31 July 2018

New Lodge Veterinary Centre

Red Lodge Road

Polebrook, Oundle

Peterborough

Northants

PE8 5LL

My Dear Client

I am writing to you, to explain our new approach to Out of Hours care.

 Providing the best care to our clients at all times is our priority and in order to ensure this is what we deliver both now and in the future we have recently reviewed our methods for providing care for your pet Out Of Hours. After very careful consideration, we have decided to partner with Vets Now who specialise in providing dedicated out of hours care at nights and weekends. Vets Now are opening a new emergency clinic in Peterborough and we trust they will provide you with an excellent service, as you have been used to receiving. Vets Now are the largest provider of specialised emergency out of hours veterinary care with clinics across the whole of the UK.

 As you will be aware at present and for the past 13 years, all of our Out of Hours emergency cover has been provided by myself and our nurses, here at New Lodge Veterinary Centre, on an “on call” basis. This solution has allowed us to ensure that you, our clients, receive a consistently high standard of care at all times from our own team. However, with increasing expectations, the ongoing patchy mobile phone coverage despite broadband Wi-Fi call back up and with increasing caseloads we have found that we cannot sustain working night and day and remaining at our clinical best. Providing on call means that I can easily be working over 70 hours a week. I am sure you will appreciate if a vet has to deal with a middle-of-the-night emergency it may impact on their ability to provide you with the best care during the day due to lack of sleep.

We know that you only want the best in care and feel that having a vet trained in specialised emergency care who is easily contactable without relying on a mobile signal, is well rested and on site the whole night with nursing care is more ideal.

We believe that working with Vets Now will allow us to raise the quality of service that we provide to you and your pet. The Peterborough Vets Now clinic is fully staffed by vets and nurses who only work Out of Hours and therefore they are fresh and ready to deal with emergencies at night, weekends or on public holidays. The staff at Vets Now attend regular training in Small Animal Emergency and Critical Care. Vets Now have suggested that you think of them as the pet equivalent of the Accident and Emergency department of a hospital!

 They are very happy to offer free veterinary advice over the phone and help assess whether your pet needs to be seen.

Using the Vets Now service is easy. If you require Out of Hours assistance simply do the same as you are doing now. Call us on 01832 270201 and listen to the message which will give you the emergency contact number. Alternatively call 01733 512192 directly. When you call Vets Now one of their experienced call handlers will listen and reassure, and if it is deemed that your pet needs to be seen, you will be directed to the Vets Now Clinic where their emergency team will be waiting to help.

Vets Now will begin providing our Out of Hours cover on 06/08/2018. Specific details of the times when Vets Now will be providing Out of Hours cover on our behalf are:

**Monday 7pm – Tuesday 8 am**

**Tuesday 7pm – Wednesday 8 am**

**Wednesday 7pm – Thursday 8am**

**Thursday 7pm – Friday 8am**

**Friday 7pm – Saturday 8am**

**Saturday 1pm – Monday 8am**

**And all public holidays**

Yours sincerely,

Zoe North BSc (hons) BVM&S MRCVS

Veterinary Director

New Lodge Veterinary Centre Polebrook