

Welcome to Apex Vets!

We would like to thank you for registering with our surgery. We are sure that you and your pet will be delighted with the service that you receive with us.

Apex Vets is owned by 2 vets who both live locally: Douglas Paterson and Glenn Hodgson. Both vets have many years of experience in veterinary practice and are delighted to have moved to Denny to design, build and set up a veterinary practice. We also have six other local experienced vets at the practice Samuel Kerr, Claire McAneny, Rachael McShane, Calum Aitken, Kelly Wyper and Katie Todd. We are staffed entirely by local people, and source goods and services locally wherever possible.

We run our own 24 hour emergency service right here from the surgery in Denny. This is a vital service to many of our clients, who have experienced first hand how difficult it can be to find a vet in the middle of the night. Rest assured that if you are ever worried about your pet, we are little more than a phone call away. To access the emergency service, simply call the normal surgery number (01324 829989) and you will hear a short recorded message with the mobile number for the duty vet. Our vets man this on call service themselves so you will hear a familiar voice at the end of the phone.

Also, please ask us about our "Healthy Pets Club" which allows you to split the cost of your dog, cat or rabbit's routine health care (including boosters, wormers and parasite treatment) into an affordable monthly direct debit, and save money while doing it!

We have a surgery Facebook page which we regularly update with pictures and interesting things that are going on at the surgery. Why not find us and follow us?! We can be found by searching for "Apex Vets" in the search box at the top, or typing in www.facebook.com/apexvets. Also keep checking back on our website www.apexvets.com for other interesting surgery news.

We run an appointment system to see the vet, which keeps waiting to a minimum. If you wish to see a vet, please telephone reception and you will be made a suitable appointment.

We value customer service very highly, so if you ever have any comments or suggestions about our service, please contact Glenn or Douglas direct:

Glenn - g.hodgson@apexvets.com

Douglas - d.paterson@apexvets.com

We look forward to being of service to you and your pet in the near future!

Douglas Paterson and Glenn Hodgson
Apex Vets

Terms of business

Hours of business

Monday to Friday 0830 to 1900hrs, Thursday 0830 to 2030. Saturday 0900 to 1200hrs. Consultations are strictly by appointment. A consultation costs £48.99. Appointments are available Monday to Friday 0900 to 1820hrs and Saturday 0930 to 1130hrs. Out with normal business hours the practice operates a 24-hour emergency service from its own surgery. A veterinary surgeon may be contacted by telephoning the normal surgery number 01324 829989 and listening to the short answer phone message. Out of hours consultations cost £175 before 10pm, and £225 after 10pm.

Home visits

Wherever possible, it is preferable for pets to be examined at the surgery where there is access to a full range of equipment, staff and medicines. In exceptional circumstances home visits will be carried out, on request, at a time convenient to the veterinary surgeon. Urgent cases are always better to be seen at the surgery where emergency facilities are available. House calls cost from £175.00 (business hours) exclusive of drugs and additional services.

Payment

It is expected that payment be made in full at the time of treatment, receipt of prescription or discharge of a hospitalised animal. Payment may be made by cash, credit or debit card, cheques are no longer accepted as a form of payment. Please note: Missed appointments may be chargeable.

Prescription only medicines (POM-Vs)

The Veterinary surgeon in charge of a case will give information, on request, about the price of any POM-V to be dispensed, and will quote the price of any POM-V stocked or sold.

The veterinary surgeon will give advice on the frequency of repeat prescriptions for ongoing conditions and the requirement for subsequent regular examinations for such prescriptions to continue. In normal circumstances we will require to re examine each patient every 3 calendar months in order to be able to offer repeat prescriptions of any prescription only medicines. Such examinations will cost £37.99. You will be informed, on request, the cost of price of any medicine that may be dispensed for your pet. Further information is available on request. Veterinary surgeons may only prescribe POM-Vs for animals under their care.

The veterinary surgeon in charge of a case will provide, on request, a written prescription if clients wish to have POM-Vs dispensed at an alternative outlet. The cost of a written prescription is £23.00. A prescription may not be appropriate if your pet is an in-patient or requires emergency treatment.

Hospitalised cases

Animals requiring in patient overnight care will be hospitalised at the surgery in the on-site kennelling facility. Patients are checked and owners updated by telephone at 7pm and again around 10pm. Further checks and updates are arranged on a case by case basis with the veterinary surgeon in charge of the case, and depend on the needs of specific cases.

Dual Registrations

At Apex Vets we firmly believe in providing all round high quality care to our patients. When you register a pet with us, you are agreeing to use us as your sole provider for your pets' veterinary care. This includes both routine and emergency. This allows us to have an optimal understanding and up to date records for your pet, should an emergency arise. The exception to this is if you are on holiday or you have 2 homes, in these instances, please ask the local provider to contact us for your pets clinical notes and return any notes with treatment they provide. Should a pet be found to be dual registered without prior authorisation, for example, using another practice for boosters, and Apex Vets for emergencies, we will cancel your registration with 7 days notice.

Complaints

If you feel that you have encountered any problems with our service, then please in the first instance talk to the vet in charge of your animals care. The chances are that they will be able to resolve your concerns there and then.

If for any reason you are unsatisfied with a verbal response then please, write in confidence, to one the company directors and senior vets Mr Glenn Hodgson or Mr Douglas Paterson at the Practice address.

If for any reason you remain unsatisfied with the handling of your complaint or grievance, you are entitled to approach the veterinary surgeons regulatory body at the following address: Royal College of Veterinary Surgeons, Belgravia House, 62-64 Horseferry Road, London, SW1P 2AF