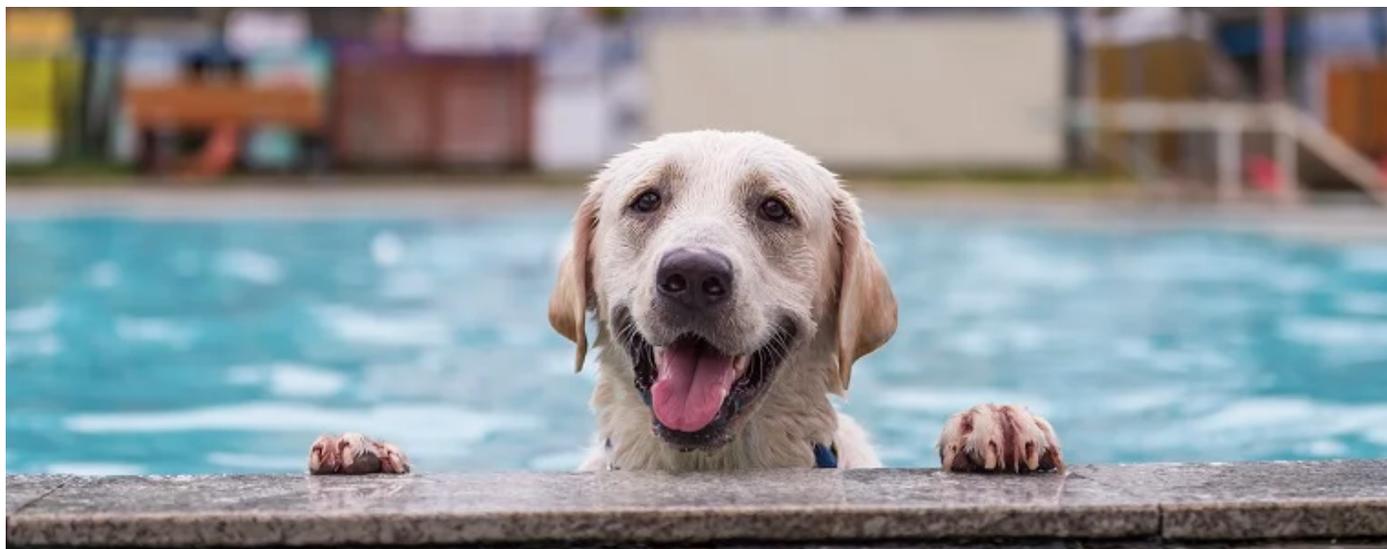


Mackie & Brechin

ESTABLISHED 1930
VETERINARY SURGEONS LTD



PRACTICE NEWS

Change to Out Of Hours Emergency Service

As of Friday 1st October our Out of Hours Emergency Service will be provided by



VetsNow are the leading veterinary emergency and critical care provider in the UK and all of their clinics will be available for use either at home or on holiday.

Please note we will continue to provide overnight hospitalisation and care by our own vets at our Kirkliston premises during the week. New emergency cases at night and hospitalisation over the weekend will be provided by VetsNow.

VetsNow Edinburgh is located in the PDSA PetAid Hospital building at:

2B Hutchison Crossway, EH14 1RR

Their telephone number is 0131 444 0990.

Their website is www.vets-now.com

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29 Main Street
Kirkliston, EH29 9AE
256 High Street
Linlithgow, EH49 7Es
Tel.: 0131 333 3203

VideoVet

If you have an urgent but non-emergency query out of hours VetsNow also run a video consultation service. This runs up to 11pm and can give peace of mind where help is needed but attendance in person at the clinic may not be required. The cost of this service is £24 and that will be refunded by VetsNow if an in-person appointment is advised and followed up within 48 hours.



www.vets-now.com/videovet/

The VetsNow website also has lots of useful information at:

www.vets-now.com/pet-care-advice

VetsNow FAQs

Who are VetsNow?

VetsNow are a chain of specialist veterinary emergency and critical care clinics throughout the UK. They have specialist training and do not provide routine veterinary care during the day. As such, VetsNow vets are awake and ready to help when needed and thus also leaving GP vets rested and fresh to provide care to the best of their abilities during the day.

How much will it cost?

VetsNow are a separate company to Mackie & Brechin. They have their own charging structure and you will be invoiced separately. If you need to be seen you will be charged an out of hours fee (£198.50) plus a consult fee (£60) plus any treatment that is required. We would always recommend getting an estimate of costs at the earliest opportunity. Until 11pm there is a VideoVet service which is charged at £24 for a 10 minute consultation. If it is advised that you see a vet within 48hrs of this consultation and you follow up on this, VetsNow will refund the VideoVet charge.

Who do I call?

From 6:30pm on a weekday or 1pm on a Saturday you can call VetsNow directly on 0131 444 0990. You will either be put through to their central call centre or to the Edinburgh clinic directly. If you call Mackie and Brechin when closed there will be a recorded message with instructions.

Can I just speak to someone for advice?

Yes, although you may not be able to speak to a vet directly. You can get advice on whether you should be seen as an emergency or if it is something that can wait. Alternatively, and useful for less urgent queries or where you are unsure, there is a VideoVet service available until 11pm at www.vets-now.com/videovet/

What if my pet is admitted to VetsNow but requires more tests or ongoing hospitalisation during the day?

If your pet requires ongoing care during the day, or on Monday if admitted at the weekend, then that will take place with us, your normal vet. You will be required to provide transport for your pet from VetsNow to Mackie and Brechin in the morning. Once here, during the week, any ongoing hospitalisation will take place at Kirkliston.

What if my pet requires hospitalisation during the week?

Once a pet has been admitted, hospitalisation will be provided as normal at our Kirkliston practice during the week. This will provide continuity of care and reduce the requirement for patient transfer.

What if my pet requires hospitalisation over the weekend?

On some occasions patients that have been admitted during the week may require ongoing hospitalisation over the weekend. In this instance they will be transferred to VetsNow for ongoing care. Transfer would take place on Saturday around mid-day and you would be responsible for the transport of your pet. In the very rare situation that hospitalisation would be required the following week, transfer back to us would be required on the Monday morning.

Can I choose where my pet is hospitalised?

In certain circumstances it may be appropriate to offer hospitalisation at VetsNow during the week. As we are not a hospital there is not a vet onsite at our Kirkliston practice overnight so there are periods when hospitalised patients are not monitored. In most cases, with stable patients, this is perfectly acceptable but where more intensive care and continuous monitoring is required a referral to VetsNow or an alternative hospital setting may be appropriate. Hospitalisation will not be available at Kirkliston over the weekend because there will not be a vet on duty to look after your pet.

What if I have to be seen out of hours as a complication of something that has been done at Mackie and Brechin?

VetsNow have a reduced fee for seeing genuine post operative emergency complications. Any medical or surgical intervention carries a certain degree of risk and unfortunately post operative complications do happen. Payment would be required at the time as with any other treatment and the reduced fee in no way implies any fault.

How do I make a complaint?

In the event that you are unhappy with the service you receive you should let us know and also contact customersupport@vets-now.com

STAFF NEWS

Aleks

Many of you will already have met our new vet Aleks. Aleks is a very experienced small animal vet having qualified and worked in her native Poland for 17 years before moving to Scotland and joining Mackie and Brechin earlier this year. She has a special interest in surgery and expertise in diagnostic imaging. Aleks is a very bright and cheery character who is great to have around and is looking forward to meeting all our clients and their pets.



Ellen

We also welcome our new veterinary nurse, Ellen. Ellen qualified recently from the College of Animal Welfare in Edinburgh and has fitted in brilliantly with the Mackie and Brechin team, already proving herself to be a great asset. At home she has one cat who is a big boy who likes to sleep a lot and one chicken who is a bit crazy!



Bethany

Some of you may also have had the pleasure of meeting Bethany, our new Saturday morning receptionist at Linlithgow. Bethany is studying Animal Biology at Stirling University and has a love for all things to do with animals and nature.



CHARITY NEWS

Dementia Assistance Dogs

This is a fantastic charity that we have been supporting throughout 2020/2021 who train dogs to live at home with families where a person has an early stage diagnosis of dementia and lives with a full-time carer.

They also provide community dog visits and dog day events. Pilot programmes in Scotland and Australia are demonstrating this model brings joy, companionship and practical help to both the immediate family and their network.

If you would like to learn more about this fabulous charity please follow the link:
<https://dementiadog.org/>

USEFUL INFORMATION

REPEAT PRESCRIPTIONS

Please remember that as well as ordering your prescriptions by telephone, you can now order them online. Go to our website and follow the link on our home page or copy the link below:

www.mackieandbrechin.co.uk/services/repeat-prescriptions

Please remember to give us 2 working days notice before collection.

Pet Healthcare Plan

The aim of our Pet Healthcare Plan is to provide your pet with the best possible preventative healthcare, whilst allowing you to spread the cost with affordable monthly payments throughout the year.

Vaccination is extremely important to protect your pet from infectious diseases and maintain good health. The plan therefore includes annual boosters including kennel cough for dogs and feline leukaemia virus for cats. Parasite prevention, especially worming, is also vital to ensure the health of your pet and family. The plan includes routine external and internal parasite treatment with effective prescription medicines. For dogs this includes lungworm prevention and for cats a very convenient three-monthly application.

Healthcare Plan members will also benefit from a 25% discount on tick prevention and 10% discounts on: Neutering, Imaging, In-house Blood tests, Surgery, Additional vaccination (e.g. rabies), Dental work and all food and selected treats.

Joining is very straightforward. If you are interested in a simple, affordable way of protecting your pet's health please ask a member of staff or have a look on our website.

One size does not fit all.....

If you are an existing healthplan member or are considering joining the plan, please be aware that we offer a range of alternative products that can be used according to the needs of you and your pet, for instance tablets vs spot-on products. Plan prices may vary but we can always find something that works for you and your pet.



Find us on Facebook

www.mackieandbrechin.co.uk