

## Accommodation for your pet

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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, dogs and small mammals 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. All animals are checked overnight by a dedicated night nurse. For more details, please ask for our hospitalization leaflet.

## Home Visits

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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 in the morning so that we can arrange your visit.

## Laboratory

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We have equipment at Summerleaze 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

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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 .

## Charging and Estimates for Work

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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.

## Summerleaze Veterinary Hospital

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9 Summerleaze Road  
Maidenhead  
Berks  
SL6 8EW

Telephone: 01628 628121

Fax: 01628 623462

Website: [www.activevetcare.co.uk](http://www.activevetcare.co.uk)

Email: [summerleaze@activevetcare.co.uk](mailto:summerleaze@activevetcare.co.uk)

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# Summerleaze Veterinary Hospital

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**01628 628121**

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**RCVS accredited**

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**Consultations by appointment only**

**Monday, Tuesday, Wednesday, Thursday**

**08.30-19.30**

**Friday**

**08.30-18.30**

**Saturdays**

**08.30-13.00**

**MiNightVet**



## Staff:

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### Clinical Director:

Debbie Richardson RVN

### Veterinary Surgeons:

Samantha Marshall MA VetMB CertSAS MRCVS

Tracey Whitehouse BSc.Hons.,BVM&S

Lucy Knight BVetMed MRCVS

Kenny Sherwood BVetMed (Hons) MRCVS

Katia Dei MRCVS

Alison Twitchen BVetMed MRCVS

Alex Lacey BA VetMB MRCVS

Anne Handy BVetMed (Hons) MRCVS

Antonia Chan BVetMed MRCVS

### Nurses:

Amanda Tucker RVN Head Nurse

Dani Whelan RVN

Sam Seraph RVN

Stephanie Cockburn Student Nurse

Zoe Cole Student Nurse

Nancy Sparks Student Nurse

Verity Murden Student Nurse

### Practice Manager:

Caroline Linton

### Receptionists:

Linda Workman

Tony Bungey

Catherine Sturgeon (and Nursing Assistant)

Gillian Blackman (and Nursing Assistant)

Adam Blaquiere (and Nursing Assistant)

We would like to wish you and your pet a very warm welcome to Summerleaze Veterinary Hospital. Established in 1974, 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 21 staff delivering great animal care to our clients and their pets. The veterinary team includes 9 vets and 7 nurses who are supported by a professional team of administrative staff.

## Consultations

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Our standard consultation time is 15 minutes. 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 waiting 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.

## The Healthy Pet Club

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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 neutering and 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.

## 24hr Out of Hours Service

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The new MiNight out of hours service is an extension of the service provided by us here at Summerleaze Veterinary Hospital, with dedicated staff working through the night, weekend and bank holidays. The team are available to provide care for your pet 24hrs a day, 365 days a year! The service is not limited to emergencies; we are happy to see your pet for both routine and non routine appointments throughout the weekend, and the cost of a consultation between 8am and 8pm is the same on a weekend or bank holiday as it is during the week.

Please dial our usual number 01628 628121 to seek advice about your pet or make an appointment.

## Routine Procedures

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

## Surgery

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We have two fully equipped operating theatres for routine and more complicated surgeries. Patients are admitted between 7.40am 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. We offer more advanced surgical procedures including orthopaedic, soft tissue, reconstructive and airway surgery, laparoscopy for diagnostic investigations and the latest surgical procedure offered at Summerleaze, TTA surgery for knee ligament injuries.



## Medicine and Imaging

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We are able to offer advanced medicine and imaging services including 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.

## Additional Services

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We have fortnightly visits from a dermatologist and can also offer acupuncture.