



## **The Grove Vets Overnight Care & Emergencies March 2020**

### **Vets Now (Out of Hours Emergency Provider)**

If your pet needs urgent veterinary care outside of normal opening hours, when you ring our telephone number (01179 252 0545) you will be given the phone number to Vets Now Emergency Services (0117 239 3121) who will be responsible for the emergency care for your pet. Both Andy and Amy have worked with Vets Now as locum emergency vets, know their team well and believe they provide the best out of hours services in Bristol. In most circumstances your pet will be treated and discharged by them and we would recommend seeing you for a check up the following day. In some instances your pet may be more seriously sick and it may be necessary for VetsNow to admit your pet for further workup, a procedure or ongoing care, in which case they will care for your pet overnight and arrangements will be made to transfer your pet back to us the following morning for further care and workup.

VetsNow is solely an emergency clinic and provides emergency care for patients from a number of practices (their Partner Practices) within Bristol. They use the premises at 32-34 Zetland Road, Bristol, BS6 7AB to work in (their Host Practice). It is important to understand the role of the Emergency Vet. In the middle of the night their role is to stabilise and care for multiple patients - that includes both hospital inpatients as well as emergency calls they get through the night - anything from a bee sting to a ruptured spleen, diarrhoea to a broken pelvis. They run very much like you would expect a hospital A + E to, in that they triage patients and those that are most critical are prioritized.

### **Costs**

Emergency care can be expensive - as can any service outside of normal working hours (such as getting a plumber out in the middle of the night!) so make sure you are aware of the costs ahead of time, VetsNow will give you an estimate of fees when you telephone, however as a guide an out of hours consultation between the hours of 7am and 11pm is approximately £300. It is also important to take all your insurance paperwork with you, particularly if you wish to make a direct insurance claim for their services.

### **Overnight Care at Vets Now**

VetsNow Emergency Services will be responsible for overnight care for inpatients.

You will need to transfer your pet to and from the local Vets Now hospital at 32-34 Zetland Road, Bristol, BS6 7AB before 6:30pm. If an animal is not well enough to be transferred by yourself we may need to request some help with the transfer. In this instance we are able to provide advice on animal ambulance and taxi services willing to transport animals outside normal working hours if necessary. We will usually arrange a transfer appointment at about 6.00pm to give you an update and to inform you of any medications or intravenous fluids that need to be transferred with your pet and to pass over a written copy of all clinical notes. We will also email an electronic form of your pet's clinical history and there will be a direct hand over from a vet to the on duty veterinary surgeon for VetsNow at 6.30pm by telephone.

In the case that a patient is deemed unstable the patient will be accompanied by a veterinary trained member of staff.

Patients requiring ongoing veterinary care the next day will be transferred from VetsNow by the owner, if fit to travel, the following morning for continuation of care at The Grove Vets.



Cases that are deemed unfit to travel or those deemed unstable and therefore likely to need ongoing veterinary care the following night will remain at the Host Practice who will take over inpatient care through out the day before transferring the patient back to VetsNow for ongoing out of hours care.

The Grove Vets are able to provide advice on animal ambulance and taxi services willing to transport animals outside normal working hours, any veterinary back-up, local contacts, and information on the provision of other 24-hour emergency services in the local area.

### **Overnight Care at The Grove Vets**

In patients who are critically ill and are deemed unfit to travel, the inpatient will remain at The Grove Vets and remain under our care. Due to the nature of these cases they will be constantly monitored until stable enough to reduce the frequency of check to 12 midnight, 3am and 6am, however a veterinary professional will remain on site in this instance.

In cases that are stable and the patient is not critically ill, but that are unable to be transferred to Vet Now, a Veterinary Surgeon or RVN (Registered Veterinary Nurse) will be present on site for a 'sleeping shift', meaning the patient is checked throughout the evening, once at 10pm and then again at 7am. If a Veterinary Surgeon is not on site they will always be available on call in these cases. Additional checks may be required for certain patients, but this is dependent on the case and level of care required. This will be arranged and fees discussed with you on a case by case basis.

### **This policy has been approved and authorized by:**

Name: Amy Valenzia  
Position: Veterinary Surgeon and Director  
Date: March 2020  
Signed:

Due for Review Date	Reviewed by	Signed:
March 2021	Amy Valenzia	
March 2022	Amy Valenzia	
March 2023	Amy Valenzia	



March 2024	Amy Valenzia	<u>Amy Valenzia</u>
March 2025	Amy Valenzia	<u>Amy Valenzia</u>
March 2026		