

Information for Owners

About us:

Our clinics were first established in 1986 and have remained a privately run practice ever since. We have two practices in Bristol located roughly 1.5 miles apart in Hanham and Kingswood.

Opening times:

Hanham
12 Martins Road
Hanham
Bristol
BS15 3EW

Monday – Friday 8:30am – 6:00pm

Kingswood
Blackhorse Road
Kingswood
Bristol
BS15 8DZ

Monday – Friday: 8.30am-6:00pm
Saturday 8:30am – 12:30pm

Out of hours:

During times when our clinics are closed you will need to contact Vets Now for medical advice and emergency appointments. Fees can be advised by VetsNow. They're contact details are below

Vets Now Bristol

32-34 Zetland Road
Bristol
BS6 7AB
0117 9713111

Our Services:

Vet Consultations:

We run APPOINTMENT ONLY veterinary clinics throughout the day at both surgeries. These consults are approximately 15 minutes in length. A receptionist or veterinary nurse will greet you on arrival and a vet will call you through when they are ready to see your pet. To book an appointment please call on 0117 9677067.

In the unlikely event an emergency consultation is needed we aim to get you seen as soon as we can and a nurse will be able to assess your pet on your arrival. If possible call us prior to arrival so we can have things ready for you. This may mean some routine appointments may be delayed.

A consult fee applies to ALL initial veterinary consult and repeat consults maybe required and are charged at a reduced fee. Pre and post operation consultation are free. Additional treatments and medications are charged on top of consult charges. We can provide you with cost estimates on request.

Nurse Consultations:

We run a variety of nurse consultations. These include:

- flea, worming and tick control (including administering them and removing ticks)
- Weight checks and control clinics
- Nail clips
- Microchipping
- Post-operative checks

Majority of nurse consults are FREE with the exception of nail clips and the purchase of any flea or worming treatment. To book an appointment call us on 0117 9677067.

Puppy and Kitten Packages:

When you get a new kitten or puppy it is recommended to get them checked by a vet once they have settled into their new homes.

We offer puppy and kitten packages which include:

- A full health check up with a vet
- initial vaccines
- Microchipping
- A personalised pet tag (**if already microchipped**)
- initial flea and worming treatments
- A bag of Vet Essentials food
- 4 weeks free insurance with petplan
- 10% off neutering
- Information pack

Pet Health Club Scheme:

The pet health club is a monthly health plan that provides all your pet's preventative health care and saves you over 10% by spreading the cost in monthly direct debits.

The Pet health club includes:

- Vaccination boosters
- All round flea and worming protection
- FULL health check up every 6 months
- 10% savings on dental treatments, all diets and preventative care (e.g. neutering and microchipping)
- Reduced consults fees if your pet needs to be seen inbetween its 6 month check ups

Repeat prescriptions:

If your pet is on regular medication then you may need repeat prescriptions. Please note it is a requirement that ALL animals must be reassessed by a vet every 6 months to monitor their progress.; however some pets may require more frequent check ups especially if this is a newly diagnosed condition or once that requires careful monitoring.

If you require more medication let one of the team know but please allow 48 hours for the medication to be ready as we occasionally have to wait for medication to be ordered from our supplier.

Written prescriptions are available on request for a prescription fee charge.

Neutering:

The main reasons for having your pet neutered are to avoid unwanted pregnancies, to help control excessive sexual drive and reduce inappropriate sexual behaviour. Neutering can also help to prevent some life-threatening conditions that may otherwise occur in later life.

Neutering procedures are routine at Fernlea and carried out on a daily basis. Animals are given a full health check up prior to surgery and will usually go home the same day. To arrange for your pet to be neutered call our reception team. If you would like more advice on the procedures then book in for a free nurse consult. We are always happy to answer any questions or concerns you have prior to booking an operation.

Microchipping:

It is now a legal requirement for all dogs in England to be microchipped – it could cost you £500 in fines if yours isn't. We highly recommend microchips for all pets, especially cats. A microchip has its own unique 15 digit number which can be traced back to you should your pet go missing.

The procedure is quick and no more painful than a vaccination and once placed is there for life! If your dog isn't microchipped yet or you wish to get another pet microchipped please contact the surgery.

Animal Health Certificate:

If you would like to take your pet abroad they will need an animal health certificate.

Animal health certificates can only be issued by a registered LVI or Official Veterinarian (OV). We have vets who are able to issue your pet with an animal health certificate.

Dogs and cats travelling to most European countries and some long haul destinations will not need to be quarantined but will need to fulfil the following requirements:

- Up to date permanent microchip
- Rabies vaccination performed within a minimum of 21 days prior to travel
- Tapeworm treatment given by a vet 5 days before re-entry into the UK

Hospitalisation

Wherever possible patients are discharged on the same day as their operation, as we feel most pets recover more quickly, and are happier in their home environment. However, after [major surgery](#), or in acutely ill patients, hospitalisation sometimes may be necessary.

All our patients are housed in modern, comfortable hygienic accommodation and are cared for by our dedicated nursing team during their stay.

We encourage owners to visit patients who are hospitalised for longer periods of time.

This can be arranged with the duty nurse. We also recommend clients to bring with them their pets favourite blanket and/or toy to make your pet feel more at ease.

End of Life:

Choosing whether to have a pet put to sleep is one of the hardest decisions an owner can make. Many factors will play a part in the decision and talking through them with us will help. The veterinary surgeon will be able to assess your pet's quality of life and help you decide when the time is right to say goodbye.

When you feel the time is right to have your pet to sleep we can book you an extended consultation at one of our practices to allow you as much time as you need to say goodbye. We also offer home visits if you would prefer your pet to stay in familiar surroundings. Some owners decide they don't want to be present and that is something we discuss with you before we carry out the procedure.

Once your pet is put to sleep, you will need to make the decision whether you would like to have them cremated or buried. We will be able to look after your pet until you make the decision.

You can choose to have your pet cremated at a specialist pet crematorium, either alongside other pets, or individually. If your pet is cremated on its own, the ashes will be carefully collected and returned to you in a casket, scatter box or urn. We will be able to arrange this for you.

Orthopaedic Referrals:

Matthew Linnell BVSx CertSAS MRCVS

Matthew graduated from Bristol University Veterinary School in 1996 and has been working at Fernlea since 2002. He holds the RCVS Certificate in Small Animal Surgery and has extensive experience in orthopaedic referral surgery.

Contact information:

Fernlea Orthopaedics
Fernlea Vets
12 Martins Road
Hanham
Bristol
BS15 8EW

Telephone: 0117 9677067

Email: admin@fernleaorthopaedics.co.uk

We aim to offer an affordable, realistically priced referral service, which also provides peace of mind for clients by agreeing fully inclusive estimates prior to surgery. To find out a price guide for some of the frequently performed procedures visit our website:

www.fernleaorthopaedics.co.uk

If Fernlea is not your original vets we will require a referral from your own vets so we are able to book you an appointment and get the relevant information from them prior to any treatment.

Direct insurance claims can be arranged, and we do not make a charge for the administration of any claims. However, it is essential that direct insurance claims or finance arrangements are authorised prior to referral. This can involve some delay if insurance companies request a pro forma. If authorisation has not been granted at the time of treatment then payment will be required in full, and we will then complete the claim for the client as swiftly as possible.

Procedures for Second Opinion or Referrals

Sometimes it may be required for a second opinion or to be referred to another clinic for specialist assessment. This could be within our own clinics or to a separate business. If this was to occur the veterinary surgeon will discuss the options with you prior to organising an appointment. You may also request a second opinion within the practice or a referral which we can assist in making for you. When organising these appointments we will need to share your contact details with referral clinics.

Ownership of Medical Records

The medical records of your pet are property of Fernlea Veterinary Clinic however we can share these with you or other services (such as insurances or referral services) upon request. You can request this at any point.

PERSONAL DATA

Fernlea Veterinary Clinic uses the information collected from you to provide your requested services. In you making initial contact you consent to Fernlea Veterinary Clinic maintaining a dialogue with you until you either opt out (which you can do at any stage) or we decide to desist in promoting our services.

Any information Fernlea Veterinary Clinic holds about you or your business encompasses all the details we hold about you and any organisational services records.

Fernlea Veterinary Clinic will only collect the information needed so that it can provide you with organisational services.

In order to meet its contractual obligations, Fernlea Veterinary Clinic utilises the following third parties:

- Docmail for printing and posting
- Textlocal for text messages
- Braemar Finance for client finance
- Debt collection agencies
- Other veterinary practices for referral and succession

CONSENT BASIS FOR PROCESSING PERSONAL DATA

- To meet Fernlea Veterinary Clinic contractual obligations to clients
- Legitimate interests pursued by Fernlea Veterinary Clinic and/or its clients
- To inform clients of important clinical information relating to their pets

- To promote the marketing and consulting services offered by Fernlea Veterinary Clinic and/or to market the services and/or products offered

CONSENT

Through agreeing to this privacy notice you are consenting to Fernlea Veterinary Clinic processing your personal data for the purposes outlined.

You may withdraw consent at any time by emailing info@fernleavets.co.uk or writing to us at Fernlea veterinary Clinics 12-14 Martins Rd Hanham Bristol BS15 3EW

DISCLOSURE

Fernlea Veterinary Clinic do not broker or pass on information without your consent. However, Fernlea Veterinary Clinic may disclose your Personal Information to meet legal obligations, regulations or valid governmental request. Fernlea veterinary Clinic may also enforce its Terms and Conditions, including investigating potential violations of its Terms and Conditions to detect, prevent or mitigate fraud or security or technical issues; or to protect against imminent harm to the rights, property or safety of Fernlea Veterinary Clinic, its clients and/or the wider community.

RETENTION POLICY

Fernlea Veterinary Clinic will process personal data during the duration of any clinical contract and will continue to store only the personal data needed for ten years after the contract has expired to meet any legal obligations.

DATA STORAGE

Data is held in within the EEA area only, be this on premise or cloud services

Your Rights

At any point whilst Fernlea Veterinary Clinic is in possession of or processing your personal data, all you have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records
- Right to restriction of processing – where certain conditions apply you have a right to restrict the processing
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- Right of portability – you have the right to have the data we hold about you transferred to another organisation
- Right to object – you have the right to object to certain types of processing such as direct marketing
- Right to object to automated processing, including profiling – you also have the right not to be subject to the legal effects of automated processing or profiling
In the event that Fernlea Veterinary Clinic refuses your request under rights of access, we will provide you with a reason as to why, which you have the right to legally challenge.

Fernlea Veterinary Clinic, at your request, can confirm what information it holds about you and how it is processed.

You can request the following information:

Identity and the contact details of the person or organisation that has determined how and why to process your data

Contact details of the Data Protection Manager, where applicable

The purpose of the processing as well as the basis for processing

If the processing is based on the legitimate interests of Fernlea Veterinary Clinic or a third party such as one of its clients, information about those interests

The categories of personal data collected, stored and processed

Recipient(s) or categories of recipients that the data is/will be disclosed to

How long the data will be stored

Details of your rights to correct, erase, restrict or object to such processing

Information about your right to withdraw consent at any time

How to lodge a complaint with the supervisory authority (Data Protection Regulator)

To access what personal data is held, identification will be required

Data Access Request Process and Policy

If you want us to supply you with a copy of any personal data we hold about you, please contact us as above.

Fernlea Veterinary Clinic will accept the following forms of ID when information on your personal data is requested:

- A copy of your national ID card
- Driving license, passport
- Birth certificate and a utility bill not older than three months
- A minimum of one piece of photographic ID listed above and a supporting document is required.

If Fernlea Veterinary Clinic is dissatisfied with the quality, further information may be sought before personal data can be released.