

## **Croydon PDSA Pet Hospital information**

7 Hurst Road, Croydon, CR0 1JT

Tel: 020 8686 3972

### **Normal surgery opening times**

9am – 7pm Monday- Friday

9am – 12pm Saturday

All consultations are by appointment only; please ring to arrange a time to suit you.

When possible we ask that as the registered owner of your pet you attend in person, if you are unable to do so please advise us so that alternative arrangements can be made. If it is likely that you may have difficulty attending the Pet Hospital on a regular basis please discuss this with our team.

### **When the surgery is closed**

#### **Emergency service**

**If an emergency occurs outside our normal working hours please ring the usual number:**

**020 8686 3972 so we can advise you on what you need to do.**

**Please always telephone before attending, so that we can help you obtain treatment for your pet quickly, we will need to advise you which site to attend and may need to provide you with immediate first aid advice.**

Part of our emergency out of hours service is provided by Vets Now Emergency in Caterham. They provide high quality emergency and critical care for our patients at night. At all other times when the hospital is closed a PDSA Veterinary Surgeon will be on call.

Vets Now contact details: Vets Now Caterham, Guards Avenue, Coulsdon Road, Caterham, Surrey, CR3 5ZD

Tel: 01883 348 109

Emergency fees will vary according to whether your pet is registered as a free or concessionary patient – please see PDSA eligibility and fees below. A basic out of hours consultation with medical treatment would cost approximately £100, this will vary depending on the condition of your pet and the treatment required.

### **In-patient care**

Who provides care for in-patients will depend upon the severity of the condition of individual patients; a Veterinary Surgeon will assess the condition of our patients and make a decision based on what's best for your pet:

1. Patients who are healthy and in need of no veterinary attention will be returned home with their owners.
2. Patients who will require ongoing veterinary care overnight will be best transferred to our out of hours provider who are available at all times to provide the care your pet needs. Following an assessment by a Veterinary Surgeon it is likely that you will be asked to organise the transfer of your pet, our team will be happy to advise you on the available options. If you are unable to organise a transfer charges may apply.

### **PDSA eligibility and fees**

PDSA offers a free charitable and reduced cost concessionary service from this Pet Hospital for pets living with eligible clients. We can offer treatment for a variety of companion animals kept in the home or in a hutch and some small birds.

Registration is for a 12 month period. Once your registration has expired we will ask to see proof of your eligibility again.

### **Our free charitable service**

If your pet is eligible for our free service then all non-preventive treatment provided for this pet will be funded by PDSA, however we do ask that you take note of the value of the treatment provided and contribute as much as you are able towards the costs incurred. Contributions towards treatment help PDSA to provide ongoing care for your pet and others like them in need of veterinary attention.

If you are registered and have additional pets that do not qualify for the free charitable service you may have them treated under the reduced-cost service (see below).

PDSA will not pass the costs on to you for any free charitable pets seen out of hours; although we would ask you to consider an affordable contribution towards any treatment received.

PDSA encourages the neutering of pets and is able to provide this paid for service at an affordable cost. As a charity we feel that supporting the breeding of pets is not a justifiable use of our funds, therefore any pet presented for breeding related issues may subsequently be referred to a private veterinary practice.

### **Our reduced cost charitable service**

When registered as a client for this service you may access treatment for any pets that live with you. Our services will be charged for at a reduced cost at the time of treatment. Our pricing represents excellent value for money in your local community.

Reduced rate charges will also apply for all concessionary registered pets seen out of hours. You, as the client, will be liable for payment directly to PDSA.

PDSA encourages the neutering of pets and is able to provide this paid for service at an affordable cost. As a charity we feel that supporting the breeding of pets is not a justifiable use of our funds, therefore any pet presented for breeding related issues will incur a charge at the concessionary rate for emergency treatment only and may subsequently be referred to a private veterinary practice.

### **Pet wellbeing and preventive services**

We offer free Pet Wellbeing MOTs for all our clients' pets; a member of our team will spend time assessing your pet's welfare and offer any advice you may need.

Preventive care is essential in ensuring the long term health of your pet and includes treatments such as vaccinations, neutering, microchipping, flea and worm treatments. Charges apply for these services; these prices are set at a level that makes them as affordable as possible. PDSA recommends that all pets are provided with appropriate preventive care.

We do offer service bundles such as Perfect Start and Perfect Plan. These can help cover a number of predictable pet-care costs such as vaccination, flea and worm treatments. By spreading the cost this can help you to provide the preventive care that your pet needs - please speak to a member of our team about these plans.

### **Replacing pets**

Once a pet is registered for our free charitable service it will remain as your free pet for its lifetime. If your circumstances change then we would request you speak to a member of our team.

### **Estimates**

We will provide you with an estimate of likely costs where appropriate and do our best to make this as accurate as possible, if during the course of treatment we feel that actual costs may significantly exceed that estimate we will contact you to discuss this in more detail.

If you are struggling to pay your bill please let us know; we understand that sometimes veterinary costs can be unexpected and we are here to help you. Our team will be able to discuss payment options with you.

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## **Safety**

Please let one of our team know before any treatment is provided if your pet has received treatment from another veterinary practice in the last 6 months.

Our waiting rooms can become very busy, filled with a variety of pets and people, including children. Pets may be unwell and stressed by the strange environment so may not behave as you would expect. We want everyone and their pets to be safe while visiting us, so please ensure that pets are suitably restrained in baskets or on leads and kept close to you at all times.

Please keep children under your supervision at all times. Keep them safe and do not allow them to approach other people's pets or stand or jump on the seating.

If you have any concerns about safety or need assistance, please let us know. It is not our policy to allow filming or recording within the Pet Hospital premises without prior, written permission.

## **Referrals and second opinions**

The range of treatments and surgeries we provide are consistent with those available in similar sized general veterinary practice. There may be occasions when your pet could benefit from treatments that are available but that we are not able to provide, we will discuss these treatments with you and if you wish we will refer you to a referral or specialist practice to provide the treatment. Unfortunately, PDSA is not able to cover the costs of referral treatments and it may be a difficult decision whether the costs allow you to proceed. Our Veterinary Surgeons are here to help you with these decisions and if you decide that you cannot afford such treatment we will, where possible, provide a suitable alternative that is consistent with the welfare of your pet.

As with any veterinary service you are free to seek the second opinion of another Veterinary Surgeon outside of PDSA at any time, if you wish to do so please let us know and we will assist you by sharing your pets' clinical records with a private veterinary practice. Please be aware, any costs incurred at the private veterinary practice will be your own responsibility.

If you require a summary of your pet's treatment and condition for any reason please speak with a member of our team who will explain the necessary permissions paperwork. If you wish to access your pets detailed clinical records please ask to speak to our Client Services Manager.

## **Feedback and complaints**

If you have any feedback or complaints regarding any aspect of the service you receive at our PDSA Pet Hospital we would like to know. We have client surveys available or you may prefer to speak with our Client Services Manager who will be able to pass on any positive feedback, consider any suggestions or resolve any issues.

## **Data relating to you and your pet**

### **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.

As a PDSA client 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 or patient identifying details have been removed