

New Milton Surgery and Office:
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Important Client Notice

Please be aware that as of Monday the 3rd of December 2018, Forest Lodge Veterinary Practice will no longer be directly providing out of hours care for our clients and patients between 10pm and 8:30am. During these times, our out of hours care will be provided by Vets Now Ltd at either:

 Bournemouth Station Road Bournemouth Wimborne Minster Wimborne BH21 1RQ Tel: 01202 073858 Vets Now Bournemouth	 Southampton 64 West End Road Southampton SO41 6TG Tel: 023 8184 1345 Vets Now Southampton
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(click/touch on the links above)

If you require assistance transporting your pet to or from these clinics please contact:

‘Animals at Home’ – Pet Taxi & Animal Ambulance on **07795464019**

We will still provide a limited out of hours service to our clients and patients up until 10pm. In either case please call or out of hours contact numbers of 01425 614482 or 01590 673687 for assistance.

Frequently asked questions:

Why are you changing?

Currently there is a national shortage of vets and nurses. To maintain a high level of care during the majority of the day we have elected to outsource emergency cover after 10pm. The current system of vets working can often entail 60 hours of work without a break, unfortunately this is not sustainable.

We are also offering the availability of evening consultations up until 7.30pm at the New Milton Surgery.

Who are Vetsnow?

Veterinary professionals who are dedicated to providing veterinary care during anti-social hours. Specifically set up for emergencies. For more information of Vetsnow please click on the link below.

<https://www.vets-now.com/>

What will happen to inpatients?

We will continue to provide care for any currently hospitalised patients at our New Milton clinic as before.

If a patient requires hospitalisation at Vetsnow but is subsequently deemed fit to travel; they can be transported back to Forest Lodge to continue their care.

I can't drive how will we get there?

We have teamed up with local Pet Taxi and Animal Ambulance: 'Animals at Home'. They provide a reliable and trusted service and have knowledge of both sites.

In addition, they have secure holding facilities for pets which make them far safer than a taxi and can accommodate one additional passenger. They can be contacted on **07795464019**. Their details will be stored with both Vetsnow sites and so can be given to clients if they require their services. (Please click on the link below)

<http://www.animalsathome.co.uk/south-hants>

Dear all,

Understandably there have been a number of queries regarding the change to out of hours provisions. We felt it was most appropriate to form a list of frequently asked questions for everyone's benefit:

What happens to pets admitted into our care between the hours of 8:30am and 10pm?

These patients will continue to receive the same level of hospitalisation at our New Milton surgery as before. The only exception to this, which is the case currently, is if the patient's needs exceed those that we are able to provide for as a first opinion practice. In this situation referral to a specialist may be arranged.

Will VetsNow have a copy of my clinical notes?

There isn't currently a universal database for clinical notes and results of diagnostic tests within the veterinary profession. We cannot provide a link to 'VetsNow' for all of our records due to the system not currently being internet based and also due to protection laws over client's personal data. If your pet has ongoing issues we are hoping, in the future, to offer the option to have a copy of any test results if requested and also where ever possible we will provide relevant history and results, out of hours.

Could local veterinary practices collaborate to provide a more local out of hours service?

As many of you are aware in general veterinary practices function independently and as such a collaboration is not possible. In the future we would hope a dedicated out of hours service will open more locally and if this were to occur we would definitely consider altering our arrangement.

Do I have to use VetsNow?

Vets Now were the dedicated out of hours provider that accepted our patient base into their care. We are confident with their abilities. As is the case at all times you are free to choose who provides your pets veterinary care and this applies during the day and night.

What are the costs of consultations?

Wimborne < 11pm £125

Wimborne > 11pm £155

Southampton any time after 9pm £207

What is the cost of the pet ambulance?

The Pet Ambulance service has agreed a fixed fee of £90 for a return trip to the out of hours clinic allowing for 2 hours of time. This service is run by a very dedicated individual named Hayley Bond and she will transport your pet comfortably to the out of hours clinic of your choice. We are unable to comment on whether pet insurance will cover this service and would advise you to speak to your provider directly.

Concern over the distance to the out of hours clinics?

Whilst it is several miles away any journeys will be overnight when traffic is light. The facilities are continually staffed by a veterinary and nurse team. In reality it may be easier and faster to access this out of hours facility than our current arrangement whereby the veterinary surgeon has to liaise with the telephone answering service, contact the client, assess the problem and arrange to meet at the surgery. The on duty nurse may then have to be contacted separately and called in. In a real emergency, you could travel to the VetsNow clinic immediately after phoning them saving valuable time waiting for a duty vet to return your call.

Will there be a penalty for leaving the Pet Health Club given these changes in provision?

As has always been the case any client is entitled to leave the Pet Health Club at any time before their annual renewal. This will incur a fee equal to the difference of the products and services that have been received and the direct debit total. This situation has not changed.