

Accommodation for your pet

We encourage owners to visit their pets whilst they are in the hospital and will always talk through their treatment plan on a daily basis. We have separate kennel rooms for cats/small mammals and dogs so that the stress encountered by your pet whilst hospitalized is minimized. A dedicated team of nurses care for in-patients (those staying in the hospital) and out-patients (those who are going home the same day following their procedure). We also have isolation facilities for those pets with contagious diseases.

Home Visits

In most cases, your pet will receive better treatment if it is brought into the surgery where we have extra staff and the equipment and facilities necessary to provide treatment. In some cases such as euthanasia, this may be less stressful for you and your pet if carried out in your own home. We endeavor to come out to your home at your convenience but we ask that you call the surgery as early as possible so that we can arrange your visit.

Laboratory

We have equipment at Beeches to run routine bloods and urine tests with results often available within 30 minutes. Many of the more advanced tests are sent by courier to our main laboratory. Most results are received within 48hrs, but some tests may take up to 10 days for the results to be received.

Prescriptions

We can issue prescription only medication to animals under our care if they have been seen immediately before prescription or recently enough for the vet to have personal knowledge of the condition of the animal. In the case of worm/flea products your pet must have been seen in the previous 12 months. Written prescriptions are available for a small fee meaning you can then obtain these medicines from another veterinary surgeon or on-line pharmacy. We recommend ethical UK-based site: Animed Direct . www.animeddirect.co.uk.

Charging and Estimates for Work

Veterinary science has improved a great deal over the last twenty years meaning we are now able to offer your pet more advanced treatments than ever before. These improved skills and services mean that veterinary treatment has become more expensive and is why we recommend pet insurance to all our clients. We charge for our professional services and will issue a detailed invoice for work carried out. All fees, diets and drug charges are subject to VAT at the current rate. We are happy to discuss costs with you before any proposed treatment and to provide estimates in advance. Please provide accurate contact details so we can update you with any changes to your pet's treatment plan and related costs. Payment is requested at the time of treatment and for added convenience we have facilities to take credit/debit card payments over the phone. We will run direct insurance claims, only in exceptional circumstances and by prior arrangement, but the excess or any fees not covered by your policy must be paid upon request.

We regret we cannot offer credit facilities and would advise that invoices not paid within 7 days will incur a 10% surcharge. Non-payment will result in additional charges to cover admin costs of sending reminders and referral to debt collection agencies.

Beeches Veterinary Hospital

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Like us on Facebook

Beeches Veterinary Hospital

01753 539353

RCVS accredited

Consultations by appointment only

Monday to Friday

08.30-18.30

Saturdays

08.30-12.30



Staff:

Clinical Veterinary Director:

Victoria Collingwood **MRCVS**

Veterinary Surgeons:

Jessica Ford **MRCVS**

Gemma Blewett **MRCVS**

Suzie Badham **MRCVS**

Nurses:

Kate Andrews **RVN Head Nurse**

Katie McCafferty **RVN Deputy Head Nurse**

Lucy Makinson Student Nurse

Katie Fox Student Nurse

Practice Manager:

Debbie Winsor

Receptionists:

Jayne Diciancia

Wendy Coff

We would like to wish you and your pet a very warm welcome to Beeches Veterinary Hospital. The Beeches grew out of the long established Farnham Road Clinic in 2001. We are a forward thinking tier 3 hospital offering a high standard of patient and client care in a dynamic environment with superb facilities and an excellent range of equipment. We employ 11 staff delivering great animal care to our clients and their pets. The veterinary team includes 4 vets and 4 nurses who are supported by a professional team of administrative staff.

Consultations

Our standard consultation time is 15 minutes per animal. During this time the Veterinary Surgeon will give your pet a thorough examination and discuss the findings with you, including any further tests or treatments that may be necessary. Whilst you are in the waiting area we request that you keep your cat in a basket, any rodents/birds in appropriate cages and your dog under close control on a lead; this is for their safety.

Longer consultations are available upon request

The Healthy Pet Club

The Healthy Pet Club allows you to spread the cost of routine vaccinations, worming and flea treatments. Members receive a **10% saving on all treatments and products** sold at the practice. The scheme also offers a **20% saving on selected life-time drugs** and if food is purchased, members are entitled to every sixth bag of food free. From just £9.99 per month your pet will receive: initial course of vaccinations and annual boosters, including kennel cough for dogs, flea control for 12 months, worming treatment for 12 months, microchip, 20% off dog and rabbit neutering, free neutering to cats and an introductory bag of food. Free health checks are provided monthly until 6 months of age then twice a year for life. Ask at reception for details. Terms and conditions apply.

24hr Emergency Service

Together with **Vets Now Limited**, our sister hospital in Maidenhead, Summerleaze provides a 24 hour veterinary service. Vets Now are our dedicated out of hours service provider and they take over at our Summerleaze premises from 7pm in the evening until 08.30am every weekday and from 1pm on Saturday through to 08.30am on Monday mornings. They also ensure that our patients have access to veterinary treatment during bank holidays. Vets Now work out of our premises but are a separate company and if it is necessary for your pet to be seen by them, you should expect a separate bill from them for their services. Please call Vets Now Limited direct on **01628 639600**

Routine Procedures

We are a busy tier 3 small animal hospital **offering all 1st opinion services** including vaccinations, neutering, and dentals. We also offer a comprehensive range of **Nurse Clinics** for worming treatments and advice, flea treatments, nail clipping, micro-chipping, weight checks, post-op checks and diet and nutritional advice.

Surgery

We have two fully equipped operating theatres for routine and more complicated surgeries. Patients are admitted between 8.00am and 8.30am on the morning of their procedure and most go home later the same day. Sometimes it is necessary that animals stay in overnight for further monitoring and pain relief. We use up-to-date and modern anaesthetic techniques. Throughout their procedures and during recovery, animals are constantly monitored by veterinary nurses. This monitoring will usually include blood pressure, heart and respiration rates, CO2 and O2 levels, as well as other key indicators. After surgery patients are monitored during recovery either in our incubator or in a kennel with our bair hugger, which supplies warmth to the patient.



Medicine and Imaging

We are able to offer advanced medicine and imaging services including digital radiography, ultrasound, endoscopy (examining the stomach/colon/airway with a camera) and echocardiography (ECG). These facilities significantly improve our chances of reaching a diagnosis for your pet and enable us to start the most effective treatment. Sedation or anaesthesia may be necessary for these procedures and keeps the stress levels for your pet to a minimum. All images produced will be stored by the practice but copies may be available on request for a small fee.