

14th February 2024

Dear Clients

I am writing to you today to inform about the upcoming changes to our Out of Hours Service.

Since we opened in 2004 we have provided a 24/7 service to our clients. Currently, I am the only vet at the practice and I am doing all the out of hours work. Working out of hours has its incredibly rewarding moments and certainly some of the most memorable experiences of my career have happened in the wee small hours. Unfortunately, I have had to accept that the current situation is not sustainable, therefore, from 18th March 2024 Beacon Vetcare (www.beaconvetcare.co.uk) will be looking after our out of hours duty.

Should you need assistance after we shut, please phone our normal number 01579 371295.

Your call will be answered by our answering service (who we have used for many years) who will inform you that Beacon Vetcare are the service for out of hours and will ask a member of the emergency team to call you back.

Beacon Vetcare was started by Colin and Lizzie Whiting MsRCVS, who many of you will have met already, as they used to visit us at Glebe every few weeks to perform orthopedic procedures on our patients. They have since gone on to open up a referral centre at Summercourt with state of the art equipment and a 24/7 emergency centre. This is run by their team of emergency vets and veterinary nurses who will look after you and your pet if you need help out of hours.

They are an independent practice like ourselves and share the same values with regards to patient care. I know Colin and Lizzie personally and I trust them implicitly. I know that you will be in good hands.

Please remember, the vet who calls you back has never met you or your pet before and will need to ask you several questions about your pet's condition.

If it is decided that you need to attend the surgery, Beacon Vet care is located in Summercourt TR8 5DR. I appreciate that this is a 35-40 minute drive however, it is straight down the A30 and very easy to find.

Please bring your pet's medications with you, this will greatly assist the duty vet.

If your pet needs to be hospitalised, they will stay at Beacon Vetcare until they are fit and well enough to travel home. There will be no transportation of sick animals to and from between the practices.

Payment is required at the time - card payment is preferable. If your animal is insured please tell the duty vet this and arrangements can be made with their admin team to process your claim as quickly as possible.

If transport is an issue for you, it would be prudent to have a back up plan in place in case your pet needs veterinary care out of hours.

Once your pet has been discharged, the clinical notes will be sent back to Glebe so we are kept up to speed with the pet's condition.

If you have any questions about the new protocol please don't hesitate to get in touch. We are happy to speak to you should further clarification be needed.

Kind regards

Orla