



[www.chessveterinary.co.uk](http://www.chessveterinary.co.uk)

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

Tel: 01923 773444 (24 hours Emergency Service)  
Consultation by Appointments only

Monday to Thursday: 9am – 7pm  
Friday: 9am – 6pm  
Saturday: 9am – 4pm  
Sunday: 11am FOR EMERGENCIES

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

Tel: 01923 283775  
Consultation by Appointments only

Monday: 9am – 6.30pm  
Tuesday: 9am – 6.30pm  
Wednesday: 9am – 5pm  
Thursday: 9am – 5pm  
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 pet's 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 also offer specialised dental care.

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

### **Emergencies**

A 24 hour emergency service is provided by our own veterinary surgeons and nurses. The contact telephone number can be obtained by phoning the usual surgery number where you will hear a recorded message with the contact details of the vet on call.

Emergencies are usually seen at the Rickmansworth surgery. If your call is at night, please remember the vet may be asleep and need a little time to wake up!

There is a surcharge for this service. As with all consultations, we ask that the payment is made at the time of the visit.

There is an emergency surgery held on Sunday mornings at the Rickmansworth surgery at 11am. There is a surcharge for such a consultation but it is less than an emergency call out.

### **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. Our reception desk at Rickmansworth is open from 9am-7pm Mon-Thurs, 9am-6pm Friday and 9am-4pm on Saturdays. Chorleywood reception is open 9am-6.30pm Mon, Tues and Fri and 9am-5pm on Wed and Thurs.

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 or are bringing more than one pet 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, pet passports, vaccinations, diarrhoea and much more. Please just ask.

### **Vaccination reminders**

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

### **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 'Golden Oldies' check-ups for the older pets. Please ask reception for more details.

### **Routine Operations**

Routine operations such as neutering take place Mon-Fri 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 animal 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 8pm 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 an appointment time for the morning of the operation for your animal to be admitted. You will be asked to sign a consent form for the planned procedures.

### **Referrals to specialists**

We are lucky enough to have a dental specialist on-site and a visiting specialist ultrasonographer. When needed, we are also happy to arrange a referral to a consultant.

### **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. A guide to fees is displayed in the reception area.

### **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, CHEQUE with a current Banker's card, 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 principal, Katrina Huntley.