

Brentknoll Veterinary Referrals

Client information pack



Brentknoll
Veterinary Centre



Brentknoll Veterinary Centre

W: www.worcestervets.co.uk

T: 01905 355938

F: 01905 352902

E: Referrals@worcestervets.co.uk



Introduction

Brentknoll Veterinary Centre is a well-established companion animal practice offering small animal primary care & referral services across the UK. Based in the heart of Worcester, we offer a multi-disciplinary referral service with state-of-the-art equipment.

We accept referral patients for

- Cardiology
- Diagnostic imaging; CT 64 slice, Advanced ultrasound and non-invasive biopsy techniques
- Medicine, which includes HD Video-Endoscopy, Rhinoscopy and Bronchoscopy
- Orthopaedics, arthroscopy and Soft tissue surgery
- Regenerative medicine for arthritis management, tendon, joint and ligament recovery,
- Rehabilitation therapy centre with incline underwater treadmill, Laser therapy and chiropractic treatments.

We offer a calm, friendly and professional environment. We have a close-knit team of staff that are extremely dedicated and passionate about your pet's wellbeing. We have a range of state-of-the-art facilities and equipment. This, combined with the Referral team's excellent knowledge and experience in multi-disciplinary fields, ensures your pet is in the best of hands. Our experienced nursing team provide 24-hour expert care for hospitalised patients Monday to Friday.

To learn more about our referral services and see videos of our referral team in action, please visit www.worcestervets.co.uk



Making your booking

Your referral will be made by your registered primary care practice vet. We are happy for owners to enquire regarding referrals, however all referral submissions must be made via your primary care clinician to be accepted.

We will need the following documentation to complete your referral submission

- Your pet's full clinical history
- Laboratory results (internal and external)
- Any previous diagnostic imaging such as x-rays
- Behavioural History (Anxiety, Aggression, Phobias)
- Travel History (has your pet travelled or been adopted from a country other than the UK). This may require additional blood tests prior to your appointment which will be discussed on an individual case basis.

Our Referral Veterinary Surgeons will review your pet's clinical history. They will recommend the best investigative route for your pet's condition and any subsequent procedures that may facilitate an improved diagnosis & treatment plan outcome.





Payment and Insurance

Direct claims

We offer direct claims (this allows your insurance to pay us directly). To be able to offer this service, please provide your insurance schedule prior to your visit. You can email this information to referrals@worcestervets.co.uk. We will then contact your insurance provider to confirm your policy is active and that any exclusions or co-payments that may be required must be paid by you.

- Once this information has been obtained, we will notify you if a direct claim is available for your pet's treatment.
- A £250 deposit is required for all direct claims. Your excess, administration fee and any stoppages will be deducted from this. Any amount outstanding once the claim has been settled in full from your insurance company will be refunded to you should further treatment be required from us. Any outstanding payment not covered by your insurance company above £250 will need to be settled in full within 30 days.

Non-direct claims and Non-insured accounts are required to be paid in full at the time of collection.

Pre-Appointment Requirements

1

Unless otherwise stated by our referral team, please do not feed from 10pm the night before

2

No water is to be given after 7am on the morning of your pet's appointment

3

Medication can be given with a small treat

4

If your pet is diabetic we recommend giving $\frac{1}{2}$ (half) your normal pet's insulin dose in the AM and withhold breakfast

On the day of appointment



Food/dietary requirements

If your pet is on a specific diet, please bring this with you



Medication

Please bring with you any medication your pet is currently being given



Allergies

Please make us aware of any allergies to food and/or medication



Home Comfort

If you'd like to bring a blanket or toy from home to reassure your pet during their visit, please do

During your appointment

- You will be admitted by one of our Referral team who will discuss in detail your reason for referral & outline the specific procedures for your pet.
- Our Referral Veterinary Surgeons will take a detailed history and perform a physical examination. They will also discuss any questions or concerns regarding your pets' condition with you.
- The Referral Veterinary Surgeon will then discuss the associated risks and costs for the proposed investigation(s) and treatment(s) of your pet. If you have any concerns, please raise them with us at the time of admission so we can discuss these with you further.
- Giving Consent - You will be asked to sign a document of consent for the investigations and/or procedures that have been discussed with you during this consultation.
- Please be aware that your pet's fur will be clipped as part of investigations and procedures. This may include areas of the neck for blood collection, limbs for catheter placement, chest and abdomen for cardiac examinations, abdominal ultrasound, and other specific areas of the body if surgery is being performed.

Collecting your pet

- One of our Referral Nursing team will update you on your pet's progress. This will include a telephone call to notify you once they have recovered from their procedure.
- At this time, they will advise you of a collection time; if they are unable to give a time at this stage, they will make a follow-up phone call to advise. This can be to ensure that the Referral Veterinary Surgeon is available to speak with you or to allow your pet more time to recover from their procedure. Please keep your phone available to take calls on the day of your pet's referral so we are able to contact you.
- At collection, any medication your pet requires will be discussed with you, along with any post-operative instructions if applicable.
- All reports, results and recommendations will be sent via email to your Primary Care Provider. The report will then be discussed with you via your primary care provider.
- If follow-up procedures are required from us, we will advise your primary care provider of this in your pet's reports. If you would like a copy of the report, you can request it from us or your primary care provider.





Things to do in Worcester for Day patient's parents!

If you are travelling to Worcester and are looking for areas of interest for the duration of your pet's visit with us, we have highlighted some local areas of interest.

1

Croome Court

Croome Court is at the heart of the park at the home of the Earls of Coventry. Step into the remains of a secret wartime base where thousands of people worked in the 1940's. Walk the beautifully landscaped grounds.

Opening times

Park 10:00am - 4:00pm House 11:00am - 4:00pm

2

St Peters Garden Centre

St Peters Garden Centre is a family-run garden centre offering the very best quality plants, indoor and outdoor goods and gardening equipment. They also have a lovely café that is dog friendly. Their postcode is WR5 2NY.

Opening times

Monday - Saturday, 9:00am - 5:00pm

3

The Swan at Whittington

A lovely local pub with exciting and varied menus. Situated just across the road from Brentknoll Veterinary Centre, what better way to treat yourself to some great food whilst in Worcester. To book a table via phone: 01905 351361 Or visit the website: www.swanatwhittington.com

Opening times

Monday - Friday, 9:00am - 10:00pm

4

Worcester Cathedral

Worcester Cathedral has been a place of prayer and worship for over fourteen centuries. The present building was begun in 1084. Its attractions include King John's Tomb, Prince Arthur's Chantry, the early 12th Century Chapter house, St Wulfstan's Crypt, Medieval Cloisters and magnificent Victorian stained-glass windows.

Opening times

10:00am - 5:00pm

5

Worcester Riverside

For those who fancy a stroll along the riverbank, there is a newly created walk from the main road bridge over the Severn in the city, passing the cathedral, crossing over the Worcester-Birmingham canal where it joins the Severn. The walk continues along the riverbank, where you can cross the river by the new pedestrian bridge and then walk back along.

6

Webbs of Wychbold

Webbs of Wychbold offers something for everyone, from gardening to homeware and gifts. Maybe even treat yourself to a coffee or a light lunch in the restaurant. How to find us: Just 2 minutes from Junction 5, M5, on the A38 between Droitwich Spa and Bromsgrove. Look out for the Brown Tourist Signs.

Opening times

9:00am - 6:00pm



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Contact us

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