



# James Street VETERINARY CENTRE

Tel: 01507 602828

## 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 – Friday      9.00am – 6.30pm

Saturday Mornings    9.00am – 12.30pm

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**

Louth based vets, James Street and Black Sheep share the out of hours emergency cover, this provides an emergency service 24 hours a day, 7 days a week. Simply contact us on 01507 602828 and you will be put through to the vet on duty who will be able to offer you advice or arrange to see your animal if necessary. If needed the vet on call will be able to refer to your pet's history to make an informed decision on the best form of treatment. There is an out of hours call out charge of £100 between 10pm – 7am and £75 for out of hours between 7am – 10pm, sometimes this can be reduced if the vet is coming to the practice to check the in patients or see other animals.

## **Vaccinations**

### **Dogs**

Our vaccination protocol for puppies is to have their first vaccination at 8 weeks then a second vaccination at 10 weeks then annual boosters 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.

When your puppy has had their full set of vaccinations, they are welcome to come along to our puppy parties held on Thursday evening at the practice. This provides an excellent opportunity for them to experience the nice side of the vets and a chance for them to socialise with other similar sized puppies. The parties are run by Cathy, who is happy to offer advice on nutrition, behaviour, training, etc. If you are interested please ask at reception for further details.

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

### **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. Both are highly contagious, fatal diseases which have no cure. The vaccination protocol is simple – one injection once a year, from the age of 6 weeks and onwards.



### **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 £15 as standard, however you will receive a voucher for a £5 discount if your pet has their primary course of vaccinations with us.

## **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](http://www.louth-vets.co.uk). You can also follow us on Facebook.