



Welcome to the Small Animal Referral Hospital our reception team will have contacted you to arrange an appointment with our Neurology Team. Your appointment date and time will have been confirmed in an email shortly after booking.

Please find below your pre-appointment check list:

- ✓ Do not feed your cat from midnight the evening before the appointment unless otherwise instructed. Water does not need to be restricted.
- ✓ Bring any medication (in the original labelled packaging) or specific diets your cat is currently receiving.
- ✓ If your cat is insured, please bring your policy documents and claim form.

Listed below is some additional information that will be useful for your visit:

- Your consultation is likely to take between 30-90 minutes.
- The cost of a consultation is £320. During the consultation the clinician will be able to give you an estimate of what your cat's visit is likely to cost. The estimate is not a quotation. Every patient is treated as an individual and every case develops differently. We will notify you if your bill changes from the estimate amount.
- As we are a teaching hospital, there may be final year veterinary students working alongside your clinician to take your cat's history.
- We can offer direct claims for pet insurance; please note this incurs an administration fee of £25.
- Attached are some further details including a map and local information.
- If your cat requires any investigations they are likely to stay with us in the hospital overnight, or possibly longer. This will be discussed with you in full during your consultation.

If you are unable to attend this appointment, or have any queries or concerns, please do not hesitate to contact us on 0117 394 0513.

Thank you for choosing Langford Vets. We look forward to welcoming you and your pet to the Small Animal Referral Hospital.

Kind Regards,

**The Small Animal Hospital Reception Team**

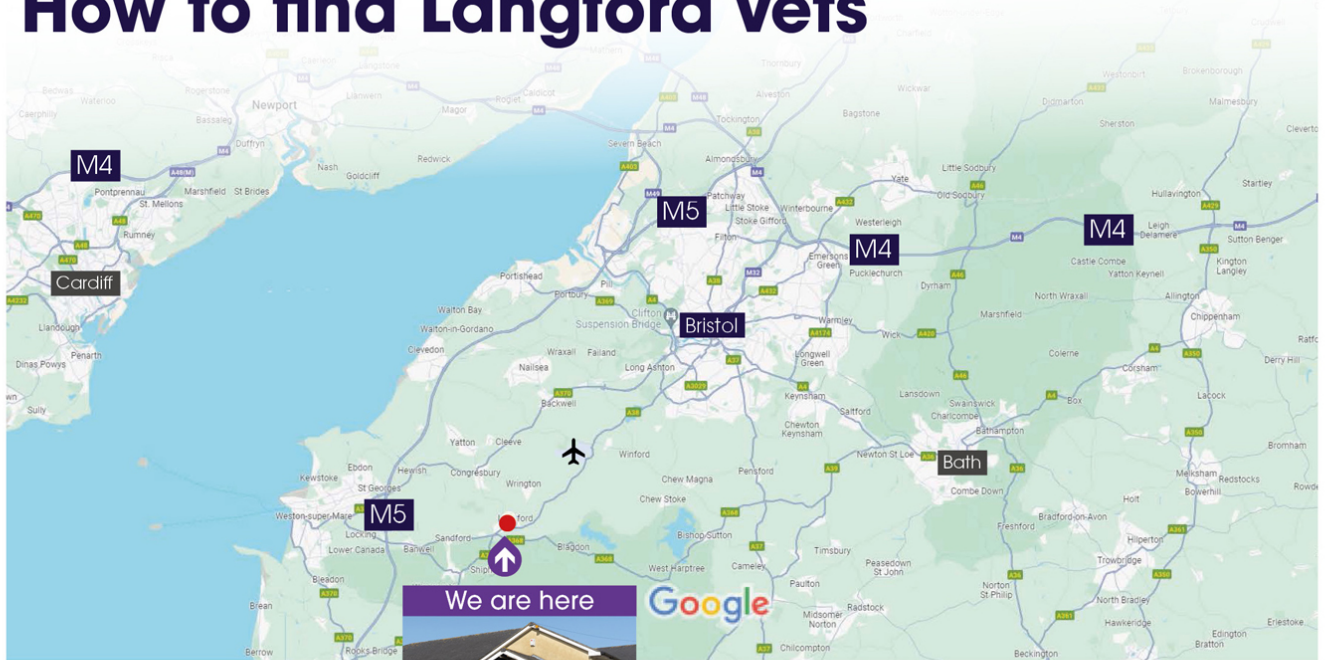
Please note: Payment will be expected in full at the time of discharge. For insured pets the excess will be required in full on admit. Currently payment plans are not available.

With incidents of fraud on the increase, Langford Vets would like to reassure you that we will never ask you to make a payment over the telephone without you receiving an invoice for your pet's treatment first. If you receive an unexpected call from Langford Vets requesting payment and you have not received an invoice, please get in touch with us before making a payment over the phone. You can call us back on **0117 394 0513** option 1, to check that it is really us calling if you are ever unsure about a phone call you have received.

Prices include VAT and correct as at 01/08/22, these are indicative and subject to change



# How to find Langford Vets



Map data ©2023 Google 5 km

Langford Vets are situated 6 miles south of Bristol Airport.

## From the M5 Motorway

We suggest following these routes, sat nav may direct you off at another junction but for speed and ease of journey we recommend J21 and J22.

### Northbound

Exit at junction 22, taking the A38 to Bristol Airport. Pass through Churchill and turn left towards the B3133 signposted Lower Langford and Congresbury. Take the first exit onto the B3133. Langford House is about 0.3 miles on the right. **This is the recommended route if travelling with a large vehicle or caravan.**

### Southbound

Exit at Junction 21, taking the A370 signposted Bristol. In Congresbury turn right at the first set of traffic lights and follow the B3133 signposted Cheddar and Churchill. Langford House is about 3 miles on the left.

**Small Animal Hospital  
Langford House  
Langford  
Bristol**

**BS40 5DU**

**Tel: 0117 394 0513**

what3words: ///horses.upstarts.ribcage



Directions continued on next page...

Small Animal Referral Hospital, Langford Vets, Langford, BS40 5DU

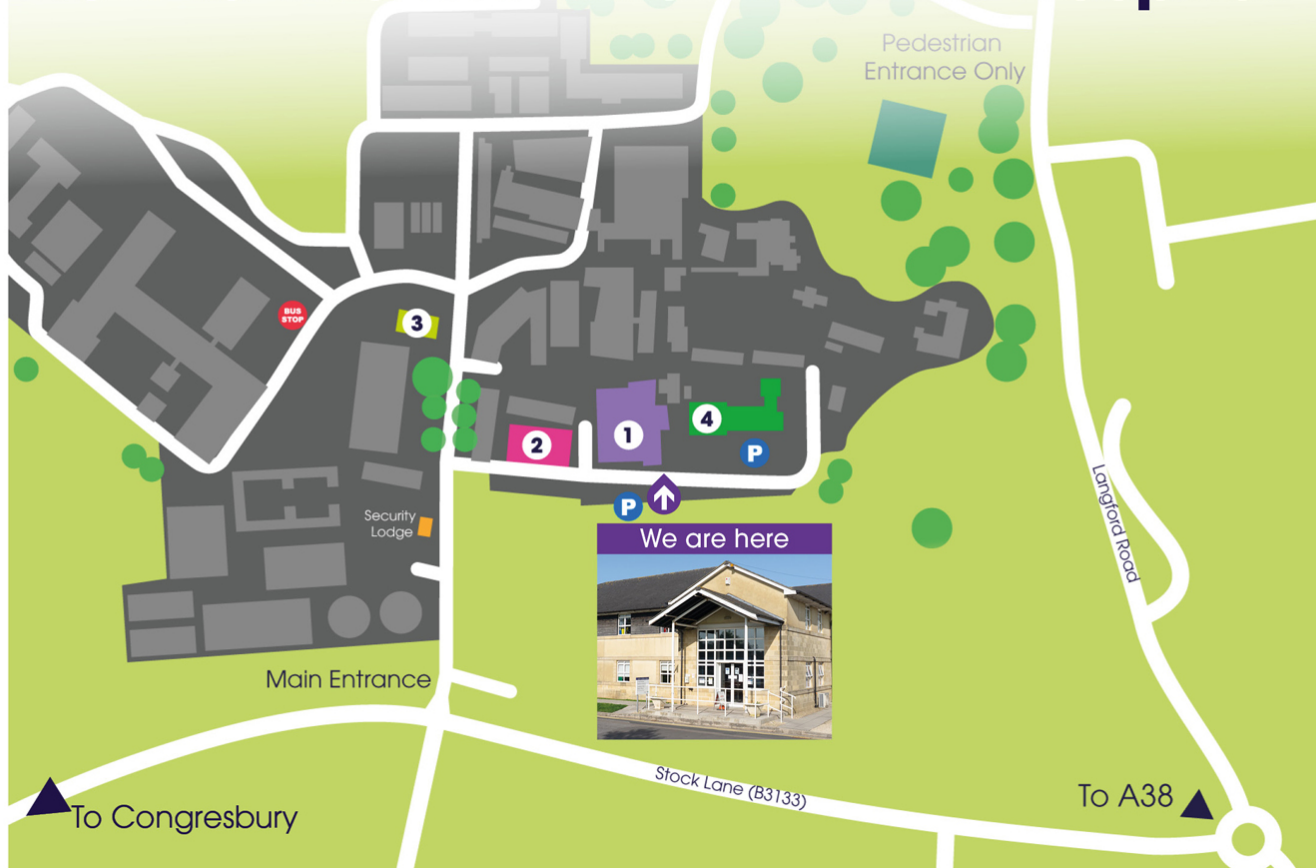
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# How to find the Small Animal Hospital



**The Small Animal Referral Hospital can be found at number 1. on the map above.**

On entering the site you will pass the security gate, which will open during office hours. Take the first turning on the right after the security gate and the Small Animal Hospital is the **third building on your left.**

## **Parking**

Plenty of free parking is available at the front of the hospital, please use bays 1-20 if possible. If you need help to bring your pet in from the car the reception team would be happy to arrange for assistance.

## **Out of Hours**

If you are arriving out of hours please use the number above or the telephone to the left of the front door to let us know you have arrived.

**Small Animal Hospital  
Langford House  
Langford  
Bristol  
BS40 5DU**

**Tel: 0117 394 0513**



## **Cafe**

The Source Cafe can be found at number 4 on the map above and is open to visitors for food and drinks if you arrive early or have to wait while your pet is having investigations. Feel free to bring your refillable cups as we are working hard to be more sustainable.

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# Insurance claims

**Please make sure you have read your full insurance policy schedule before attending your appointment**



## **We're here to help guide you through the process of making an insurance claim**

If you are paying for your pet's treatment through insurance, then you need to liaise closely with your insurance provider throughout your pet's treatment. You should be aware of the terms and conditions of your policy and let us know if there are limitations.

### **When you attend the hospital with your pet, please make sure you bring the following:**

- Insurance Claim Form
- Your policy document

#### **Referrals**

- Your insurance company will require a claim and medical history from the practice that referred your animal to us
- Some insurance companies will not process our claim until they have received the claim and medical history from the referring practice. It is therefore important that you ensure your referring practice has submitted their claim form to your insurance company.

#### **Excess**

This is a payment which must be paid by you, regardless of whether you are making an Indirect or Direct claim.

- It is charged per condition
- If your policy runs into a new policy year whilst making a claim you may be required to pay another excess
- Some policies charge a percentage excess on the total of each claimed amount as well as a fixed excess

There are two main ways to claim through your insurance provider, indirect claim or direct claim.

## **Indirect claims**

**When your insurance company reimburses you**

### **What we need from you**

- Your treatments must be paid for before your claim can be processed
- No admin fee will be required from you for an indirect claim
- You must provide a claim form, or an email link from your insurance company
- Claim forms must have all relevant policyholder sections completed

### **What we will do**

- We will complete your claim form and have it signed by an authorised member of staff
- We will aim to send it to your insurance company within five working days from payment of your invoice, if you have completed the relevant insurance form as requested or provided your claim reference for ongoing claims
- We send notes, case report and any other required information to the insurance company

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# Insurance claims



## Direct claims

When your insurance company reimburses us.

### What we need from you

- An admin fee is charged per claim and is payable every six weeks (or three months for ongoing dermatology cases)
- You must provide a claim form, or email link from your insurance company, for each visit.
- Claim forms must have all policyholder sections completed
- All forms must be signed and dated in the relevant sections stating that payment comes direct to us (Langford Veterinary Services)
- At your initial visit you must provide us with a copy of your valid insurance certificate or schedule, which shows the limit on the policy, the excess amount, the start date and any exclusions that may exist. You will also be asked to pay any excess.
- Prior to your first Langford Vets visit we ask that you contact your insurance company to give permission for us to speak with them about your policy and outstanding claims

### What we will do

- We will complete your claim form and have it signed by an authorised staff member
- We will write to you and inform you if we have not received payment from your insurance company.
- We send notes, case report and any other required information to the insurance company
- We will facilitate your claim with your insurance company to ensure it is progressing

### Please note:

- It is your responsibility to settle your account after 60 days if the insurance company has not reimbursed us by then.
- By offering a direct claim we are not creating a contract between ourselves and the insurance company – responsibility for any amounts not paid by the insurance company remain with you, and are required to be settled promptly after insurance monies have been paid, in line with our standard terms of business (included in your welcome pack)

## Pre-authorisation

This is when your claim is pre-agreed with the insurance company before treatment of your animal commences.

- If your insurance company allows pre-authorisation and time permits, you should obtain pre-authorisation for your peace of mind
- Some insurance companies insist on pre-authorisation before any treatment, or if treatment is expected to be over a certain value
- It takes 10 working days to process a pre-authorisation with your insurance company
- Some insurance companies do not allow you to do a pre-authorisation; you should seek advice directly from your insurer



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## Local Information

We regret that we are unable to host clients staying on site in their motorhomes however there are a lot of options for accomodation locally.

### Accomodation

<b>Winston Manor Hotel</b>	Bristol Road, BS25 5NL Tel: 01934 852 348 (1 mile)	
<b>Holiday Inn</b>	Bridgwater Road, Bristol, BS40 5RB Tel: 01934 861123 (2.2 miles)	
<b>Double Tree by Hilton</b>	Frost Hill, Congresbury, BS49 5AD Tel: 01934 834 343 (3.1 miles)	
<b>Penscott Inn</b>	The Square, Shipham, BS25 1TW Tel: 01934 842659 (will accept small and medium sized dogs) (4 miles)	
<b>The Seymour Arms</b>	Bath Road, Blagdon, BS40 7TH Tel: 01761 462 279 (will accept dogs) (4 miles)	
<b>Premier Inn</b>	Bridgwater Road, Winscombe, BS25 1NN Tel: 0333 777 3949 (4.5 miles)	
<b>Innlodge</b>	North End Road, Yatton, BS49 4AU Tel: 01934 839 100 (5 miles)	
<b>The Oak House</b>	The Square, Axbridge, BS26 2AP Tel: 01934 732 444 (5.7 miles)	



**Apple Taxis**  
01934 666 666

**Arrow Cars (Airport Taxis)**  
01275 475 000

**CPM Taxis**  
01934 835 119

**Woodspring Taxis**  
01934 414 141



### Langford Bus Route

The **U2** bus service operated by First Bus connects our Langford and Clifton campuses.

The **U2** runs hourly on weekdays from 8am to 6pm in each direction. The service runs year-round, except Bank Holidays and between Christmas and New Year.

The bus travels from Clifton along the new South Bristol Link Road and the A38 servicing stops along the way.

The route and timetable can be found here:

[www.bris.ac.uk/vetscience/  
media/docs/Bulletin/  
bustimetable.pdf](http://www.bris.ac.uk/vetscience/media/docs/Bulletin/bustimetable.pdf)

### Campsites

(with hardstanding pitches suitable for caravans and motorhomes)

<b>Brook Lodge Farm</b>	Wrighton, BS40 5RB Tel: 01934 862 311 (2.2 miles)	
<b>Kingswood Farm</b>	Cleeve, BS49 4PJ Tel: 01934 838 752 (5.2 miles)	
<b>Myrtle Farm Holidays</b>	Banwell, BS29 6LP Tel: 07717 577 217 (5.9 miles)	
<b>Gorselands Leisure</b>	Bleadon Hill, BS24 0AD Tel: 01934 263 510 (8.8 miles)	

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# Feline Centre Hospitalisation

## What happens if my cat is hospitalised?

### My cat has been hospitalised. Who will take care of them while they are with you?

Your cat will be looked after by their primary clinician (a resident, clinician or lead clinician) who will be the main point of contact during your cat's stay.

All residents are fully qualified veterinary surgeons undertaking advanced training in a specific field, and will work on your cat's care with one of our lead clinicians. Your cat will also have a member of our fantastic feline nursing team nearby at all times.

### Where will my cat stay?

Depending on the severity of your cat's condition, they will either stay in our dedicated feline wards or the feline pod within the Intensive Care Unit.

#### Intensive Care Unit Cat Pod

In the Intensive Care Unit our cat accommodation is designed to allow easy access for treatment and close monitoring 24/7.

#### Cat Wards

In the dedicated cat wards, your cat will stay in a spacious condo with a warm bed and one of our ward nurses nearby at all times, to monitor their health and wellbeing. We have two long-stay cat wards with individual multi-level walk-in pens, for cats that are hospitalised for longer stays. These are also available for those cats that are particularly anxious or fearful of the smell and noise of other cats.

We make sure that there is a quiet and calm environment for your cat to minimise the stress of the visit. We use Feliway Diffusers™ in all wards and provide cosy boxes and beds, toys and shelves so that your cat is able to express normal for the feline behaviour.

### International Cat Care

#### Gold Standard Cat Friendly Clinic

We are proud to be recognised as a gold standard cat friendly clinic, providing separate waiting, consulting and procedure rooms, wards and intensive care facilities for our feline patients, away from the noise and smell of canine patients.



### What will my cat be fed?

Fresh food is offered regularly throughout the day. Nutrition is very important to recovery so very poorly cats, or those that do not want to eat readily, will be encouraged to eat by hand-feeding warmed food. We stock a huge variety of foods and try to cater for various diets and requirements and make sure that any allergies or dislikes are managed, you can let us know of specific food requirements during your consultation. If your cat receives a special diet, it may be worth bringing some with you, in case we do not stock it.

### Will my cat be bored?

We always make time for plenty of cuddles and interaction with the patients. Your cat will be gently groomed and bathed if they need it too. We also ensure they have time out of their condos to stretch their legs each day too.

## Our Feline Nursing Team

Our feline nurses are highly trained, experienced and dedicated. They specialise in working with cats and tailor the care needed to each individual cat.

Your cat will be looked after by our feline nurses whilst they are hospitalised, or, if they are in the Intensive Care Pod, our team of specialised critical care nurses will care for them.



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### What about exercise during recovery?

We have a rehabilitation and pain management team on site. This team assist with critical care and pain management within the hospital. They also develop bespoke physiotherapy and rehabilitation plans for individual patients following orthopaedic surgery or those cats with neurological conditions. They may be asked to treat your cat during their stay and will be able to provide support once your cat is at home and recovering.

### Will my cat be cared for through the night?

The hospital has a dedicated night-nursing team who are responsible for caring for your cat overnight. They are on hand to make sure your cat receives everything they need overnight, including medications, intravenous fluids, food and pain relief. There is also a vet present overnight, and several on call to come in additionally if needed, to ensure our inpatients have immediate attention if necessary.

### Can I visit my cat while they are hospitalised?

Due to current government and Royal College of Veterinary Surgeons guidance we are not able to accommodate owner visits at this time.

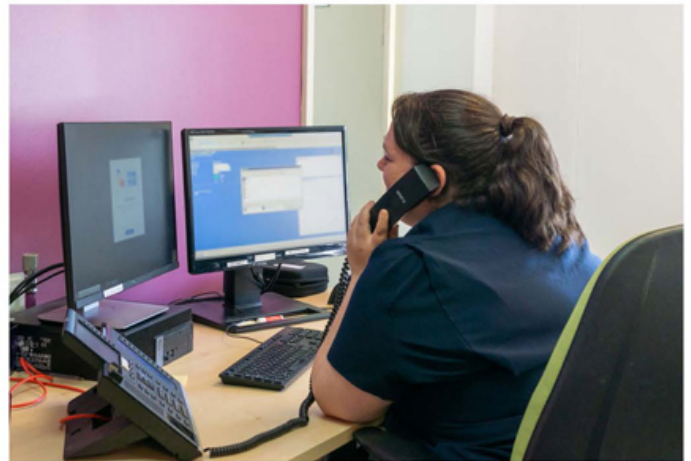
We recognise the stress and upset that leaving your sick or injured cat can cause and do our best to make sure we keep you up to date and in contact with the team looking after them.

These guidelines are under constant review and will be updated as circumstances change.



### How will I find out how my cat is doing?

We will contact you by phone daily whilst your cat is with us so that you are kept up to date with your cat's health and progress. These phone calls (or text messages) may be any time up until 11am as we need to settle the patients after our ward rounds, make them comfortable, give any medications and carry out procedures that are necessary before we can pause to contact you.



If we have not been in touch by 11am you are welcome to contact our reception team who will help you to get a progress report for your cat. If you find it difficult to get to a phone you can leave us with alternative contact details and we will be happy to leave messages, text or email you daily reports. Alternatively we can talk to a friend or relative providing we have your permission.

### Saying goodbye

On those sad occasions when we are concerned about your cat's health and feel that it is deteriorating, we will be in touch immediately. Only in these circumstances might we be able to accommodate a visit, so that you can spend time with your cat and have the opportunity to be able to say goodbye.

### Feline-friendly clinic

We are a Gold Standard International Cat Care Clinic and our ethos is to make your cat's visit as stress free with compassionate cat-friendly expertise.



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## TERMS AND CONDITIONS OF BUSINESS

Thank you for entrusting the care and attention of your animal to Langford Veterinary Services Ltd (Langford Vets). We aim to provide the highest standards of care for all animals under our care. We will endeavour to communicate effectively with you regarding the treatment of your animal. For more information visit our website at [www.langfordvets.co.uk](http://www.langfordvets.co.uk)

The information below details our Business Terms and Conditions. Some aspects of the Terms may not be relevant to you and we request that you ask for further explanation or clarification if required.

### Fees

All fees, diets 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. You will receive a detailed fee note for consultations, surgical procedures or any transaction with us. No drugs or food will be dispensed without payment.

### Methods of Payment

Accounts are due for settlement at the end of the consultation even if your animal is insured (see below under Animal Health Insurance), unless otherwise agreed with the Credit Control Department, or at the discharge of your animal or upon collection of drugs or diets. You may settle the account using:

- CASH
- CHEQUE
- CREDIT/DEBIT CARD – Switch, Solo, MasterCard, Visa, Delta

### Estimates of Treatment Costs

We will happily provide a written estimate as to the probable costs of a course of treatment. It will not include costs of medications or any complications arising from treatment. Please bear in mind that any estimate given can only be approximate – often an animal's illness will not follow a conventional course.

### Settlement Terms

Your account should be settled at time of discharge, whether your animal is insured or not. Should the account not be settled, then an invoice will be sent with an additional accounting fee in respect of administrative costs. Any direct insurance claims must be agreed before treatment starts, see below under Animal Health Insurance.

You will be expected to pay on demand on an indemnity basis, without deduction of any legal or other reasonable costs, fees or expenses of whatever nature incurred by Langford Vets in connection with or in contemplation of any non-payment of your account by you.

All appointments will be charged for unless an hours notice is given of cancellation. It is at the vet's discretion not to charge for a consultation.

After due notice to you overdue amounts will be referred to the County Court and further charges will be levied in respect of costs incurred in collecting the debt. Any cheque returned by our bank as unpaid, any credit card payment not honoured and any cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of bank charges and administrative costs, together with interest on the principal sum.

### Animal Health Insurance

Small Animal Referral Hospital, Langford Vets, Langford, BS40 5DU

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Langford Vets strongly support the principle of insuring your animal against unexpected illness or accidents. Although your animal may be insured, please be aware that it is your responsibility to settle your account within 60 days, even if we are doing a direct claim for you. Generally you should reclaim the fees from your insurance company. You will need to bring the following to your first appointment:

- your valid policy document and
- a claim form

At reception, you will be requested to ring your insurance company to grant us authorisation to speak to them about your claim. There is fee for administrating the insurance claim and you will need a new claim form for every time you visit the hospital or practice.

If you wish us to claim directly, you must first obtain prior agreement from Langford Vets. Please contact reception to discuss details before treatment. For further details, please look at our website or contact reception.

### **Limit on Liability**

The prices charged by us are based on a limit on our liability of £250,000 per claim (or for a series of related claims) as a result of our negligence or breach of contract. If this limit is less than the value of the animal you are advised to make your own insurance arrangements to cover the full loss. We do not accept liability where the loss arises out of your failure to notify us of any condition, ailment or allergy of which you had knowledge which would not have been apparent on reasonable examination by a veterinary practitioner. This limit shall not apply to the extent the law does not allow us to limit or exclude our liability.

### **Vaccine Reminders – only for first-opinion practices**

We will endeavour to send you vaccine reminders, however, we recommend that you keep a note of when your animal is due their annual vaccination. However, we do not accept responsibility for missed vaccinations.

### **Complaints and Standards**

We hope that you never have recourse to complain about the standards of service received from Langford Vets. However, if you feel there is something you wish to complain about, please direct your comments in the first instance to reception who will endeavour to resolve the matter. If it is felt appropriate your complaint will be escalated to the appropriate manager.

As a veterinary business, our veterinary surgeons and veterinary nurses must comply with the Royal College of Veterinary Surgeons Code of Professional Conduct. If you have concerns relating to the professional conduct of a staff member and have not been able to resolve it with Langford Vets, you can contact the RCVS on their website [www.rcvs.org.uk](http://www.rcvs.org.uk) for further details about making a complaint.

### **Ownership of Clinical Records, Radiographs and Similar Records**

Case records including radiographs and similar documents are the property of and will be retained by Langford Vets as part of the clinical record of your animal. A summary of the history will be passed to another veterinary surgeon taking over the case on request. Should copies of radiographs etc. be required, a charge will be made for these.

### **General Data Protection Regulations**

The General Data Protection Regulations (GDPR) as it applies to professional and client records. Your personal data records will be kept confidential to Langford Vets. We may, however, use your contact details for marketing purposes if you have given your consent. Please refer to our privacy notice on our website [www.langfordvets.co.uk](http://www.langfordvets.co.uk) for full details.

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### **Termination of Service Delivery**

We maintain the right to terminate delivery of our services to you as a client should the trust between parties have sufficiently broken down that further delivery would be unfeasible. In this unlikely circumstance, we will send a letter to you confirming the termination and its date. We will cover emergency treatment only for your animal for a further two weeks after the date of the letter in order to allow you to find another practice to care for your animal. We will transfer the relevant clinical records to the new practice.

### **Prescriptions**

All clients have a right to ask for a prescription. You may obtain Prescription Only Medicines, Category V, (POM V's) from your veterinary surgeon OR ask for a prescription to obtain these medicines from another veterinary surgeon or a pharmacy. Your veterinary surgeon may prescribe POM Vs only for animals under his or her care. A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary.

You can be informed, on request, of the price of any medicine that may be prescribed to your animal.

We kindly request that you, the client, give us 24 hours notice for a repeat drug and food collection. Any drugs, once made up, will be charged for whether collected or not.

### **Repeat Prescriptions**

The general policy of this practice is to re-assess an animal requiring repeat prescriptions usually every three months, but this may vary with individual circumstances. A re-examination fee will be charged.

### **Disclaimer**

No addition or variation of these conditions will bind Langford Vets unless it is specifically agreed in writing and signed by a member of the Langford Vets senior management team. No agent or person employed by, or under contract with, Langford Vets has the authority to alter or vary these conditions in anyway.