

## INFORMATION FOR NEW FARM & EQUINE CLIENTS

### **Welcome to Shetland Vets**

Thank you for registering with us. This leaflet gives general information about our practice, but please phone us if you have further questions. Our website [www.shetlandvets.co.uk](http://www.shetlandvets.co.uk) has more information on opening hours and includes profiles of our staff. We also have a Facebook page, which is updated every week.

### **APPOINTMENTS**

Routine visits to farm animals and horses are normally arranged through our Bixter surgery. Please call 01595 810456, or send an e-mail to [office@shetlandvets.co.uk](mailto:office@shetlandvets.co.uk) and we will call you back. In an emergency, please contact Bixter or Scalloway, whichever is nearest to you. Sheep & goats are often brought to the surgery, which saves you the cost of a visit and travelling time for the vet.

### **DISPENSING DRUGS**

If your animal's symptoms are diagnostic, we may be able to dispense treatment without an examination. Veterinary Medicines Regulations are now similar to those at your Doctor, so drugs always need to be dispensed by a Vet. If you come to the surgery without calling first, you may have a long wait, or we might not be able to dispense if the Vet is out on calls.

### **OUT OF HOURS SERVICE**

Our telephone is answered at the office 8.30 – 5.30 on weekdays and 9 – 3 on Saturdays. In case of emergency, you can contact the Vet out with surgery hours via our Answering Service – 01223 257 400. The answering machine at the surgery also gives this number. The person who answers takes full details and the vet on call will phone you back, usually within 5 to 10 minutes.

### **OUR FEES**

The fees we charge are necessary so that we can staff and equip our Practice to the standards set by the Royal College of Veterinary Surgeons, including the need to provide a 24 hour emergency service, 365 days a year.

Visits to registered crofters are subsidised by the Scottish Office under the Highlands & Islands Veterinary Services Scheme. This covers farm animals and Shetland ponies, but not horses. Daytime flat rate is £25 + VAT, out of hours is £40 to £50 + VAT. Please contact us if you need a list of our visit charges to horses.

## **INVOICE TERMS**

We send our Invoices & Statements monthly and require payment STRICTLY within 30 days. We may withdraw Veterinary services from clients who do not settle their accounts within a month.

## **REFERRALS & SECOND OPINIONS**

We are able to carry out most treatments and operations in Shetland, but occasionally unusual or serious problems may be beyond our experience or expertise. We have good relationships with several specialist Referral Centres in Scotland where we can arrange treatment for your animal. However, clients should be aware that the costs involved are likely to be significant, and may be prohibitive without Insurance.

Our Vets all have different interests and areas of expertise. If you feel that you would like a Second Opinion on your pet's problem, please feel free to ask.

## **COMPLAINTS**

Fortunately, we receive very few complaints! However, we take these very seriously, and have a Complaints Procedure and Policy, which is available on request.

Most complaints can be resolved informally by speaking to a Director, or one of our Vets.