WELCOME PACK

Caring and Professional Service

www.mayowvets.co.uk
Thank you for your interest in Mayow Veterinary Surgery and the opportunity to provide healthcare for your pets. We are happy to provide your local veterinary service and any advice and support you may require.

The surgery has been providing quality veterinary care to Sydenham’s residents and the surrounding areas of south east London for over 20 years.

Our experienced team of veterinary and nursing staff offer the highest level of medical, surgical and diagnostic skills using state-of-the-art equipment. Our modern facilities include digital x-ray, ultrasound, on-site blood testing machines, and cutting edge anaesthetic monitoring equipment. You can be assured that your pet will always receive top quality healthcare and attention, all given in a friendly and approachable manner.

As well as providing excellent healthcare for your pet, we also wish to develop an excellent professional relationship with you, the client. Our appointments are 15 minutes long which is longer than the average at other leading practices. We also provide appointments with the same vets where possible. We believe in providing support and education for you, and welcome client feedback and communication to enhance the service we provide.

We are committed to providing clinical care and an extensive range of healthcare services for your pet, that offer excellent value for money. This includes an online shop, a more convenient way for you to buy your pet’s food, healthcare products and accessories.

Should you need any further information or require any veterinary advice please do not hesitate to contact a member of staff.

Kind regards,

All the team at Mayow Veterinary Surgery

www.mayowvets.co.uk
We are a well established independent veterinary practice located close to Sydenham underground station and Forest Hill train station. We are committed to providing the highest level of care to our patients whilst also showing compassion and respect to our clients in a modern and well-equipped surgery.

We are easily accessible and serve clients coming from Sydenham, Forest Hill, Brockley, Lewisham, Beckenham and other surrounding areas of south east London.

- Tier 2 RCVS accredited to ensure high standards of care
- Experienced and compassionate team
- 15 minute appointments
- Open 7 days a week
- Staff living on-site to provide round the clock supervision
- 24 hour emergency service
- FREE on-street parking

Together in sickness...  
...and in health

We aim to provide the highest standards of medical and surgical care for your pets in a comfortable and friendly environment.

- Full surgical and hospitalisation facilities
- Well equipped with digital X-Ray, Ultrasound, ECG, and modern surgical equipment
- The latest anaesthetic techniques and monitoring equipment
- Experienced and well-trained veterinary team with expertise in a wide range of areas
- Fully equipped modern operating theatre
- In-house laboratory for swift diagnosis and treatment

Our aim is to work with you to keep your pet in the best possible health.

- Free puppy and kitten checks
- Free advice on nutrition, flea and worming control, dental control, vaccinations and behaviour
- Nurse clinics
- Pet passports and microchipping

www.mayowvets.co.uk
Mayow Vets is a modern, busy veterinary practice. Our aim is to consistently maintain the highest standards of care and services in a friendly atmosphere. Most of our staff are pet owners too so we can empathise with you as a client.

Our aim is to provide care with kindness and compassion as we consider that a very important aspect of our high standards.

- We are accredited under the Royal College Scheme providing you with peace of mind.
- Our practice invests in the latest technology and techniques.
- Our staff undertake ongoing training and professional development to ensure that their skills are kept relevant and up to date.
- We believe in educating and guiding owners to provide the best care for their pets.
- We are passionate about providing an excellent service at a reasonable cost.
- We want to be here when you need us. We have seven day opening and evening consultations ensuring that we can see your pet at a time that’s convenient for you.
- We like to minimise worry. Our in-house laboratory allows us to access and share test results quickly.
- Provide personal and immediate care to hospitalised pets. We have staff on the premises at night, so that we can attend to your pet immediately.
- Easy free street parking outside and along adjacent road.
- We offer home visits. There’s no need to worry if you find travelling difficult - our vets can come to you.
- Adhere to established protocols to ensure optimal staff performance and patient outcomes at all times.
- We respect every animal we see, treating them as a much-loved member of the family.

www.mayowvets.co.uk
Payment Terms
All invoices must be settled at the time of the consultation or at the time of the patient’s discharge. Settlement of invoices may be by Cash, Credit Card, Debit Card, Visa or Maestro. We do not accept cheques or American Express.

Surgery
The prices listed include the routine cost of anaesthetic, i/v cannula and surgical materials, post-operative pain relief, two post-operative check up appointments and the removal of any stitches. The inclusive price is for routine surgical cases and aftercare. The prices do not include any extra medications, or dressings which may become necessary.
OPENING TIMES & OUR SERVICES

Opening Times

Mon - Fri:  8.00am – 6.30pm  
Saturdays:  8.30am – 12 noon  
Sundays:  10.00am – 4.00pm

We are open 7 days a week for your convenience. We provide 15 minute appointments and an appointment system. This ensures that waiting times are kept to a minimum and allows for a thorough examination of your pet as well as a discussion with you as owner. We also offer nurse appointments depending on the need of your pet.

Emergencies

Rest assured in case of emergency that we will always fit you in but please call the surgery in advance where possible. If your pet has an acute crisis during surgery hours then please call the surgery immediately on 0208 659 4496 and we will ensure that you are offered an appointment on a priority basis. We are open 7 days a week but if there is a problem out of our normal hours then please call our emergency service at Foxgrove Veterinary Centre on 0208 650 2003.

Home Visits

Sometimes there are circumstances when a home visit is more appropriate than a visit to the surgery. We are happy to arrange to visit you and your pet in your home on these occasions and will always try to accommodate requests for home visits during working hours given sufficient notice.

Operations

We have a fully equipped surgical theatre and we perform all routine surgeries on site, including some non-routine procedures such as orthopaedic surgery. We understand how worrying surgery can be for owners so we offer a complimentary 15 minute appointment with a vet to admit the patient. Animals are typically admitted between 9 and 10am and stay with us until 4-5pm. We use modern anaesthetics and painkillers to ensure a smooth and safe recovery. A post-operative discharge information sheet is always provided and we are also delighted to answer any queries.

www.mayowvets.co.uk
X-Rays and ultrasound
We have the latest in digital x-ray technology and a very powerful ultrasound machine. Our vets are fully trained in ultrasound and have undertaken many advanced courses. This helps to provide speedy and precise diagnosis for the optimal treatment of your pet.

Insurance
We recommend that you have pet insurance and can provide you with any information that you might need with guidance on the types of policies available. Once your account with us has been settled, you will be able to reclaim the fees from your insurance company. It is sometimes possible, with prior agreement, to arrange for a direct claim to be made (terms and conditions apply).

Your views/feedback
We are always interested to receive your feedback. Please let us know if there is anything that you think we can improve on as this will help us to ensure that you and your pet continue to receive the best possible care from us. And if there is something you are particularly pleased with then we would enjoy hearing about it! We recommend that our clients regularly check the website and follow us on facebook to hear about our latest offers and events.

www.mayowvets.co.uk
Thank you for entrusting the care of your pet(s) to Mayow Veterinary Surgery. This document details our Practice Terms & Conditions. Some aspects of the Terms may not be relevant to you and we request that you ask for further explanation/clarification if required.

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. Our written fee list is available on request. You will receive a detailed invoice for every consultation, surgical procedure or transaction with us.

Estimates of Treatment costs
We will happily provide a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate - sometimes a pet’s illness does not follow a conventional course.

Methods of Payment
Accounts are due for settlement at the end of each consultation, the discharge of your pet or upon collection of drugs/diets. You may settle the account using:

Cash, Credit/Debit card – Maestro, Solo, MasterCard and Visa. We do not accept cheques or American Express.

Settlement Terms
Full payment is expected after each consultation or treatment. If, for any reason, you are unable to meet the full cost at the time of treatment, you must discuss the matter in advance with our Practice Administrators. Should an account not be settled within 14 days then a statement will be sent which will include accounting charges in respect of administrative costs incurred. If further statements are necessary, further charges will be incurred. After due notice to you the client, overdue accounts will be referred to our Debt Collection Agency and further charges – a minimum of 25% of the outstanding account – will be levied in respect of costs incurred in collecting the debt. Any Credit Card payment not honoured, and any Cash tendered that is found to be counterfeit, will result in the account being restored to the original sum owed with further charges added in respect of bank charges and administrative costs.

Pet Health Insurance
Mayow Veterinary Surgery strongly advises insuring your pet against unexpected illness or accidents. We are a Pet Plan affiliated practice and can provide qualified advice. Please ask for details of insurance from a member of staff. Please be aware that it is your responsibility to settle your account and then reclaim the fees from your Insurance Company.

www.mayowvets.co.uk
Complaints and Standards
We hope that you never have recourse to complain about the standards of service received from Mayow Veterinary Surgery. However, if you have a complaint, please ask a member of staff for our Complaints Procedure.

Ownership of Records
Case records including radiographs and similar documents are the property of, and will be retained by Mayow Veterinary Surgery. Copies with a summary of the history will be passed on request to another Veterinary Surgeon taking over the case. The care given to your pet may involve making some specific investigations, for example taking radiographs or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting record remains with the practice.

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by one of the practice directors. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in any way.

For full terms and conditions go to our website.

www.mayowvets.co.uk