

# Client Information, Terms and Conditions

## Your PDSA Pet Hospital Information

**Sunderland PDSA Pet Hospital**

**The Reay Hudson Centre**

**1 Hepworth Road**

**off, N Hylton Road**

**Sunderland**

**SR5 3JT**

**0191 516 0636**

## Opening times

All consultations are by **appointment only**; you can call us or visit [www.pdsa.org.uk/callback](http://www.pdsa.org.uk/callback) to book an appointment

Monday	<b>9am - 6pm</b>
Tuesday	<b>9am - 6pm</b>
Wednesday	<b>9am - 6pm</b>
Thursday	<b>9am - 6pm</b>
Friday	<b>9am - 6pm</b>
Saturday	<b>Closed</b>
Sunday	<b>Closed</b>

## Out of hours

We are available for emergencies outside of normal working hours. Please always call ahead (using your usual hospital number) so we can assess your pets needs and give you instructions on what to do next.

Your out of hours emergency service is provided by:

**Vets Now Emergency\***

**Gateshead PDSA Pet Hospital**

**Stoneygate Lane**

**Felling**

**Gateshead**

**NE10 0LX**

**0191 516 0636**

\*Vets Now Emergency provide a high quality emergency and critical care for our patients at night. The cost of this emergency treatment varies, depending on whether you have registered your pet to use our free or low cost service.

**Our service provision:** PDSA provides a free and low cost veterinary service for eligible pet owners. We offer treatment for cats, dogs, small furrries (such as rabbits, guinea pigs, hamsters etc.) and small cage birds. All pets receiving PDSA care must be living in the same household as the registered owner. Subject to terms in this document, you may be able to access the following services:

- **Free service provision:** If you are eligible for our free service, PDSA will aim to fund veterinary treatment for one of your pets. All health care, except for preventive treatment (described below) is included within this service. If you wish to bring any other pets to PDSA for their veterinary treatment, you may be able to access our low cost service.
- **Low cost service provision:** If you are eligible for our low cost service, PDSA will aim to provide you with veterinary treatment at a discounted rate. You may be able to access this service for any pets that live in your household.

Each time your pet receives treatment, we will ask that you contribute as much as you can towards the cost.

**Nominating your free pet:** If you are eligible for our free service, you'll be asked to nominate a free pet when you register. Once your pet is nominated, they will remain so for his/her lifetime, subject to your continuing registration and eligibility.

**Registration:** Your registration will last 12 months. Each time your registration expires, we will ask to see proof that you are still eligible for PDSA service provisions.

**Appointments:** We provide both face to face and telephone appointments for registered clients. The type of appointment you are allocated will be based upon your pet's needs at the time. Wherever possible, we ask that you (the registered owner) attend appointments with your pets (this applies to both face to face and telephone appointments). If you are unable to do so, on a short or long term basis please speak to a member of our team.

**Using more than one veterinary practice:** For the safety of your pet, please let one of our team know if your pet has received treatment from another veterinary practice in the last 6 months.

**Charges and Payments:** You will need to pay for any chargeable services at the time of treatment. Where necessary, we will provide you with an estimate of likely costs and do our best to make this as accurate as possible. If during the course of your pet's treatment, we feel that costs may significantly exceed the estimate we have given, we will contact you to discuss this in more detail. If you are struggling to pay a bill that we provide then please let us know. We understand that sometimes veterinary costs can be unexpected and we will try to help you by discussing payment options wherever possible.

**Preventive care:** We strongly recommend that you provide your pets with preventive health care. This includes neutering, microchipping, regular vaccinations, flea and worm treatment. PDSA provides preventive services at an affordable cost, and we will always ask for payment before a procedure takes place.

**Our breeding policy:** As a charity, PDSA needs to make sure its limited funds are reserved for pet owners in-need, and aren't inappropriately used for easily preventable, breeding-related conditions. If you intend on breeding your pet, please make suitable arrangements with a private practice. Should you choose to bring your pets to PDSA for treatment for breeding-related conditions you will be at risk of having your access to our veterinary services removed for all of your pets.

**In patient care:** During normal working hours, our vets, nurses and animal / vet care assistants will care for your pet. Out of hours, we make appropriate arrangements in order to care for your pet.

**Medication prescriptions:** Prescriptions are available from PDSA. If your pet is prescribed medication by one of our vets, you have the choice to obtain it from your PDSA hospital, or you can ask for a written prescription and obtain it from another veterinary practice or a pharmacy. If your pet needs their repeat prescription re-issuing, it is likely they will need to have a check-up every six months, but this may vary. Check-up consultations are free of charge for clients who access our free service and £20 for clients who access our low cost service. Prescriptions are usually not appropriate for inpatients or pets in need of immediate treatment. If you would like more information about prescriptions or the cost of our medications, please talk to one of our team.

**Referrals and redirection:** We aim to provide a range of treatment options that are appropriate for a charity to deliver and are similar to those available at other local veterinary practices. However, if you wish to access, or your pet would benefit from, a treatment that we do not offer we will discuss this with you and redirect you to a private veterinary practice or refer you to a specialist practice if you wish. Unfortunately, PDSA is not able to cover the costs of referral or redirection treatments. If you are unable to afford such treatment we will try, where possible, to suggest a suitable alternative.

**Second opinions:** You are always free to seek a second opinion from another veterinary practice. If you wish to do so, please speak to a member of our team so that we can help by sharing your pets' clinical records to your chosen private veterinary practice. Please be aware, PDSA will not cover the costs of second opinions.

**Clinical records:** If you would like a copy of your pets' clinical records please speak to a member of our team who can provide these for you.

**Student Placements:** PDSA Pet Hospitals support the training of veterinary surgeons, veterinary nurses and veterinary care assistants within our hospitals. Students from Universities and Colleges across the UK may undertake training placements within our pet hospitals, and as such, some minor treatments, minor procedures or the care of your pet may be performed by a student under the appropriate supervision of a Veterinary Surgeon. We will inform you and request your consent as appropriate to the situation.

**Your safety:** Our waiting rooms can become very busy, and are often filled with a variety of pets and people (including children). Whilst in the waiting room, cats, rabbits and small

furries should be secured in a basket or carry case, and dogs should be kept on a lead. Please keep your children and pets under your supervision at all times, do not let them approach other people's pets or stand / jump on the seating. Many pets feel uneasy when examined in a consulting room and are more likely to behave unpredictably. Please ask for assistance from the vet or nurse in handling your pet in the consulting room if you have any concerns. If you believe your pet could pose a risk to other people / pets whilst at the Pet Hospital please inform a member of our team before bringing your pet into the building.

**Filming in our Pet Hospitals:** We do not allow filming or audio recording within our Pet Hospitals without prior, written permission.

**Feedback and complaints:** If you have any feedback or complaints regarding any aspect of our service provision and/or the service you receive at a PDSA Pet Hospital please speak to our Client Services Manager.

**Prices:** PDSA reserves the right to change the price list or discounts at any time.

**Withdrawal or change of services:** PDSA has the right to withdraw, remove or change its service provision at any time.

**Using your personal information:** PDSA will never exchange or sell your information to another organisation for their own marketing purposes. As Data Controller PDSA will collect and use your personal information when you use or access our services, visit our websites, or help with our income generating activities. We only collect and use personal information necessary to fund and deliver our charitable veterinary services, and to carry out our associated legitimate business purposes such as direct marketing, business administration, and financial control. This may include talking to you about fundraising (such as appeals, competitions, commercial trading activities, events or sponsorships) and volunteering opportunities, or about pet insurance and animal welfare issues. In order to provide you with the best possible experience we will also use your personal information to help us decide what you may like to hear about and to personalise our communications and services.

We need to be able to use your personal information to deliver our veterinary services and tell you more about our range of products and services that may be of benefit to you and your pets. We may need to use your personal information for the prevention of fraud, to identify the misuse of our services, or for debt recovery. And occasionally we may need to share your personal information with our service providers (for example for Pet Microchipping services), or where we are legally obliged to do so.

Based on the services you use, or support that you give, we will retain your personal information for a reasonable period of time. For more details on how we use and retain your personal information, your data protection rights, or to contact our Data Protection Officer please refer to our full privacy policy <http://www.pdsa.org.uk/privacy-policy> or call us to request your own copy. If you'd like to opt out of our marketing and fundraising communications, simply call our friendly customer services team on 0800 0199 166 to tell us your contact preferences.

**Protecting your pet's data:** As a result of treating hundreds of thousands of pets every year through our 48 hospitals and clinics, PDSA records a large amount of clinical information. From time to time we use this to monitor and develop our service but it can also be invaluable in providing clinical data that will help the veterinary profession to monitor disease incidence and further develop veterinary science.

We may use or share clinical data but only after ensuring that all client personal information or patient identifying details have been removed.