



## **Changes to our Small Animal Opening Times and Out of Hours emergency procedures**

As of Monday 4<sup>th</sup> March, we are delighted to announce that we will be extending our small animal appointment times at our Rugeley branch to 8pm every week night. We hope that this will make it a lot easier to fit your veterinary appointments around work and life commitments. We are happy to say that we have decided not to charge extra for these late-night appointments however we do expect them to be very popular and therefore may book up quickly. Both our Rugeley and Stafford clients are welcome to book these late-night appointments at the Rugeley branch.

We will also be extending our appointment times on a Saturday morning at both the Rugeley and Stafford branches. We will now be taking appointments from 8:30am to 12:30pm. Again, we hope these changes will make our services more accessible and convenient to you.

Providing the best care to our clients at all times is our priority and in order to ensure this is what we deliver both now and, in the future, we have recently reviewed our methods for providing care for your pet Out of Hours. After careful consideration we have decided to partner with Vets Now who specialise in providing dedicated out of hours care at nights and weekends. Vets Now have operated emergency clinics in Stoke on Trent, Derby and Telford for some time now and we trust they will provide you with an excellent service.

As you will be aware previously all of our Out of Hours emergency cover has been provided by our own vets here at the practice on an "on call" basis. This solution has allowed us to ensure that you, our clients, receive a consistently high standard of care at all times from our own Vets. However, providing on call means that our Veterinary Surgeons can easily work 70 hours plus a week. I am sure you will appreciate if a Vet has had to deal with a middle-of-the-night emergency it may impact on their ability to provide you the best care during the day due to lack of sleep.

We believe that working with Vets Now will allow us to raise the quality of service that we provide to you and your pet. The clinic is fully staffed by Vets and nurses who only work Out of Hours and therefore they are fresh and ready to deal with emergencies at night, weekends or on public holidays. The staff at Vets Now attend regular training in Small Animal Emergency and Critical Care. Vets Now have suggested that you think of them as the pet equivalent of the Accident and Emergency department of a hospital!

Using the Vets Now service is easy. If you require Out of Hours assistance simply do the same as you are doing now. Call our regular surgery phone number and listen to the message which will give you the emergency contact number. When you call Vets Now their trained receptionists, Veterinary Nurses or Surgeons will be waiting to help. If required you will be advised to visit the clinic where you will be seen by the emergency team.

Vets Now will begin providing our Out of Hours cover on Monday 4<sup>th</sup> March. Specific details of the times Vets Now will be providing Out of Hours cover on our behalf are:

Monday 8pm – Tuesday 8am  
Tuesday 8pm- Wednesday 8am  
Wednesday 8pm – Thursday 8am  
Thursday 8pm – Friday 8am  
Friday 8pm – Saturday 8am  
Saturday 12:30pm – Monday 8am  
And all public holidays

If you have any questions please do not hesitate to contact us here at the practice.  
Yours Sincerely,

The D and T team