

# WELCOME



Kingston Veterinary Group  
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We are a dedicated and caring team who have been handpicked to provide an excellent quality of pet care. We believe that your pet's healthcare needs are best met in an established and personal relationship with your veterinary team.

We place an emphasis on regular preventative health care routines to ensure your pet remains healthy, and enjoys a long and happy life with you. Our Registered Veterinary Nurses lead this part of our service, offering their own full range of consultations alongside a Healthy Pet Club.

Our Veterinary Surgeons provide lengthy consultations, with an emphasis on continuity and follow up of care. They are supported by our excellent diagnostic and hospital facilities, which are second to none, to treat your pets during times of illness or injury.

We understand how important your pets are and how much they mean to you and your family. Our fantastic support team focus on providing the very best experience for you throughout your Kingston Journey.

We would love to meet you and your pets, and would be very happy to arrange to show you where and how your pets are cared for in hospital. Please ask for a guided tour.

Kind Regards

Jayne Lloyd-Woods M.R.C.V.S.

# OUR STANDARDS OF CARE

Kingston Veterinary Group works to the highest standards of veterinary care. It is for this reason we have decided to become part of the voluntary Practice Standards Accreditation Scheme run by our governing body the Royal College of Veterinary Surgeons (R.C.V.S.). We have committed to have our practice premises and our policies regularly inspected and spot-checked by the R.C.V.S. This means that you can be assured that the quality of service and level of care you and your pets receive is amongst the best in the country.

Our facilities are air conditioned, modern and comprehensive with advanced diagnostic equipment including x-ray, ECG and blood pressure equipment, ultrasound, suction and diathermy equipment for surgery, pulse oximeters and infusion pumps, for safe and correct administration of anaesthesia and intravenous fluids and a fully equipped laboratory.

We are also committed to continuously improving the skills of all our staff by investing in their continued professional development and training, and monitoring their provision of clinical care. We are also qualified to provide professional Veterinary Nurse training.

The combination of excellent staff and our investment in modern equipment and standards of care allows us to offer our patients the care they need in house. This means that in most cases, pets can be treated quickly and effectively at Kingston Veterinary Group. We can perform procedures and operations from neutering, dentals, x-rays, lump removals and wound care to major abdominal surgery and orthopaedic surgery, blood transfusions, ultrasonography, radiography and hospitalisation.

However in those rare instances where your pet requires care beyond the facilities of Kingston Veterinary Group, we will endeavour to promptly arrange a referral on your behalf to a specialist offering the expertise and facilities your pet needs.



# OUR SERVICES

The veterinary team at Kingston Veterinary Group pride themselves on their provision of the best possible standards of patient care. We believe this is achieved through dedication, care, compassion and teamwork. Although we have the facilities available to help us provide the best possible service, our greatest strength is our staff. A dedicated team of qualified veterinary nurses, receptionists, trainees and ancillary staff, supports an experienced team of veterinary surgeons.

## CONSULTATIONS

All consultations are by appointment. When arranging an appointment, please tell the receptionist if you prefer to see a particular vet.

## NURSE APPOINTMENTS

Our nurses offer advice on preventative healthcare (worm and flea control, dental care and dietary requirements). They can help with training and behavioural problems, and the treatment of obesity. Nurse appointments are an essential part of our Healthy Pet Club, which provides convenient and affordable preventative healthcare for your pet.

## OPERATIONS

Routine operations take place Monday to Friday. We recommend the use of pre-operative blood testing to help minimise any risk associated with anaesthesia and surgery. All surgical patients are given appropriate drugs to control pain. To make anaesthesia as safe as possible, all patients are monitored individually.



# OUR SERVICES

## REPEAT PRESCRIPTIONS

Please give us at least 48 hours notice for repeat prescriptions of drugs and food. In accordance with R.C.V.S. and Veterinary Medicine Directorate recommendations, all pets receiving prescription medicines need to be regularly re-examined by a veterinary surgeon.

## PET INSURANCE

To assist you in budgeting whilst providing the best veterinary care, Kingston Veterinary Group strongly supports the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any member of staff.

## FEES

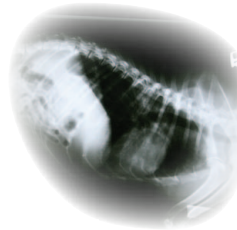
In order to keep costs under control, fees are payable in full at the time of consultation or at the time of collection following surgery or hospitalisation. A list of current fees for routine procedures is available in the reception area. We will provide a written estimate as to the probable costs of a course of treatment or surgical procedure and ensure you are kept updated.

## EMERGENCIES

In an emergency we will always see your pet, however, please be aware that our night duty veterinary surgeons will also be working the next morning, so may we respectfully ask that you consider whether you need to call after normal working hours for non-urgent matters.

## HOME VISITS

Are only available if booked in advance. In an emergency we will ask you to get your pet to the surgery as fast as possible to prevent delay. It is almost always in the best interests of your pet, in any case to be seen at the surgery where the facilities and full range of drugs are available. It is not normally possible to carry out home visits after normal working hours.



# OUR HEALTHY PET CLUB

## SAVE MONEY PAY MONTHLY!

Kingston Veterinary Group understands the costs involved in keeping your pet in the best possible health. Our Healthy Pet Club has been specifically designed to provide routine preventative veterinary care that your pet will require throughout the year. As well as giving you comprehensive pet care it allows you to spread the costs into twelve convenient and affordable monthly payments, with the added bonus of saving you money at the same time.

### Healthy Pet Club Members get:

- Twice yearly health assessments
- All year round worming programme
- Annual vaccination
- All year round flea control

### In addition they benefit from 15% discount off:

- Initial consultations
- Neutering
- Microchipping
- Claw clipping
- Routine dental descale and polish
- Additional vaccinations
- Additional worming
- Additional flea control
- Toys & accessories
- Dental care products
- 5% off life stage diets

### Upon reaching 8 years old dogs and cats also benefit from:

- Additional senior health check at 6 monthly nurse appointments
- 15% off senior pet screens

Monthly Payments	Standard (incl. Kennel Cough)	Basic
Small Dog (0-10kg)	£14.45	£13.32
Medium Dog (10-25kg)	£16.23	£15.10
Large Dog (25-40kg)	£19.37	£18.24
Extra Large Dog (40kg+)	£28.36	£27.23
Cat	£13.72	-
Rabbit	£6.55	-

All prices include VAT at 20% - prices may change due to variation of the rate of VAT

### How do I register?

Call in at Kingston Veterinary Group and complete a simple registration form. This will require details of your bank account to set up the direct debit, so please do not forget to bring these details with you. Practice staff will be happy to deal with any queries you may have.



## Consultations

	Healthy Pet Club Member Price	Non Member Price
Initial Consultation .....	£30.60	£36.00
Nurse Consultation .....	£15.30	£18.00

## Vaccinations

Puppy Vaccination Course .....	£56.10	£66.00
Puppy Vaccination Course + Kennel Cough .....	£67.15	£79.00
Dog Booster .....	£36.55	£43.00
Dog Booster + Kennel Cough .....	£50.15	£59.00
Kennel Cough .....	£22.91	£26.95
Kitten Vaccination Course .....	£57.80	£68.00
Cat Booster .....	£39.10	£46.00
Rabbit Myxomatosis / VHD Combined Vaccine .....	£35.70	£42.00

## Neutering

Bitch Spay ..... Small - (<10Kg) .....	£136.00	£160.00
Bitch Spay ..... Medium - (10-25Kg) .....	£178.50	£210.00
Bitch Spay ..... Large - (25-40Kg) .....	£195.50	£230.00
Bitch Spay ..... X Large - (40+Kg) .....	£221.00	£260.00
Dog Castrate..... Small - (<10Kg) .....	£97.75	£115.00
Dog Castrate..... Medium - (10-25Kg) .....	£131.75	£155.00
Dog Castrate..... Large - (25-40Kg) .....	£170.00	£200.00
Dog Castrate..... X Large - (40+Kg) .....	£204.00	£240.00
Cat Spay .....	£61.20	£72.00
Cat Castrate.....	£44.20	£52.00
Rabbit Spay .....	£76.50	£90.00
Rabbit Castrate.....	£61.20	£72.00

<b>Microchip</b> .....	£12.75	£15.00
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<b>Senior Pet Blood Screen</b> .....	£36.55	£43.00
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## Dental Care

Cat Scale & Polish .....	£140.25	£205.00
Dog Scale & Polish .....	£148.75	£215.00

## Healthy Pet Club - Save Money, Pay Monthly

	Standard	Basic
Small Dog ..... (0-10Kg) .....	£14.45	£13.32
Medium Dog ..... (10-25Kg) .....	£16.23	£15.10
Large Dog ..... (25-40Kg) .....	£19.37	£18.24
Extra Large Dog . (40Kg +) .....	£28.36	£27.23
Cat .....	£13.72	-
Rabbit .....	£ 6.55	-



# TERMS AND CONDITIONS OF BUSINESS

Thank you for entrusting the care and attention of your pet to Kingston Veterinary Group. By registering your pet you agree that you have read our conditions of business and agree to be bound by them. Should you require any clarity please ask one of our receptionists.

## FEES

All fees are subject to VAT at the current rate. Fee levels are determined by, the level of expertise, time spent and according to the drugs, materials, consumables and diets used. You will receive an itemised invoice for every consultation, surgical procedure or transaction with us at the time of payment.

## METHODS OF PAYMENT

Bills are due for settlement in full at the end of the consultation, the discharge of your pet or upon collection of drugs/diets. We accept cash and credit or debit card. We can no longer accept cheques. Interest free credit is available for bills over £250, handled by a third party and subject to credit check and an initial administration charge. In order to ensure your pet receives the highest standard of care from the outset, a deposit of £200 is required upon admission to the hospital and bills must be cleared as the balance reaches £500 and at each subsequent £500.

## PAYMENT TERMS

Balance of payment is due in full at the time of consultation or discharge from hospital. Payment by instalment is not possible unless made under a third party finance agreement through Kingston Veterinary Group. Any bill that is not settled will receive a reminder by post. If the bill remains unpaid administration charges will be incurred. After due notice to you, an overdue bill will be referred to our debt collection agency and further charges will be levied in respect of costs incurred in collecting the debt, production of reports, correspondence, court fees, attendance at court, phone calls, home visits, etc. Any credit card payment not honoured or any cash tendered that is found to be counterfeit, will result in the bill being restored to the original sum. Further charges will be added in respect of bank charges and administrative costs, together with interest on the principal sum.

## INABILITY TO PAY

If you are unable to settle your bill as specified, we ask you to discuss the matter with a member of staff before the treatment takes place.

## PET INSURANCE

Please be aware that it is your responsibility to determine your level of insurance cover and have knowledge of any exclusion, also to reclaim the fees that you have paid to the practice from your insurance company. In certain circumstances when clients do not have the funds to make payment in full, arrangements can be made with your insurer to make their payment directly to the practice, but this only applies to certain insurance companies and then only with larger claims. We would need evidence of your policy and payment of your excess before treatment starts under this agreement. Direct claims for ongoing conditions must be made monthly. Please ask for details if you would like to be considered for this facility. All claims are subject to an administration charge.

## ESTIMATES OF TREATMENT COSTS

We will provide a written estimate as to the probable costs of a course of treatment or surgical procedure. Please bear in mind that any estimate can only be approximate and additional costs, which cannot be predicted at the outset, may occur as treatment progresses. We will make every effort to discuss any such costs as they arise.

# TERMS AND CONDITIONS OF BUSINESS

## PHARMACEUTICALS

You may obtain Prescription Only Medications (POM-Vs) from your vet or ask for a written prescription for supply from another vet or pharmacy. The current charge for this is displayed in the waiting room. Your vet may prescribe POM-Vs only to patients under his/her care. A prescription may not be appropriate if your pet needs immediate treatment. You will be informed upon request of the cost of any medication that may be prescribed for your pet. The policy of this practice is to re-assess a patient requiring repeat prescriptions every three months. In the best interests of your pet a reassessment may require blood tests or other investigations to reassess the condition and ensure your pet's safety. The charge for this examination is our consultation charge plus any laboratory fees. Estimates can be provided upon request by a vet according to patient care protocols. POM-V flea and worm treatments can be dispensed as part of an annual health plan agreed at the annual health assessment. Clients are requested to give 48 hours notice for repeat prescriptions.

We strongly advise regular use of anti-parasitic medication. The majority of these products are POM-Vs, and legally we are only able to dispense to patients that have been examined by a vet in the last twelve months. We may therefore require a vet to examine your pet prior to dispensing. This is usually included in the annual health assessment for boosters, but will otherwise incur a consultation charge.

In accordance with the Medicines Act we always use a licensed veterinary product. Should this not be available then we use veterinary products licensed for use in other species and failing that a human medicinal product. Any use of off licence medication will be based on our knowledge of its use in animals and an assessment made of the risks involved. Please speak to a vet if you have concerns about this issue.

## CANCELLATIONS

Please provide 24 hours notice of cancellation of an appointment for a consultation or procedure. The surgeries are very busy and cancelled appointments could allow other pets that are unwell to be treated sooner. Failure to notify us will incur a charge.

## VACCINATION REMINDERS

Whilst we make every effort to send out reminders for annual vaccinations, please be aware that pets holding EU passports require rabies vaccination boosters as well. Please keep a personal record of when this is due. An overdue rabies booster may mean your pet is unable to travel abroad. Please check your pet's passport well in advance of travelling. The responsibility to keep a passport up to date rests with you.

## OWNERSHIP OF RECORDS

Though we make a charge for carrying out x-rays, and interpreting their results, ownership of the resulting record for example an x-ray film remains with the practice. Records are the property of Kingston Veterinary Group. Copies will be passed on request to another vet taking over the case.

## COMPLAINTS & STANDARDS

We pride ourselves in the high standards delivered by the team at Kingston, however if you feel that we have let you down in any way we would like to know about it, as soon as possible, and will be grateful to you for informing us. Please direct your comments in the first instance to a receptionist or in writing to the Practice Manager.

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by the Principal. No person employed by the practice has the authority to alter or vary these conditions.