



Welcome to Langford Vet Practice!

Thank you for choosing to register your pet with the Langford Vet Practice at Langford Vets. We look forward to providing an excellent clinical service and source of advice to support you in keeping your pet fit and healthy throughout their lives.

We can confirm that your details have been entered into our veterinary database and (if necessary) your pet's medical records have been requested from your previous veterinary practice.

Veterinary Students

As a teaching practice for the University of Bristol's Veterinary School, final year veterinary students are involved with all aspects of veterinary treatment, always under supervision of a qualified and experienced veterinary clinician. On most visits to the practice, your pet's consultation will commence with the final year student and conclude with one of our vets.

Contact the Practice

If you need to contact us at any time, please use our 24 hour telephone number **01934 852 422**.

Contact Reception:

Monday to Friday 8.30am - 7pm

Saturday: 9am - 5pm

Email us: lvpl@langfordvets.co.uk

Out-of-Hours and Emergencies

Outside normal working hours an answer phone will instruct you on how to contact our Emergency/Out-of-Hours service.

Overnight veterinary care is provided by the duty vet. Your pet will be monitored regularly throughout the night with additional checks where required. Patient care transfers back to our day vets the following morning. In rare cases your pet may need continuous close monitoring which can be carried out in our Intensive Care Unit. For most patients it is important that they get some rest, so we try not to disturb them between the required checks.

What's Next?

Finally, please familiarise yourself with the enclosed Terms and Conditions of Business and if you have any queries please do not hesitate to contact the practice.

Feedback

We are constantly striving to provide the very best in veterinary care and welcome any feedback regarding our services, staff and veterinary students, complete a feedback form online: langfordvets.co.uk/feedback

Kind Regards,



Shelley Monks
Practice Manager

James Allsop MRCVS GPCert (FeIP)
Senior Small Animal Clinician

Langford Vet Practice, Langford Vets, Langford, BS40 5DU

T: 01934 852 422 - E: lvpl@langfordvets.co.uk - W: langfordvets.co.uk

Limited Company, Incorporated in England and Wales No: 06798554

Langford Veterinary Services Ltd is a wholly owned subsidiary of the University of Bristol



How to find the Langford Vet Practice



From Congresbury

Continue on Stock Lane, turn left into the Vet School

From Churchill

Travel North on the A38, turn left at Touts shop and petrol station. Take the first left at the mini roundabout and the Langford Vets Site is approximately 700m on the right.

From Bristol

Travel South on the A38, turn right at Touts shop and petrol station. Take the first left at the mini roundabout and the Langford Vets Site is approximately 700m on the right.

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 **Langford Vet Practice is the first building on your left**. Parking is available at the front of the practice.

Langford Vet Practice
Langford House
Langford
Bristol
BS40 5DU

Tel: 01934 852 422

Langford Vet Practice can be found at number 2. on the map above.

Arriving out of hours

If arriving out of hours the vet will meet you at the Practice, if the vet has not arrived after 10 minutes please use the telephone outside of the Small Animal Referral Hospital which will connect you to the team.

The Source Cafe can be found at number 4 on the map above and is open to visitors and well behaved pets for food and drinks.

The Langford Club



Save money on your pet's preventative health care with a monthly plan

Welcome

At Langford Vet Practice we want to make preventative health care easy and affordable, to help you give your pets the best care possible. We believe that prevention is better than cure, rather than waiting until a pet is ill and suffering to put things right.

Early diagnosis of health problems will help your pet to live a long and healthy life.

The Langford Club is not pet insurance. It covers the essential treatments your pet needs throughout life, such as vaccinations, flea and worm treatments and regular health checks. Extra benefits of the plan include discounts on many other products and services at the practice. Read on for more information, or speak to one of our team today to find out more about our plan.

Prevention is better than cure! The Langford Club provides pet owners with the support they need to help their pets stay fit and healthy.

Regular visits mean that we have the opportunity to administer necessary vaccinations and dispense accurate and up-to-date worming and flea treatments.

In addition, an overall clinical examination provides pet owners with peace of mind as we carefully monitor the general health of your pet and offer advice, support and treatment planning. This can reduce or prevent problems arising in the future.

Furthermore, the cost of maintaining the general health of your pets is distributed throughout the year by making monthly Direct Debit payments – it couldn't be simpler.

Whilst spreading the cost of routine treatments, all members then qualify for additional discounts on other items in the practice.

The Langford Club Offers:

- Regular assessments with a member of our Healthcare Team
- Convenient monthly payments for routine services
- Top quality licensed parasite control
- Discounts on additional services

No hassle year-round
flea, tick and worming
treatments delivered
straight through your door

Plans available for:



Tiny Dog
(up to 7.5kg)
£18



Small Dog
(7.6-15kg)
£20



Medium Dog
(15.1 - 30kg)
£22



Large Dog
(30.1 - 60kg)
£25



Giant Dog
(over 60.1kg)
£40



Cat
£18.50

All prices shown are per pet, per month

The Langford Club Provides Your Pet With:

- Health assessment, twice per year to check:
 - General health
 - Ears
 - Eyes
 - Skin and coat
 - Heart and lungs
 - Weight
 - Nail length
 - Teeth
 - Anal glands
 - Joint and muscles
- Annual booster vaccinations
- Year round flea, tick and worming treatments

10% Discount Off Langford Vet Practice Services:

- Neutering
- All food
- Kennel Cough vaccination
- Microchipping
- Additional vaccinations
- Dental work
- Consultations (excluding referrals and emergencies)
- Additional (e.g. lungworm) & flea treatments

Additional Benefits:

- Unlimited claw clipping with a nurse
- Exclusive seasonal offers & promotions

Vaccinations Included in the Plan

Dogs

- Distemper
- Hepatitis
- Parvovirus
- Parainfluenza
- Leptospirosis

Cats

- Flu
- Enteritis
- Herpes
- Leukaemia

Kennel Cough (intranasal) vaccination for dogs is not included but is discounted by 10%

Veterinary Emergencies

In case of an emergency during practice hours, please contact the practice immediately. We will always endeavour to see a pet in pain as soon as possible.

If you require emergency treatment outside practice hours, please telephone the practice as normal. Your details will be taken and a vet will call you back.



What Should I Do Next?

Joining the Langford club is very easy, just call the practice with your bank details.

Alternatively, to register by phone, please call the Simplyhealth team on 0800 169 9958. A one-off joining fee of £10.00 will be collected with your first monthly direct debit.

For more information please call us on 01934 852422.



Practice Hours

Mon to Fri: 8.30 - 7pm

Sat: 9am - 5pm

Consultations by appointment only.



langfordvets.co.uk/langford-vet-practice

T: 01934 852 422 | E: lv@langfordvets.co.uk
Langford Vet Practice, Langford Vets, Langford House Langford, BS40 5DU

Langford Vets



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 practice with your pet, please make sure you bring the following:

- Insurance Claim Form
- Your policy document

Referrals

If your animal has been referred to us for treatment by another veterinary practice

- Your insurance company will also require a claim form from the practice that referred your animal to us, for the initial treatment of the same condition that your animal has been referred to us for
- Some insurance companies will not process our claim until they have received the claim 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 directly

What we need from you

- Full payment of your invoice(s) is required to us before your claim can be processed
- No admin fee charged
- You must provide a separate claim form for each visit you wish us to make a claim for

What we will do

- We will complete your claim form and have it signed by the clinician in charge of your case (or an alternative authorised staff member)
- We will aim to send it to your insurance company within five working days, providing you have completed the relevant policyholder sections and paid your account in full
- We will send any of our clinical notes, if requested, and any other information that the insurance company may require

Insurance claims



Direct claims

When your insurance company reimburses us.

What we need from you

- A £25 admin fee is charged per claim and is payable at the time of each visit
- You must provide a claim form for each visit you are claiming for
- Claim forms must have all relevant policyholder sections completed
- All forms must be signed and dated in the relevant sections stating that payment comes direct to us (Langford Veterinary Services Ltd)
- 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 on the policy, the start date of the policy and any exclusions that may exist on the policy. 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 the clinician in charge of your case (or an alternative authorised staff member)
- We will aim to send it to your insurance company within five working days. We will aim to call your insurance company within 14 working days after sending your claim form to check that it has been received by them
- We will aim to call your insurance company again within 14 working days after the first call, if we have not received payment to check the status with them
- We will write to you and inform you if we have not received payment from your insurance company after 45 days of sending your claim
- We will send any of our clinical notes if requested, and any other information that the insurance company may require

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.

- Some insurance companies insist on pre-authorisation before any treatment, or if treatment is expected to be over a certain value
- At least 10 working days is required before the treatment of your pet for pre-authorisation claim to be completed and approved by an insurance company
- Some insurance companies do not allow you to do a pre-authorisation; you should seek advice directly from your insurer
- We recommend that if your insurance company allows pre-authorisation and time permits you obtain pre-authorisation for your peace of mind

Dispensing of Medicines

To comply with pharmacy regulations, the practice requires a minimum of 48 hours notice to dispense medicines.

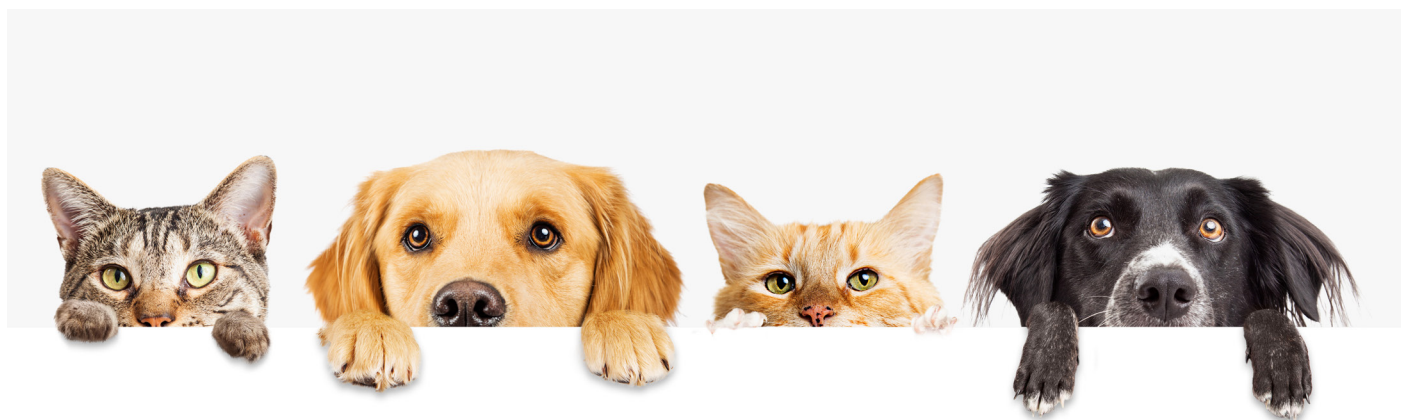
We are only able to dispense medicines to animals that are under the care of our veterinary practice. This means that your animal must have had a consultation/prescription check with one of our veterinary surgeons **within the previous 3 months.**

In situations where we have not seen your animal for more than 3 months, you will be required to make an appointment before medicines can be dispensed and will be invoiced for a prescription check.

Under RCVS guidelines we are able to dispense **worming and flea medication** to animals that have been had a consultation with a veterinary surgeon **within the previous 12 months.**

We are unable to accept the return of any medicines once they have left our premises and whilst we are able to dispose of any unused medicines, we are unable to issue a credit for them. Therefore, we would like to remind you to check that all medicines are correct before you leave the practice.

Written prescriptions are available from this practice.



Travelling Abroad with your Pet

In order for you to be able to travel with pet dogs, cats or ferrets outside of mainland Great Britain you will need some travel documentation.

Travel to Northern Ireland or the EU requires an Animal Health Certificate (called an AHC). Travel to other countries will require an export certificate which is a more complex process.

Up to date information can be found on the government website [APHA](#).

Your pet will need to have a microchip and be vaccinated against rabies at least 21 days before travel.

It is currently possible to travel with an existing EU pet passport as long as the rabies vaccine is still up to date. Please note that UK vets cannot add a rabies vaccine entry into an EU passport.

Recommended testing for imported or travelled dogs

Infectious diseases are everywhere, some are more prevalent in other areas of the world or can only be spread by species of blood-sucking arthropods (i.e. fleas ticks and flies that we do not have in the U.K.) Imported dogs have typically spent more time abroad and consequently have an increased risk of exposure to infected dogs and the arthropods that transmit disease. However **any dog with a history of travel is at risk** of carrying a 'nonendemic' (non- native) infectious disease - one they are unlikely to be exposed to in the UK.

Many infectious diseases can be silent for a period, only becoming apparent months to years after travel, while some dogs never show clinical signs. Knowing these infections are present can allow early, and potentially more successful, treatment and avoid unexpected expenses in the future. We recommend testing for the diseases listed below to **avoid transmission to other dogs and in some cases, people**.

Testing in order of priority, in clinically well dogs:

- **Brucella canis** (human health concern)
- **Leishmania infantum**
- **Ehrlichia canis**
- **Heartworm (D. immitis)** **Only if over 6 months age**
- **Babesia species (various)**
- **Anaplasma phagocytophilum / Anaplasma platys**
- **Hepatozoon canis**



[Read the full recommendations document](#)

Please contact our team directly with any pet travel questions.

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

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

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 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 for full details.

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.