



www.chessveterinary.co.uk

**97 UXBRIDGE ROAD, RICKMANSWORTH,
HERTS, WD3 7DJ**

Tel: 01923 773444

Consultation by Appointments only

Monday to Friday 8.30am – 10.00pm

Saturday: 8.30am – 4.00pm

Sunday: 10.00am – 2.00pm

FOR OUT OF HOURS EMERGENCIES
CALL 01923 773444

**1b NEW PARADE, CHORLEYWOOD,
HERTS, WD3 5NJ**

Tel: 01923 283775

Consultation by Appointments only

Monday: 9am – 6.30pm

Tuesday: 9am – 6.30pm

Wednesday: 9am – 5.00pm

Thursday: 9am – 5.00pm

Friday: 9am – 6.30pm

Saturday 9am – 1.00pm

Sunday – Closed

CLIENT INFORMATION DIRECTORY

Thank you for entrusting the care and attention of your pet to Chess Veterinary Clinic. Our experienced and friendly team aim to provide the best of care for our patients. This veterinary practice is proud to be an approved member of the RCVS Practice Standards Scheme which is a quality assurance scheme to promote and maintain the highest standard of veterinary care.

To enable us to treat your pets symptoms effectively and quickly we make good use of our **in house laboratory, X-ray, endoscopy, ultrasound, ECG heart assessment and fully equipped operating theatre.**

We hope that the following information about the services we offer will help you keep your pets in the best possible health.

Emergencies

Please call 01923 773444 in an emergency.

Our dedicated team at Chess Veterinary Clinic provide emergency care during the following hours:

Monday to Friday	8.30am – 10pm
Saturday	8.30am – 6pm
Sunday and Bank Holidays	8.30am – 6pm

Outside of these hours we have chosen to partner with Vets Now, the leading provider of emergency Out of Hours Care. The Vets Now staff are highly experienced and knowledgeable in emergency medicine. They are the A & E equivalent for pets.

It is always best to call us first on 01923 773444 as we will either be there to answer your call, or will have an answer phone message to direct you to our veterinary surgeon on call or to Vets Now. Advice can be given over the phone and urgent appointment can be arranged.

Appointments

To ensure the smooth running of the day, animals are seen by appointment only. Appointments can be made for both the Rickmansworth or Chorleywood surgeries, by phone or in person.

Rickmansworth Clinic, 97 Uxbridge Road, Rickmansworth, Herts WD3 7DJ

Tel: 01923 773444

New opening hours

Monday to Friday	8.30am – 10.00pm
Saturday	8.30am – 4.00pm
Sunday	10.00am – 2.00pm

Chorleywood Clinic, 1b New Parade, Chorleywood, Herts WD3 5NJ

Tel: 01923 283775

Monday, Tuesday, Friday	9.00am – 6.30pm
Wednesday and Thursday	9.30am – 5.00pm
Saturday	8.30am – 1.00pm
Sunday	Closed

Continuity of care is extremely important to us so please ask for the vet you would like to see.

The vets will try to be as punctual as possible, however some cases require longer than their allotted time to provide the care required. Please bear with us at these times.

In order to run to time please help us by:

- ! Letting us know well in advance if you are unable to make your appointment
- ! Allowing plenty of time to park your car
- ! Please let us know if you have a lot to discuss with the vet
- ! Please let us know if you are bringing more than one pet with you so we can allow extra appointment time

Home Visits during Surgery Hours

Home visits are available at an extra charge. However, it is usually in the best interests of your pet to be seen at the surgery, especially in emergencies. If you would like a home visit please contact us at least 24 hours in advance so that time can be allocated.

Leaflets

Reception can give you information leaflets on fleas, worms, vaccinations, dental health and much much more. Please just ask one of the receptionists.

Vaccination Reminders

We send out vaccination reminders to all clients, however sometimes the mail lets us down. Please keep a note in your diary!

Text Reminder - If you would like to opt in or out of our text reminder service please let a receptionist know, confirming your mobile phone number.

Repeat Prescriptions

To dispense repeat prescriptions we will need to see your pet at least every 6 months for a check up. In some cases we may need to see your pet more frequently.

Please allow 24hours notice for repeat prescriptions. We can send the prescriptions to our Chorleywood branch for collection on request.

Telephone Messages

If you would like to speak to a veterinary surgeon regarding a current problem please telephone the surgery. If the vet is not operating or consulting they will be happy to talk to you. If they are unavailable they will return your call as soon as possible.

If the matter is urgent, please inform the receptionist.

Nurse Clinics

These vary from puppy parties to weight clinics and senior health clinic check-ups for the older pets. Please ask reception for more details.

Routine Operations

Routine operations such as neutering take place Monday to Friday at the Rickmansworth surgery. Appointments can usually be made within a few days and on a day to suit you. If we have not seen your Pet recently we will require them to come in for a pre-op check with the vet. This consultation is free of charge.

Dogs and cats should not have any food after 12 midnight on the day before admission, but may drink water up until they are admitted. Rabbits and Guinea-pigs can eat and drink as normal.

You will be given a Surgical Form at the pre-op check appointment outlining when to bring your pet into the surgery to be admitted. You will be asked to sign a consent form at the admission for the planned procedure/s.

Referrals to Specialists

We are lucky enough to have a specialist dentist and a visiting ultrasonographer. When needed, we are also happy to arrange a referral to a consultant. If your Pet is ever referred, you would be provided with a copy of the referral procedure. If you would like a copy of this at anytime please ask the reception team.

Fees

All fees, diets and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and according to the equipment, drugs, materials, consumables and diets used. We are always happy to discuss fees.

Payments

Accounts are due for settlement at the end of each consultation, the discharge of your pet or upon collection of drugs/diets. Accounts may be settled by Cash or Credit/Debit Card.

If, for any reason you are unable to settle your account as specified above, we ask you to discuss the matter as soon as possible with a member of staff.

We will happily provide a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate as often a pet's illness will not follow a conventional course.

Pet Health Insurance

We strongly support the principle of insuring your pet against unexpected illness or accidents. Veterinary medicine is a rapidly advancing science which can be expensive. It is not only useful for accidents but long term medical conditions too.

Compliments and Complaints

We hope that you never have reason to complain about the standards of service received from Chess Veterinary Clinic. Please direct all comments (good and bad!) in the first instance to the Practice Owner, Katrina Huntley.

Client Data:

As a business we are required to comply with current regulations protect any personal data that we hold for any individual. Personal data covers any data that can be used to identify someone including their name and address, telephone number or email address.