



Caversham



Tilehurst



Twyford



Winnersh

Beechwood Veterinary Centre

**35 Beechwood Avenue,
Woodley, Berkshire, RG5 3DE**



Telephone: 0118 927 2999
Fax No: 0118 927 2208



W elcome

To The Practice

We would like to take this opportunity to welcome you to Beechwood Veterinary Centre and its branches at Winnersh & Twyford. We have been established for over 20 years and are a forward thinking practice offering a high standard of patient and client care in a dynamic environment. The veterinary team includes:

Clinical Director:

Marcus Evans **BVetMed MRCVS**

Practice Manager:

Karen Edwards

Veterinary Surgeons:

Rachael Jackson **BVSc MRCVS**

Stephanie Ellis **BVetMed MRCVS**

Sarah Briars **BVSc MRCVS**

Victoria Collingwood **BVetMed MRCVS**

Sarah Moffat **VetMB MA MRCVS**

Nurses:

Caroline Howland **RVN** – Head Nurse

Nicole Saynor **RVN**

Sophie Hayden – Student Nurse

Clare Coates – Student Nurse

Sophie Clarke – Trainee Nurse

Laura Ashworth – Trainee Nurse

Kimberley Ball - Nursing Assistant

Anne Kaukas – Nursing Assistant

Rebecca Siney **RVN** – Night Nurse

Receptionists:

Liz Gillett

Amanda Silk

Marie Ede

Debbie Dougal

Jean Wells

Nina Bailey

Rachael Hill

Sally Street

Georgina Miller



SURGERY TIMES

All of our consultations are by appointment only.

Times vary slightly between practices (see back of brochure) but are generally available at Beechwood from **8.30am to 8.00pm each weekday** and **between 08.30 to 13.00 on Saturdays**. Appointments can be made by telephoning the practice (see back of brochure for numbers) or by calling in at the practice.

If your need is more urgent please telephone as early as possible in the morning to enable us to provide you with the earliest possible appointment available. If you have to cancel an appointment, please do so as soon as possible so that the time may be offered to someone else.

Our standard consultation time is 15 minutes. During this time the Veterinary Surgeon will discuss any of your concerns about your pet's health before giving your pet a thorough examination and discussing any findings with you. The Vet will discuss any further tests or treatments that may be necessary and will be happy to provide you with an estimate of the costs.

Often a visit to the vets is an anxious time for your pet and we would therefore request that all clients ensure that whilst you are waiting for your appointment you keep your cat in a basket, any rodents/birds in appropriate cages and your dog under close control on a lead.



24HR EMERGENCY SERVICE

Together with **Vets Now Limited**, we provide a 24 hour veterinary service. Vets Now are our dedicated out of hours service provider and they take over from us at their Reading premises **from 8pm in the evening until 8am every weekday** and **from 1pm on Saturday through to 8am on Monday mornings**.

In an emergency, you should contact your local Active Vetcare practice and you will be directed to their emergency service.

Vets Now operate as a separate company and if it is necessary for your pet to be seen by them, you should expect a separate bill for their services. Should you wish to make an insurance claim for any of the treatment received by them you should forward your claim form to them direct for completion.

CHARGING AND ESTIMATES FOR WORK

Veterinary science has improved a great deal over the last twenty years meaning we are now able to offer your pet more advanced treatment than ever before. These improved skills and services mean that veterinary treatment has become more expensive and is why we recommend pet insurance to all our clients.

We charge for our professional services and will issue an invoice for work carried out. We are happy to discuss costs with you before any proposed treatment and to provide estimates in advance.

We do not offer credit facilities and would advise that invoices not paid within 7 days will incur a 10% surcharge. In certain cases we may be able to make a direct claim from your insurance company subject to prior arrangements and our standard protocol, which can be requested at any time from the veterinary surgeon treating your pet.



HEALTHY PET CLUB

All our practices are able to offer you the opportunity to join our Healthy Pet Club Scheme, which offers you some excellent benefits. This scheme is not insurance, but is a monthly payment loyalty scheme that covers your pet for all preventative healthcare medicine and is designed to compliment your own pet insurance.

Subscribers will receive routine vaccinations, worming and flea treatments and a 10% discount on all treatments and products sold at the practice. In addition the scheme also offers a 20% discount on selected lifetime drugs.

For further information on the scheme and the savings it offers please pick up a leaflet which can be obtained from the practice.



REPEAT PRESCRIPTIONS

To obtain a repeat prescription you must telephone the practice with your request and allow two complete working days before collection, making allowance for weekends and public holidays.

Please note that we can only issue prescription medication to animals under our care if they have been seen immediately before the prescription is required or recently enough for the vet to have personal knowledge of the condition of the animal.

To purchase wormers and flea treatment the animal must have been seen in the previous 12 months.

In the case of a repeat prescription for a pet with a stabilised condition, the interval is typically 3 months and should not be greater than 6 months.

During the early management of a condition the frequency of checks is dependent on the professional judgement of your veterinary surgeon. These guidelines have been created in the best interest of your pet's welfare and it is to safeguard their health.

You may obtain your prescription from us or ask for a written prescription, which is available for a fee, which means that you can obtain these medicines from another veterinary surgeon or on-line pharmacy. Client's should be aware that whilst this option exists we would suggest that you ensure that you are dealing with a reputable UK based pharmacy.

We are able to recommend Animed Direct as an ethical UK based veterinary pharmacy. They can be found at www.animeddirect.co.uk.

DIET

We promote Hill's Science Plan Vet Essentials diet at this practice, which provides nutrition specifically formulated for pets' essential health needs in every life stage. You can obtain further information on this diet from the practice.



INSURANCE

For many responsible pet owners, insurance is one of the many ways of caring for their pet like feeding, grooming and exercise. Animals are just as susceptible to illness and injuries as their owners are.

Before taking out any pet insurance, please take the time to read the Terms and Conditions of each plan. It's important that you understand exactly what it is you are buying.

The type of plan you choose may depend on your budget, the type of pet you own or the amount of vet fees cover you think you may need.

One of the most important considerations when choosing pet insurance is whether you want a lifetime policy or time-limited policy.

Covered for Life policies offer pet owners a choice of comprehensive plans with lifetime veterinary fee benefits. Treatment for each illness or injury is covered throughout the pet's life provided the policy is renewed each year without a break in cover.

Time-limited policies offer cover for treatment for each illness or injury for a 12 month period only from when the condition is first noticed.

We are able to recommend Pet Plan as our main insurance provider and information on their policies can be found on their website (www.petplan.co.uk) or you can obtain a leaflet from the practice.



PETNAPPERS - PET TRANSPORTATION SERVICE

PetNappers offers a service to people that are unable to get their animals to our veterinary surgeries, whether this be for an emergency appointment or for a routine vaccination.

They offer an insured and professional service and can take the stress out of trying to find a taxi service that will accommodate your pet. Further information can be found by visiting their website:

www.petnappers.co.uk

HOME VISITS

In most cases, your pet will receive better treatment if they are brought into the surgery where we have extra staff and the equipment and facilities necessary to treat them. There are some cases such as euthanasia, when this may be less stressful for you and your pet, if carried out in your own home.

Wherever possible you should telephone the practice before 10.00am to request such a visit, giving the receptionist as much information as possible. We will endeavour to come out to your home as soon as reasonably possible.

TEST RESULTS

The Vet should tell you how long any test results are likely to take.

The Vet will endeavour to contact you with the results as soon as they are received. However, we would ask you to check with the receptionist to ensure that we have your correct contact details before leaving the practice.

BEHAVIOURAL PROBLEMS

Animals often seem to have very different ideas of how they should behave, than we do, and pet owners sometimes need a little guidance in order to understand why their pet is behaving inappropriately.

Sally Marshall BSc (Hons) Applied Animal Behaviour & Training, RVN (Veterinary Nurse) has been running behaviour clinics based at our Tilehurst Veterinary Centre for some time, but has now expanded to offer training clinics and home visits for cats and dogs, as well as providing advice for some exotic species.

If you have any questions, or would like to arrange a consultation with Sally at Tilehurst, then please contact her at the Tilehurst Veterinary Centre on 0118 942 8240. Alternatively, you can get more information from her website, www.petbehavioursolutions.co.uk

NURSE CLINICS

As well as veterinary consultations we also offer nurse clinics based at Beechwood. As part of a preventative Health Care programme we have a team of professional and dedicated nurses who provide clinics which cover the following:

- ◆ Insurance
- ◆ Dedicated weight clinics dealing with obesity issues (advice is given on diet, nutrition and exercise)
- ◆ Behaviour
- ◆ Breeding and Selecting a puppy or kitten
- ◆ Microchipping
- ◆ Flea control and Worming
- ◆ Dental Health

As well as clinics for repeat injections, bandage and dressing changes, wound attention, application of drops or creams etc.

PET TRAVEL SCHEME

The Pet Travel Scheme allows dogs and cats to travel between the UK and other EU countries, without quarantine, so long as they comply with the relevant regulations.

To enter or re-enter the UK from other EU countries without quarantine, your pet will require in this order, a microchip, vaccination against rabies and a blood test. They will then require an EU Pet Passport to be issued by an Official Veterinarian. They will also require treatment against ticks and tapeworms. However, the rules are changing from 1st January 2012 – ask our vets for further information or see the DEFRA website: www.defra.gov.uk

You are responsible for ensuring that your pet meets all the rules for entering the UK under the Pet Travel Scheme. Make sure that you have had the procedures carried out in the correct order and that your pet's documentation is correctly completed. If you do not, your pet may not be able to enter the country or may have to be licensed into quarantine on arrival. This will mean delay and cost you money.

PRACTICE FACILITIES AT BEECHWOOD

Routine Procedures

We are a busy small animal general practice offering all first opinion services including vaccinations, neutering and dentals.

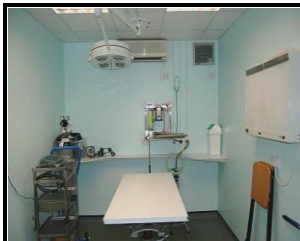
Surgery

We have a fully equipped operating theatre for routine and more complicated surgeries. Patients are admitted between 8am and 8.30am on the morning of their procedure and most go home later the same day.

Throughout their procedures and during recovery, animals are constantly monitored by veterinary nurses. Sometimes it is necessary that animals stay overnight for further monitoring and pain relief. We are also able to accomplish some more advanced orthopaedic and soft tissue surgeries on site, but for those that we cannot undertake, we are often able to offer the service of our Summerleaze Veterinary Hospital in Maidenhead, which also undertakes laproscopic surgery (key-hole camera surgery).

Medicine and Imaging

We are able to offer advance medicine and imaging services including digital radiography, ultrasound and endoscopy (examining the stomach/colon/airway with a camera). These facilities significantly improve our chances of reaching a diagnosis for your pet and enable us to start the most effective treatment. Echocardiography can be offered to a high standard at our Summerleaze Veterinary Hospital in Maidenhead.



Laboratory Facilities

All of our main surgeries are equipped with high quality in-house blood machines, allowing results to be obtained swiftly in critical cases. These machines allow us to analyse haematology, biochemistry and electrolyte information. A range of in-house tests are also stored at some sites, allowing us to test for common conditions such as FIV (Feline Immunodeficiency Virus), FELV (Feline Leukaemia Virus) and Parvovirus.

Our in-house laboratories are also equipped with microscopes and urinalysis equipment, facilitating faster results and diagnosis for our patients and clients. There will, of course, still be many occasions when we need to use the services of external laboratories for other less common tests. Our samples are collected by courier each weekday evening, allowing faster turn-around times of results, often within 24 hours (depending on the test).

Dentistry

Dental work is advised for a number of reasons. There may be a specific lesion in the mouth, which is causing pain and predisposing to infection, or there may be a general accumulation of tartar, which may result in periodontal disease (infection around the teeth).

Oral pain often goes unnoticed in pets – even when they are in considerable discomfort, most animals will continue to eat. It is common for owners not to notice a problem before dental treatment is required but afterwards will see a significant improvement in the appetite and demeanor of their pet.



Dental disease has been shown to allow bacteria into the system and potentially to cause infections elsewhere in the body.

A general anaesthetic is required for a dental to be performed in dogs and cats. Initially, any large lumps of tartar are removed, and then the teeth are ultrasonically scaled above and below the gum line. The teeth are subsequently probed and investigated to find any specific problem areas. Any teeth with problems, which cannot be resolved after treatment, will be extracted.

ACCOMMODATION FOR YOUR PET AT BEECHWOOD

Pets are accommodated in our own kennels on site. A dedicated team of nurses care for in-patients (those staying in hospital) and outpatients (those who are going home the same day following their procedure). We have 24 hour staffing by our dedicated night nurse, ensuring that your pet is looked after to the highest standard during their stay.

ADDITIONAL SERVICES

We can offer the services of a dermatologist at our Summerleaze Veterinary Hospital in Maidenhead and an extensive range of physiotherapy, hydrotherapy and rehabilitation services via Kennel & Paddock (www.kennelandpaddock.co.uk).

WEBSITE

Further information regarding our Practice can be found on our Website:

www.activevetcare.co.uk

CONTACT INFORMATION

You will find our contact details on the back of this brochure for each of our practices. Should you wish to contact us by email our address is:

beechwood@activevetcare.co.uk
twyford@activevetcare.co.uk
winnersh@activevetcare.co.uk

<p>Beechwood Veterinary Centre 35 Beechwood Avenue Woodley Berkshire RG5 3DE</p> <p>Tel: 0118 927 2999</p>	<p>Opening hours:-</p> <p>Monday-Friday 8.00 – 8.00 Saturday 8.00 - 1.00</p>
<p>Winnersh Veterinary Clinic 61 Sherwood Road, Winnersh, Berkshire RG41 5NH</p> <p>Tel: 0118 978 1222</p>	<p>Opening hours:-</p> <p>Monday-Friday 8.30 - 10.30 4.00 - 6.30</p> <p><i>No vet on Tue & Thur PM</i></p>
<p>Twyford Veterinary Clinic 49 London Road, Twyford, Berkshire RG10 9EJ</p> <p>Tel: 0118 934 9934</p>	<p>Opening hours:-</p> <p>Monday & Friday 8.30 - 12.00 Tuesday-Thursday 8.30 - 11.00</p> <p>Monday - Friday 4.00 - 6.30</p>
<p>We also have practices based in Caversham & Tilehurst:</p>	
<p>Oakley Veterinary Clinic 65 Oakley Road, Caversham, Berkshire RG4 7RN</p> <p>Tel: 0118 947 9298</p>	<p>Opening hours:-</p> <p>Monday-Friday 8.30 - 6.30 Saturday 8.30 - 1.00</p>
<p>Tilehurst Veterinary Centre 19 School Road, Tilehurst, Berkshire RG31 5AR</p> <p>Tel: 0118 942 8240</p>	<p>Opening hours:-</p> <p>Monday-Friday 8.30 - 6.30 Saturday 8.30 - 1.00</p>