

### ***How do I go about getting some more of my pet's medicine?***

You can order repeat prescriptions or diet food and collect them from our Endless Street premises within forty-eight hours (Monday to Friday, excluding Bank Holidays). However, please note that in order to dispense medications for your pet, we are legally obliged under the Veterinary Medicines Regulations to have your pet "under our care". The phrase "under our care" is not precisely defined, but it is interpreted as meaning that our veterinary surgeons are responsible for the health of your pet and that your pet must have been seen immediately before a medicine is dispensed or recently enough that the veterinary surgeon will have personal knowledge of the condition which your pet has been diagnosed with. Many of the conditions for which we dispense medications require ongoing assessment and evaluation of the patient to allow us to make sure that the dose is correct (not too much and not too little), that there are no side effects developing and that no other conditions have arisen which may affect a current treatment regime.

We feel that for preventative medications such as flea, tick and worm treatments, a health check once every twelve months is sufficient to meet the "under our care" regulations. This should coincide with your pet's annual health check and vaccination.

In common with other veterinary surgeries, for all other medications, including repeat prescriptions, we feel that the maximum interval between check ups should be six months. In the early stages of treatments, check ups will often be required more frequently until we are happy that a pet's condition is stable. For serious conditions, check ups may be required more frequently for long periods or even the remainder of a pet's life.

Choosing these intervals also allows our staff to offer consistent advice with respect to the dispensing of medications whilst maintaining a high standard of welfare for your pet.

We charge a special reduced fee consultation for the six monthly check ups rather than our routine consultation fees in order to provide the best possible service to you and your pet.

If you have forgotten to book or been unable to arrange your routine check up due to exceptional circumstances, please ask to speak to one of our veterinary surgeons who may be able to dispense a small quantity (usually no more than two to three days' supply) of medication until you can arrange your check up.

The current prices for the ten POM Vs most commonly prescribed or supplied during a typical three month period are displayed in our waiting room. Further information on the prices of medicines is available on request.

### ***Can I have a written prescription?***

We are, of course, happy to provide you with a written prescription where necessary for any medications your pet may require if you prefer this option. We would, however, ask you to note that we do charge a fee for this service.

The fees we charge are a reflection of the time taken for staff to assess and prepare a prescription.

Unfortunately veterinary practice is a business and in order to continue to provide a high quality level of care and service, veterinary practice has to be profitable. Unlike in human medicine, there is no NHS support for pets, and realistic fees must be charged for this service.

The charge for veterinary professional fees is intrinsically linked to the time staff spend on the different procedures in veterinary practice. The prices vets charge take into account these factors and are always carefully considered.

Potentially, in the long term, if a significant proportion of clients choose to purchase medicines by this route then vets may be left with no option but to significantly increase their consultation fees by incorporating a fee for making the "medicine decision".

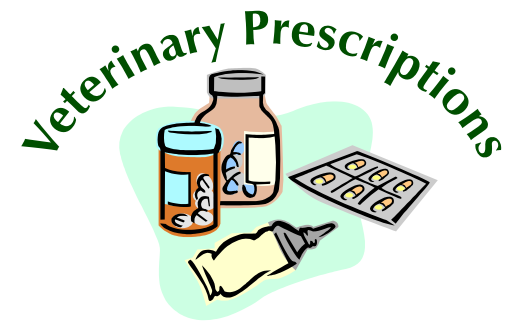
You may not be aware that when an animal is examined by a veterinary surgeon, a decision must be made regarding whether there is a need for the provision of a medicine or medicines, or whether there is not a need. If a medicine is required then a vet must follow a set procedure:

1. Choose the correct drug bearing in mind the diagnosis, species, the laws governing dispensing, availability and price.
2. Make a permanent entry in the clinical notes.
3. Dispense the medication or produce a prescription either by hand or using specialised software.
4. Explain the drug and dosage.
5. Explain, and sometimes demonstrate (particularly in cats), the methods of dosing.
6. Explain potential side effects.
7. Take responsibility for the drug and any potential side effects.

Please note that a prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary.



## Quick Reference Guide



### Endell Veterinary Group

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[www.endellveterinarygroup.co.uk](http://www.endellveterinarygroup.co.uk)