, we strongly advise you to put it on your calendar too. Please make sure we have your current mobile number for use for the text alert.

Neutering

Dogs

Male dogs can be castrated from 9 months of age. Bitches can be done from 6 months old if requested, however we usually advise to allow them to have a first season to ensure proper development of their genitals. They can be speyed 3-4 months after a season.

Cats

Male and female cats can be neutered from 6 months of age. We can do them slightly earlier under special circumstances.

For both cats and dogs, castrations and speys can go home the same day.

Rabbits

Male and female rabbits can be neutered from 4 months of age.

Microchips

We advise that all cats and dogs are microchipped. For dogs this became a legal

requirement in 2016, all dogs must be microchipped by 8 weeks of age. Should your pet go missing, you are far more likely to be reunited if they are microchipped. We charge £10.00 as standard.

Loyalty discount scheme

We run a loyalty discount scheme, providing all essential healthcare products at discounted prices. For a monthly fee your pet will receive:

- Annual vaccinations including Kennel Cough for dogs
- A year's supply of flea/tick and worming treatment
- A free consult with a vet
- A free nurse appointment (Nail clip/anal glands/etc)
- **Free Microchip if required**
- Plus a further 10% discount off anything else bought for that animal in the practice – from hairbrushes to operations!

We believe this gives our clients an opportunity to provide the best healthcare plan for their pet by spreading the cost out over the year, making caring for your pet more affordable. Please ask at reception for further details.

Star buys

We have a star buy promotion every month, please ask at reception for the most recent offer.

Repeat prescriptions

For animals who are on prescription medicines, we request that you order the drugs 48 hours in advance. We do not have all drugs in stock at short notice and new regulations state that prescriptions must be checked by a vet before they are dispensed, therefore this gives us time to ensure the drugs are ready for you when you come to collect them.

For prescription diets please phone before 4pm for your food to be here the next day. Please note food ordered on Friday will not be here until Monday of the following week.

Payment

Due to being let down in the past, we no longer offer account payment and therefore ask for payment at the time. In emergency situations, you can discuss payment by instalments with our Practice Manager.

Thank you again for your custom. We hope you find our practice friendly and welcoming. We pride ourselves on providing a high standard of care, therefore if you have any complaints or comments on how to improve the practice, please feel free to speak to a member of staff, or use our suggestion box situated in the waiting area.

Please do not hesitate to contact us should you have any further queries and we look forward to caring for your pets.

Please consult our website for more information www.louth-vets.co.uk. You can also follow us on Facebook.