



## Welcome to the Farm Animal Practice

### Welcome to the Farm Animal Practice

Thank you for contacting us, we look forward to providing an excellent clinical service and source of advice for you and your animals. We have added your name to the list of clients serviced by the Farm Animal Practice.

If you need to get in touch, please do not hesitate to call us on **01934 852 650**. If you would like to book a non-emergency visit, please call our reception team and they can book the next available appointment, which best suits you. For our out-of-hours service, between 5pm and 8am weekdays and all-day Saturday and Sunday, please use the same number. You will be diverted directly through to our out-of-hours service, who will contact the duty veterinary surgeon.

If you wish to visit us at the practice, we have ample parking outside the door. To find us head straight along the road once you enter the Langford site, the Farm Practice is situated on the corner as the road bends round to the left. You will find Daisy our 'pet' cow sitting outside on the grass!

### Charges are as follows:

Our call out fee is £24.70, and our hourly rate (vet time) is £93.49 per hour for pre-booked appointments, and £109.99 per hour for emergency visits. For those clients who live over 20 miles from the practice we charge £33.75.  
(All fees excl. VAT)

Out-of-hours visits will be charged as above with a supplement of £49.10 (excl. VAT) This is applicable between 5pm and 8am weekdays and after midday on Saturdays.

Telephone consults are charged at 10-minute increments at our pre-booked rate.

We provide prescriptions on request at a cost of £23.15, or £14.99 for repeat prescriptions (both prices excl. VAT). If you require a prescription, a discussion with a vet is necessary.

We are teaching practice with the University of Bristol and therefore incorporate teaching of students whilst we deliver care to your animals. We appreciate this can sometimes increase the length of our visits which is why we have set priced procedures and are clear on our invoicing on time spent teaching.

If you can bring your animal to the practice for examination, then there is no call out charge, just an examination fee.

Please note all accounts are to be paid upon receipt of invoice. Payment is required at the time for dispenses and prescriptions. We are unable to take cash payments at the Farm Animal Practice.

We recommend all new clients to have a site visit when registering. This also allows us an opportunity to discuss how we can best work with and support you in delivering optimum care. We do not necessarily need to handle your animals on this visit, but the vet should be given the opportunity to see all of them. This will mean we are able to prescribe certain medications without a vet having to visit - this is in line with our prescription policy. In order that our vets prescribe the

Farm Animal Practice, Langford Vets, Langford House, Langford, BS40 5DU • Mon – Fri: 8.30 – 5.00

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most suitable medication for your animals it is necessary that you have had a visit in the last 12 months. Please call the practice on **01934 852 650** and we can arrange this visit with one of our vets.

We look forward to meeting you at some stage in the future and trust that if you have any queries, you will not hesitate to contact the practice.

Kind regards

**Farm Animal Practice Team**  
Langford Vets

**Practice opening hours:**

8.30am – 5.00pm

Monday – Friday

Emergencies accepted 24/7

**Phone:**

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# Farm Animal Practice

## Meet the team



Andrea Turner  
BA VetMB MRCVS  
DipECBHM  
**Lead Farm  
Animal  
Practice  
Clinician**



Diane Leggo  
BSc RVN, DipAVN  
**Farm Animal  
Practice  
Manager**



Liz Reynolds  
BSc Zoology  
BVSc MRCVS  
**Farm Animal  
Clinician**



Julie  
Macfarlane  
BVSc DBR  
dipECBHM FHEA  
MRCVS  
**Farm Animal  
Clinician**



Scarlett  
Creasey  
BVSc MRCVS  
**Farm Animal  
Clinician**



Lucy Le Cocq  
BVMS MSc  
CertAVP MRCVS  
**Farm Animal  
Clinician**



Rob Knott  
BSc(Hons)  
BVMS(Hons)  
AFHEA MRCVS  
**Farm Animal  
Clinician**



Sarah Wood  
BSc(Hons) BVSc  
MRCVS DipECBHM  
FHEA  
**Farm Animal  
Clinician**



Jemma  
Hooper  
BVSc MRCVS  
**Farm Animal  
Clinician**



Maddy  
Portsmouth  
**Receptionist  
and TB  
Administrator**



Beth Kent  
**Receptionist  
and TB  
Administrator**

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# Refer a Friend

**Recommend a friend to Langford Vets Farm Animal Practice and we will give you both 10% off**

## What we provide:

- The highest standard of care for your animals
- Working with you to improve herd/flock health
- Performance monitoring to identify and prevent problems
- Contract service packages
- Competitive medicine pricing
- Full, rapid 24 hour emergency service
- Evening meetings throughout the year on topics of interest
- Practical training courses such as lambing essentials and cattle foot trimming



## What you need to do next

Print and complete the form below and when your friend signs up as a new client of the Farm Animal Practice, either hand it to reception, give it to the vet on your first visit or send it back to us.

**Your name** .....

**Your address** .....

**Postcode** .....

**Friend's name** .....

**Friend's address** .....

**Postcode** .....

Once your friend has registered and had their first visit from one of our vets you will both receive **10% off** your next chargeable visit.

Terms and conditions apply. Langford Vets Farm Animal Practice reserves the right to withdraw this offer. No cash alternative can be given. Friends must be new clients to the practice. Employees of Langford Vets are not eligible. Discount applies to visit and vet time only, drugs and lab fees not included.

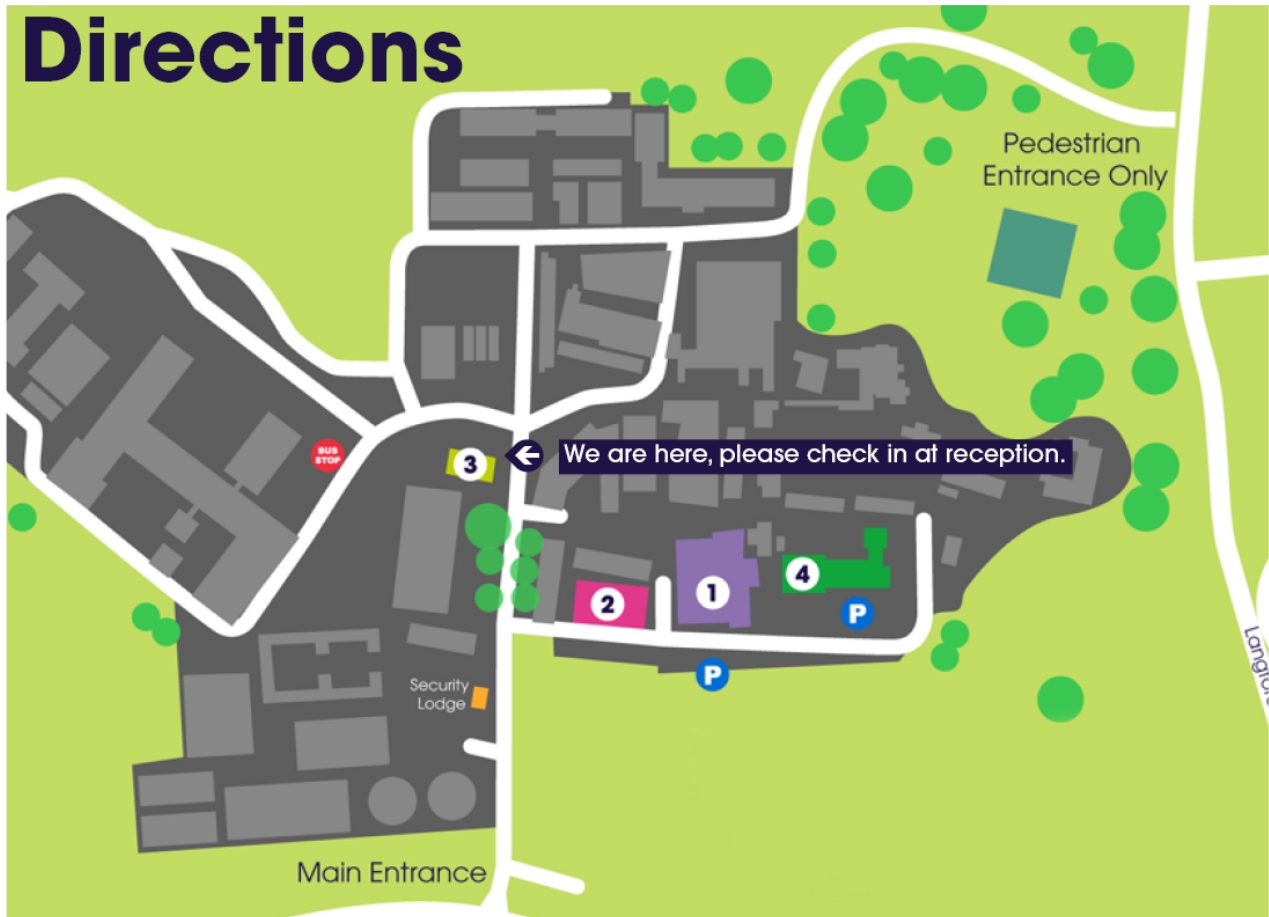
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# Directions



Langford Vets  
Langford  
Bristol  
BS40 5DU

Tel: 01934 852 650

## Langford Vets

- ③ Farm Animal Practice
- ② Langford Vet Practice
- ① Small Animal Referral Hospital

### 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 Vets is about 0.3 miles on the right. **This is the recommended route if travelling with a trailer.**

#### 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 Vets is about 3 miles on the left.

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**Langford Vets**

# 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 at the time of each visit
- You must provide a claim form, or your ongoing claim reference for each visit
- 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)
- 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.
- 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 in line with our standard terms of business on the following pages

## 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 your ongoing claim reference for each visit
- 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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# Langford Vets



## 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.

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## **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
- 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.

## **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. Should the complaint require escalation, reception will pass the complaint to the manager of the area in question.

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.

## **Termination of Service Delivery**

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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 twelve 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.

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