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Changes to our Out of Hours emergency procedures

Providing the best care to our clients at all times is our priority. With this in mind and to ensure that this is what we deliver both now and in the future we have recently reviewed our methods for providing care for your pet out of hours. As you may be aware since 2004 we have partnered with AVOC – Ayrshire Vets on Call for our small animal out of hour emergency work at the weekend. After careful consideration we have decided to expand our out of hours service to include both weekend and weeknight facilities that will provide on site continuous veterinary surgeon and nursing teams. To achieve this aim we have decided to partner with Vets Now who specialise in providing dedicated emergency care at nights and weekends. Vets Now are opening a new emergency clinic in Kilmarnock and we trust they will provide an excellent service.

As you may be aware at present our Out of Hours emergency cover on weeknights is provided by our own vets here at the practice on an “on call” basis. However as treatment options improve and become more specialised providing on call means that our Veterinary Surgeons can easily work 70 hours a week. I am sure you will appreciate that if a Vet has had to deal with a middle-of-the-night emergency it may impact on their ability to provide the best care during the day due to lack of sleep.

We believe that working with Vets Now will allow us to raise the quality of service that we provide to you and your pet. The clinic is fully staffed by vets and nurses who only work Out of Hours and therefore they are fresh and ready to deal with emergencies at night, weekends or on public holidays. Vets Now have suggested that you think of them as the pet equivalent of the Accident and Emergency department of a hospital!

Using the Vets Now service is easy. If you require Out of Hours assistance the number to ring is **01563 258028** - this number will also be on our answering machine out of hours. When you call Vets Now their trained Receptionists, Veterinary Nurses or Surgeons will be waiting to help. If required you will be advised to visit the clinic where you will be seen by the emergency team.

Vets Now will begin providing our Out of Hours cover on 6th September 2010. Specific details of the times when Vets Now will be providing Out of Hours cover on our behalf are:

Monday	6.30pm – Tuesday 8.30am
Tuesday	6.30pm – Wednesday 8.30am
Wednesday	6.30pm – Thursday 8.30am
Thursday	6.30pm – Friday 8.30am
Friday	6.30pm – Saturday 8.30am
Saturday	12pm – Monday 8.30am

We have further information from Vets Now about their services available here at the practice, however if you have any questions please do not hesitate to contact us.

P.S. Don't forget our new out of hours cover comes into service on the 6th September at 7.00pm

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