

New Client Information



Terms and Conditions of Business

Practice Contact Details

Park Hall Veterinary Clinic Ltd
Park Hall Stables
Off Park Hall Road
Mansfield Woodhouse
Nottinghamshire
NG19 8QE

Telephone: 01623620784

Email: desk@parkhallvets.co.uk

Proprietor: Margaret J Wharmby MRCVS

Practice Manager: Sarah Winstone RVN

Our Services

We are a mixed practice in Nottinghamshire, offering veterinary care to companion animals (dogs, cats, rabbit, guinea pigs, ferrets and rodents), equines (horses and donkeys) and farm animals (cattle, sheep, goats, pigs and backyard poultry). We offer consultations, visits, diagnostic procedures and surgical / medical treatment.

Opening Times

Monday – Friday 8am – 6pm (Appointments 9am-1pm, 2pm-5.45pm)

Saturday 8am – 4pm (Appointments 9am-1pm, 2pm-3.45pm)

Sunday CLOSED

Outside of these times we are open for emergencies only.

Out-of-Hours Emergencies

We provide a 24/7 emergency service to registered clients which is based at the practice.

In the event of a genuine accident or emergency please contact the duty vet on 01623 620784 where you will hear the mobile number of the vet on-call.

Please note that just one vet covers the entire on-call for small animals, equine and farm so if you do not get through the first time they are likely to be busy with another patient. Please continue to ring until they are able to answer.

Please also note that the mobile number for the vet changes every single day so please do not store the mobile number as this is unlikely to be the correct number on a different day.

Out-of-hours charges vary depending on the time of day / night, typically these range from £150-250 for onsite consultations. Out-of-hours visit fees will be subject to a fee of £120-200 in addition to usual radius and examination charges. If we need to call a nurse in to help with your animal this will incur additional charges.

We DO NOT routinely offer out-of-hours visits to companion animals; this is for employee safety. Please be aware that it is your responsibility to ensure that you can travel your animal to the practice at any time of day or night.

We do not offer 24/7 in-patient nursing care overnight so, whilst we can offer in-patient care to some cases, this is limited. In some cases we will discuss transferring your case to a local out-of-hours provider if thought necessary. Please note that a transfer fee and external charges will apply.

In-Patient Care

During the hours of 8am – 7pm Monday – Friday and 8am – 4pm Saturday and Sunday we provide comprehensive nursing care. Outside of these hours we have a nurse on call but do not provide 24/7 nursing care. This means that we can only offer limited overnight in-patient care. If a patient is unstable we will discuss transferring the patient to an out-of-hours provider. Please note that a transfer fee and external charges will apply. If you consent to your animal being hospitalised in the practice they will usually be checked at 10-11pm and then again at 8am.

Off Licence Medication

In specific clinical circumstances, where no suitable alternative exists, it may be appropriate for our vets to prescribe medication for your animal which has not been licensed for veterinary use. This may include the use of drugs in one animal species which are licensed in another or some human medications which are not available in a veterinary form. We will only use off licence medications when they are clinically justified. It is inferred that, by choosing to use Park Hall Veterinary Clinic Ltd's services, the use of off licence medication(s) is allowed following discussion with a veterinary surgeon. When *dispensing* off licence medication we will ask you to sign a consent form and we will keep a record of this for legal purposes.

Referrals

Sometimes your animal may require advanced care that we cannot offer in the practice. If this is the case the responsible veterinary surgeon will discuss available options and *potential* costs with you. We commonly refer to several local referral centres but are happy to refer to a hospital of your choice. The usual protocol would be for us to contact the hospital / referral centre with your personal and case details and they would then contact you to make further arrangements including availability, costs etc.

Second Opinions

If you are not satisfied with the outcome of a consultation you may ask for an internal second opinion. Alternatively if you would prefer an external second opinion we would be happy to send the clinical history across to the practice of your choice. Please make it known to reception if you are simply seeking a second opinion or wanting to transfer away from us. Professionally, any practice agreeing to see your animal should request a full clinical history prior to seeing your animal.

We are happy to see second opinion cases but you must register your animal with us and we will need to request a clinical history from your current vet prior to a clinical exam being performed. Please make it known to reception if you are simply asking for a second opinion or wanting to transfer to us for all of your animal's needs.

Charging Structures

All consultations with a veterinary surgeon will be charged for, including rechecks. Initial consultation cost is £30, second and subsequent consultations are £28.00 (for the same condition). There is no charge for routine stitch / staple removal or routine post-op checks (when the procedure has been performed by Park Hall Veterinary Clinic Ltd). Post-op dressings will be chargeable.

Payment Plans

We do NOT provide payment plans. Any balance must be paid in full at the time of treatment. We may ask you for a deposit if your animal is staying in for an operation / procedure or is being hospitalised.

Insurance Policies

We DO NOT accept direct claims for pet insurance. Balances must be paid in full at the time of treatment. Policy holders can then claim off their own policy for the cost of treatment. We can assist you in claiming back charges from your insurance company by filling in the relevant forms but please note that Park Hall Veterinary Clinic Ltd is NOT responsible for what your insurance company does or does not agree to pay as this is a contract between yourself and the insurance company.

Practice Fees (September 2023)

Price (includes VAT)

Consultations

Consultation Initial	£30.00
Consultation Second	£28.00
Consultation Third & Subsequent	£20.00
Consultation Second Opinion	£80.00
Written Prescription Fee	£24.50
Anal Gland Squeeze (nurse / simple add on for vet)	£10.00
Anal Gland Squeeze (vet consult)	£25.00
Nail Clip	£12.00

Out of Hours Fees (At the Surgery)

(excludes usual consult fees)

6pm-10pm	£150.00
10pm-12am	£200.00
12am-7am	£250.01
7am-8am	£150.00
Saturday Consultation	£50.00
Sunday Consultation (before 4pm)	£150.00
Sunday Consultation (4pm-10pm)	£180.00
Nurse Call Out Fee	£45.00
Nursing Time per Hour	£50.00

Out of Hours Fees (Equine / Farm Visits)

(excludes usual call out / examination fees)

6pm-10pm	£120.00
10pm-12am	£150.00
12am-6am	£200.00
6am-8am	£120.00
Saturday Call Out Extra	£100.01
Sunday Call Out Extra	£150.00

Visit Charges Equine (increase in 5 mile radius)

V1	£40.01
V2	£45.00
V3	£55.01
V4	£65.00
V5	£100.01
V6	£120.00

Examination (equine) initial	£40.00
Examination (equine) second and subsequent	£25.00

Visit Charges Farm

Farm Routine Visit	£45.00
Farm Routine Visit 15 miles +	£75.00
Farm OOH Visit Local	£85.01
Farm OOH Visit 20 miles+	£100.01

Equine Vaccines

Flu & Tetanus	£35.00
Flu Only	£28.00
Tetanus Only	£20.00

Canine Vaccines

Versican DHPPiL4 / Vanguard DHPPiL2 (Course of 2)	£40.00
Versican DHPPiL4 / Vanguard DHPPiL2 (1 st or 2 nd)	£22.00
Versican DHPPiL4 / Vanguard DHPPiL2 (Annual Booster)	£27.00
Versican DHPPiL4 / Vanguard DHPPiL2 (Course of 2+ID Chip)	£55.00
Vanguard Parvo (3 rd vaccine for puppies)	£16.80
Nobivac / Canigen (1 st /2 nd /Annual)	£30.00
Kennel Cough Vaccine Oral	£28.88
Rabies Vaccine	£57.94
Animal Health Certificate (1 st Animal)	£160.01
Animal Health Certificate (Additional Animal)	£100.01
Rabies Blood Test	£180.00

Feline Vaccines

1 st or 2 nd Vaccine Kitten (Flu+Enteritis)	£17.40
Course of 2 Kitten Vaccines (Flu+Enteritis)	£30.00
Booster Vaccine Cat (Flu+Enteritis)	£18.00
1 st or 2 nd Vaccine Kitten (Flu+Enteritis+FeLV)	£30.00
Course of 2 Kitten Vaccines (Flu+Enteritis+FeLV)	£50.00
Booster Vaccine Cat (Flu+Enteritis+FeLV)	£33.60

Rabbit Vaccines

Rabbit Vaccine / Booster (Myxo+RHD1+RHD2)	£58.07
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Surgical Prices (Approximate)

(Please note that the prices stated below do not include charges for intra-operative and post-operative medications, typically these will be £20-100 dependent on pet weight and recovery).

Cat Castration	£51.41
Cat Spay	£81.41
Dog Castration < 10kg	£75.00
Dog Castration 10-25kg	£105.00
Dog Castration 25-40kg	£135.00
Dog Castration 40kg+	£165.00
Bitch Spay < 10kg	£130.01
Bitch Spay 10-25kg	£145.01
Bitch Spay 25-40kg	£185.00
Bitch Spay 40kg+	£235.01
Rabbit Castration	£80.00
Rabbit Spay < 3.5kg	£95.00
Rabbit Spay > 3.5kg	£110.00
Pyometra < 10kg	£350.00
Pyometra 10-25kg	£420.00
Pyometra 25-40kg	£465.00
Pyometra 40kg+	£560.00
Lump Removal Very Small	£210.00

Lump Removal Small	£260.00	
Lump Removal Medium	£350.00	
Lump Removal Large	£400.01	
Dental Canine Scale + Polish < 10kgs	£180.00	
Dental Canine Scale + Polish 10-20kgs	£200.00	
Dental Canine Scale + Polish 20kgs +	£240.00	
Dental Canine Sc+Pol + Extractions (initial 30 mins)	£300.00	
Dental Canine Extractions (additional 10 mins)	£30.00	
Dental Additional Bone Flap	£120.00	
Dental Feline Minimal Extractions (initial 30 mins)	£181.40	
Dental Feline Multiple Extractions (initial 30 mins)	£281.41	
Dental Feline Total Extraction	£601.40	
Dental Radiographs	£20.00	
Radiographs	£35.00-45.00 per X-ray	
Ultrasound Scan (Quick)	£60.00	
Ultrasound Scan (Full / Abdominal / Echo)	£120.00	
Bitch Pregnancy Scan (not including consult fee)	£50.00	
BVA Hip Xrays (All animals will be clipped)	£200 (additional BVA fees apply)	
BVA Hip & Elbow Xrays (All animals will be clipped)	£300.00	
Giant Dog Handling Fee (45kg+)	£60.00	
	<u>Normal</u>	<u>Loyalty*</u>
Bitch Caesarean < 20kg	£785.00	£588.76
Bitch Caesarean 20-40kg	£885.00	£663.76
Bitch Caesarean 40kg+	£1085.00	£813.76
Cat Caesarean	£785.00	

**Bitch Caesareans receive 25% loyalty discount for clients that use Park Hall Vets for ALL regular work including vaccines. Caesarean prices DO NOT include initial consult, out of hours fees or post-op medications.*

Use of Client Data

As a registered client of Park Hall Veterinary Clinic Ltd specific data about you (name, address, telephone numbers, email address etc) and your animal will be collected and stored. We hold and process this data principally as an accurate record of your animal's clinical records and for planning / financial administrative purposes. Clinical information about your animal (written, verbal and electronic) will only be divulged to a third party to aid treatment (e.g. referral) or to improve the care of your animal and not without your prior knowledge or consent. We may also use this information to contact you by post, telephone (including text message) or email regarding preventive treatments, appointments etc. This may be carried out directly by us or by sharing your information through a third party. When you register with us we will confirm that you are happy to receive communications from us and you will have the option to 'opt out' at any time.

Please note that, if necessary, we may pass your details to debt collection agencies or our legal advisers for the purpose of recovering unpaid fees.

Ownership of Records

Case records including blood test results, radiographs and similar documents are the property of, and will be retained by Park Hall Veterinary Clinic Ltd. Sometimes the care given to your animal may involve making specific investigations, including taking blood samples for analysis, radiographs or performing ultrasound scans etc. Please note that even though we make a charge for the performance and interpretation of the results of these investigations, ownership of these records remains with Park Hall Veterinary Clinic Ltd. Copies of clinical history can be passed on to another veterinary surgeon if requested.

Complaints Handling Policy

If the service you receive from Park Hall Veterinary Clinic Ltd falls below the standards you expect we would encourage you to discuss any concerns with the Veterinary Surgeon in charge of your animal's care. If you are not satisfied with the response you may submit a written complaint via email or post to the Practice Manager (Sarah Winstone): sarah@parkhallvets.co.uk or see postal address above.

Zero Tolerance Policy

Here at Park Hall Vets Ltd we believe that the relationship between a client and Veterinary Practice is one that must be founded on the basis of mutual trust and respect. We will treat you with kindness and respect and we expect the same.

We do not tolerate ANY threat of or actual verbal, physical or online abuse aimed towards our staff in ANY circumstance. If you are abusive towards us we will assume you no longer wish to be a client of Park Hall Vets Ltd and we will cease to provide veterinary services for you and your animals (notice of this will be issued formally in writing) and we will gladly send your clinical history to a practice of your choice.

Accessibility within the Practice

The reception area, consultation rooms and client toilet have been designed such that wheelchair users can easily access them. If you have a disability and require further assistance please do not hesitate to contact us on 01623 620784 or sarah@parkhallvets.co.uk or speak directly to our reception team on your arrival.

Accessible Formats

If you need information in this document or on our website in a different format, for example **large print, accessible PDF** etc, please email sarah@parkhallvets.co.uk