

57 Cornard Road
Sudbury
Suffolk
CO10 2XB

Tel: 01787 372588

Email: ardmore@ardmorevets.co.uk

1 Bridge Street
Great yeldham
Essex
CO9 4HU

Tel: 01787 238255

Email: ardmore@ardmorevets.co.uk



We would like to take this opportunity to thank you for registering your pet with The Ardmore Veterinary Group. Our friendly team of vets, nurses and support staff is dedicated to the care of your pets and we intend to give the highest possible standard of service. We know the importance of your pet and we treat your pet as an important family member. We enjoy helping keep your pet healthy, and making him/her feel better and live longer!

The practice was originally established over 50 fifty years ago by Mr Eric Taylor at 52 Friar Street, Sudbury. It then moved to its current premises at Ardmore House, 57 Cornard Road, Sudbury in the mid 1960s where it continued to expand as a mixed rural practice. The name changed as the partnership progressed, from Taylor and Hogger, to Taylor and Lees and finally in 1998 to the Ardmore Veterinary Group. In July 2004 we opened our branch at Bridge Street, Great Yeldham, also equipped with theatre, kennels and consulting rooms.

We run an appointment system only but we will always try to find time and space if you are in need. Our 5 full time vets share the work on weekdays and Saturday mornings with our dedicated nursing and reception team (for times please see OUR SERVICES insert). Our surgery is open all day long and there is always someone available to help you. If you have any problems or enquires, please call 01787 372588 (SUDBURY) or 01787 238255 (GREAT YELDHAM) and one of us will be only too happy to help.

We run our own emergency out of hours service from our branch in Sudbury, staffed by our own vets and nurses. Please phone the surgery as normal and the details will be given over an answer phone message.
or phone direct: 07836 723934 (outside of normal hours)

The Highest Standards

Our aim is for a personal and caring veterinary service of a high standard, set in a pleasant and friendly environment. Our dedicated veterinary service is enhanced by in-house laboratory facilities, dedicated surgical and dental facilities, a diagnostic imaging suit with endoscopy, ultrasonography and x-ray, as well as our nurses' clinics. Our online website provides information about the surgery and its staff as well as providing our online repeat prescription service and ordering of pet foods.

We operate by an appointment system to reduce waiting times. We feel continuity of care is important and where possible your pet will be able to see the same vet on each visit.



OUR SERVICE

FEES

In order to keep costs under control, fees are payable at the time of consultation or at the time of collection following surgery. To facilitate payment, the surgery is happy to accept cheques with a bankers card and most credit and debit cards. An estimate of fees will always be given upon request.

PDSA PETAID SCHEME

The Sudbury surgery is a PDSA Pet Aid Centre. If you have a CO10 postcode, receive housing or council tax benefits and cannot afford veterinary fees you may be eligible for PDSA care. Please ring the Sudbury surgery to find out more.



Opening hours

SUDBURY

Monday- Friday 8.00am - 6.30pm
Saturday 8.00am - 12.00pm
Consultations by appointment

GREAT YELDHAM

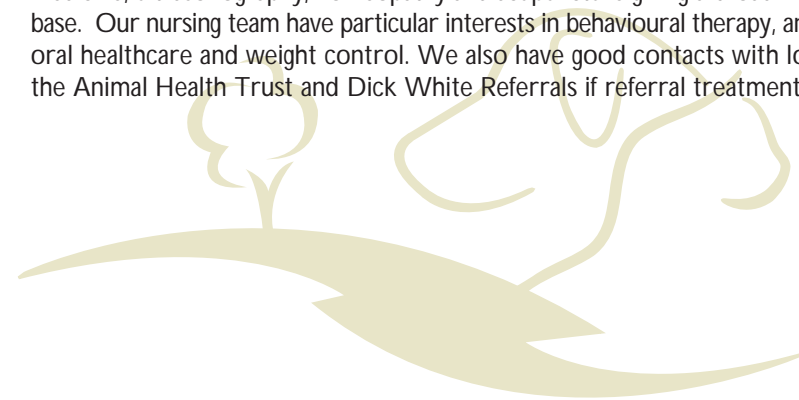
Monday-Friday 9.00am - 6.30pm
Consultations by appointment

The veterinary team at The Ardmore Veterinary Group aim to provide the best possible care for our patients and their owners. We believe this is achieved through dedication, conscientiousness, compassion and teamwork, applied equally to patients, owners and fellow members of staff.

Our practice has been established in the Sudbury area for over 50 years, moving to Ardmore in the 1960s. We are a Royal College of Veterinary Surgeons (RCVS) Tier 2 inspected and approved Veterinary Practice.

Although we have the facilities available to help us provide the best possible service, our greatest strength is that of our staff. An experienced team of veterinary surgeons is supported by a dedicated team of qualified veterinary nurses, trainees and ancillary staff. As a recognised nurse training centre, we ensure that our trainees receive an up-to-date practical and theoretical education, and we pride ourselves on high patient care standards.

We have veterinary surgeons with interests in orthopaedics, soft tissue surgery, internal medicine, ultrasonography, homeopathy and acupuncture giving a broad knowledge and expertise base. Our nursing team have particular interests in behavioural therapy, anaesthesia, preventative oral healthcare and weight control. We also have good contacts with local specialists such as the Animal Health Trust and Dick White Referrals if referral treatment is required.



CONSULTATIONS

All consultations are by appointment. Appointments are available 8.30am-6.30pm weekdays and 8.30am-11.00am on Saturdays at our Sudbury branch and 9.00am-6.30pm weekdays at our Yeldham branch. When arranging an appointment, please tell the receptionist if you prefer to see a particular vet.

EMERGENCIES

Emergencies are handled by our own nurses and vets at our Sudbury premises during emergency hours.

HOME VISITS

For most situations where we are treating illness, we feel that the best place for the examination is the clinic where we have full support staff and facilities. If you have difficulty bringing your pet to the surgery, we can arrange transport using our veterinary ambulance. However, we do appreciate that there are some circumstances where home visits are preferable and always try to accommodate requests for home visits during normal working hours.

NURSE CLINICS

Held six days a week, our nurses offer advice on preventative health care (worm and flea control, dental care and dietary requirements) along with nail clipping, anal gland treatment and grooming. They can also help with training and behavioural problems, and the treatment of obesity.

OPERATIONS

Here at Ardmore we pride ourselves on our exceptionally high surgical standards. Routine operations take place Monday to Friday, with admission appointments between 8:30am and 9:00am. Most patients are able to return home the same day. The vet will discuss your pets' procedure on admission and the nurse will discuss aftercare on collection, with a post-operative check being booked to follow-up your pets' care. To help minimise risks associated with anaesthesia and surgery we tailor make your pets anaesthetic and pain management dependent on their individual requirements. We also recommend the use of pre-operative blood testing for older pets to help minimise risks associated with anaesthesia and surgery

To make anaesthesia as safe as possible, patients are monitored by highly trained nurses in our sterile theatre using sophisticated electronic equipment; any abnormalities can then be responded to rapidly to ensure your pet has a smooth and uneventful anaesthetic.

Every patient has an intravenous catheter placed so that in an emergency we have immediate intravenous access should a crisis occur.

During anaesthesia all patients are placed on intravenous fluids to help maintain perfusion to all vital organs, keeping them well supported to promote a smooth recovery.

Throughout your pets recovery we constantly monitor them until they are able to get up, so once fully recovered your pet is offered the opportunity to go to the toilet and have something to eat, so you are safe in the knowledge that they are always given lots of love and reassurance during their stay with us at Ardmore.

REPEAT PRESCRIPTIONS

Please give us at least 24 hours notice for repeat prescriptions of drugs and food. In accordance with RCVS recommendations, all pets receiving prescription medicines need to be regularly re-examined by a veterinary surgeon. The practice policy is to re-assess animals requiring repeat prescriptions every three months, but this may vary with individual circumstances. There is a reduced fee for re-examination for repeat prescription examinations over our standard fee.



Terms & Conditions

Our commitment to you:

We provide you with a first class service.

We will provide your animal with the highest standard of treatment and care.

Fees

All fees, diet 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 drugs, materials, consumables and diets used. Details of our fees are available on request and a detailed invoice is provided for every consultation, procedure or transaction. Estimates can also be provided on request - see details below.

Methods of payment

Fees are due for settlement in full at the end of the consultation, the discharge of your animal or upon collection of drugs/diets.

Fees may be settled using cash, cheque with current Banker's card or a Credit / Debit card (Switch, Solo, Delta, Mastercard or Visa)

Estimates of treatment costs

We will, upon request, be pleased to provide a written estimate as to the probable costs of treatment, but please bear in mind that any estimate given can only be approximate as sometimes an animal's treatment will not follow a conventional course.

Settlement terms

Fees are due for settlement in full at time of treatment. For any reason the fees have not been settled, they will incur administrative costs. Overdue fees, after due notice to you, will be referred to our Debt Collection Agency or the County Courts if satisfactory repayment arrangements have not been made with us.

Any cheque which you issue which is returned unpaid, any credit card payment not honoured and any cash tendered that is found to be counterfeit will result in your fees being restored to the original sum together with any extra fees incurred in the process.

Inability to pay

If you find yourself in the unfortunate position of being unable to pay your fees please discuss this matter as soon as possible with a member of staff.

Pet health insurance

We strongly recommend the principle of veterinary insurance to protect against the unexpected fees incurred following illness or accident. Whilst it is your responsibility to settle your account with us and then reclaim the fees from your insurance company, we are happy to assist you with this. We recommend lifelong insurance policies and can provide you with further information.

Vaccination reminders

Whilst we make every effort to send out reminders for annual vaccinations, the responsibility to keep them up to date remains with you. In particular, please be aware that PETS passports require rabies vaccinations boosters so please keep a personal record of when this is due.

Complaints

Whilst we hope that our service does not give you cause for complaint, if there is something you wish to bring to our attention please contact the Practice Manager in the first instance.

Compliments / Feedback

We are always pleased to receive compliments / feedback on the service we provide to ensure the best possible care and service.

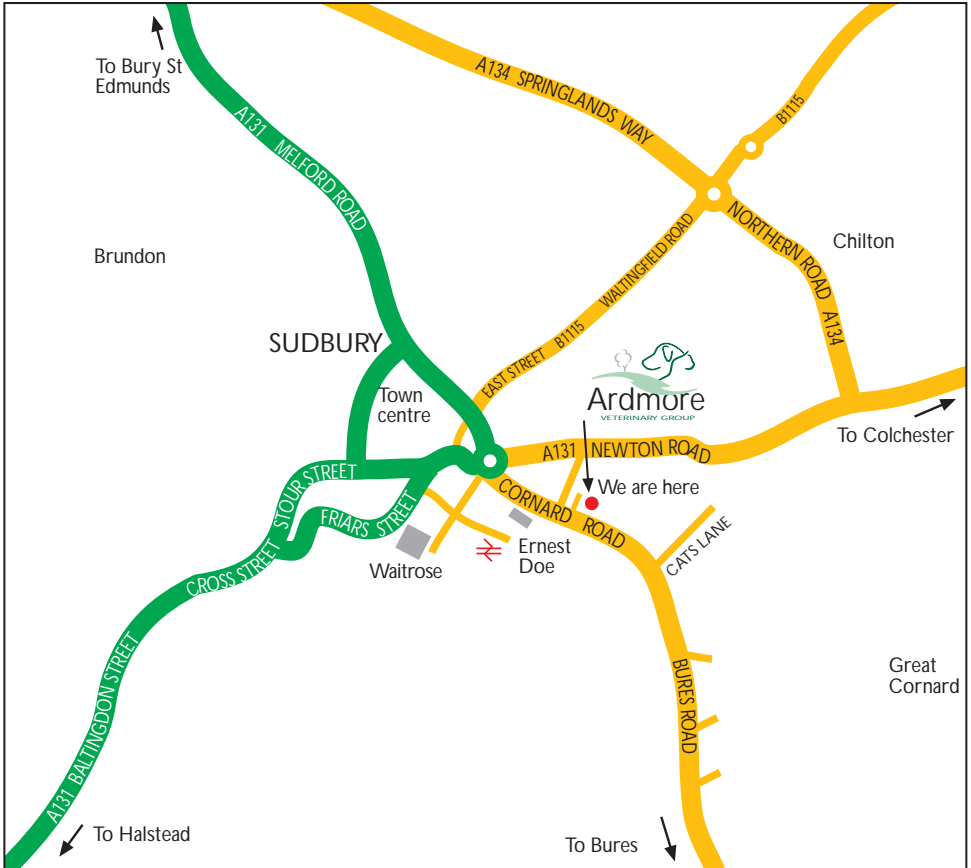
Ownership of records

Case records and similar documents are the property of and will be retained by The Ardmore Veterinary Group. Even though a charge may be made for carrying out the investigations and interpreting the results, ownership of the resulting record e.g. an x-ray, remains the property of the Practice. Upon request copies of records with a summary of the history of your animal will be passed to another Veterinary Surgeon taking over your animal's well being.

Variations in Terms and Conditions of Business

No addition or variation of these conditions will bind the Practice unless specifically agreed in writing by the partners. Additionally, no agent or person employed by or under contract with the Practice has the authority to alter or vary these terms and conditions in any way.

Surgery Details- Sudbury



57 Cornard Road
Sudbury
Suffolk
CO10 2XB

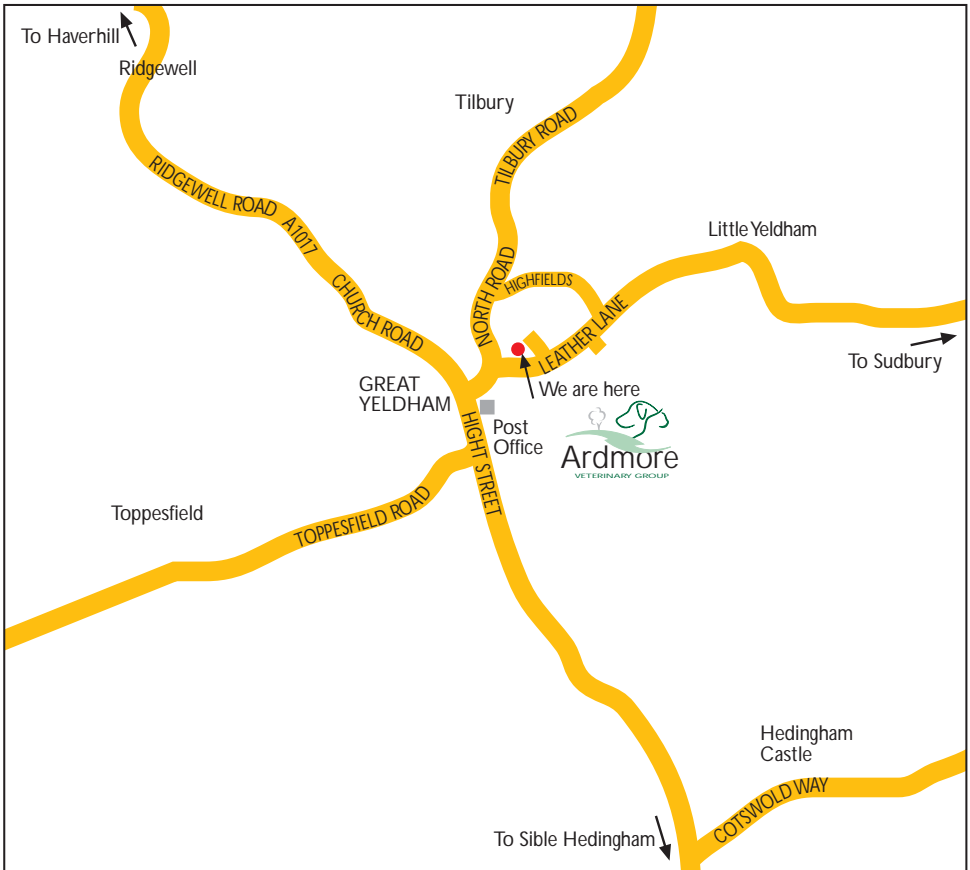
Tel: 01787 372588
Email: ardmore@ardmorevets.co.uk

Opening times

Monday- Friday: 8.30am - 6.30pm by appointment
Saturday: 8.30am - 11.00am by appointment
Sunday: 10.00am - 12.00pm emergency appt only



Surgery Details- Great Yeldham



1 Bridge Street
Great yeldham
Essex
CO9 4HU

Tel: 01787 238255

Email: ardmore@ardmorevets.co.uk

Opening times

Monday- Friday: 9am - 6.30pm by appointment
Saturday: Closed (Sudbury open until 11.00am)
Sunday: Closed

