



# Veterinary Services

## RSPCA East Norfolk Clinic

### Overview

The RSPCA is the leading UK animal welfare charity. We specialise in the rescue, rehabilitation and rehoming of animals in the greatest need, and the prevention of cruelty.

RSPCA clinics are committed to animal welfare and provide reduced cost veterinary assistance on these terms and conditions of service for those clients who are in receipt of an eligible means tested benefit.

***If you are not eligible for reduced cost veterinary assistance, we can only provide emergency veterinary assistance at an unsubsidised rate.***

### Eligibility

To be eligible to receive any RSPCA veterinary services, you must be over 18 and register at the clinic prior to receiving any services. You may register outside of the clinic's usual opening hours in respect of emergency veterinary assistance only.

The RSPCA may decline to permit the registration of any animal at their discretion, for example if they believe the owner is breeding from the animal.

### Reduced Cost Veterinary Assistance

To register for this service, you must attend the clinic during regular opening times prior to any veterinary service being received and must provide the following documentary proof of eligibility:

### Proof of benefits

An award letter from your local DWP or similar documentation is required.  
(Current Post office/Bank Statements are acceptable).

Original evidence of one of a defined list of means tested benefits:

- Income support
- Income based Jobseekers Allowance
- Income Related Employment and Support Allowance
- Pension Credit
- Universal Credit
- Working tax credits
- Housing Benefit
- Council Tax benefit ( Not single person allowance)

**Photographic proof of identity and age** (over 18), being either:

- Passport
- Driving licence





# Veterinary Services

## RSPCA East Norfolk Clinic

**Proof of address** at which you are the householder/rent payer of the property, e.g. utility bill, within the defined catchment area (within one of the following postal codes):

- NR10 5, NR11 8, NR12 0, NR12 7, NR12,8, NR12 9, NR13 3, NR13 4, NR13 5, NR13 6, NR14 6, NR28 0, NR28 9, NR29 3, NR29 4, NR29 5, NR30 1-5, NR31 0, NR31 6, NR31 9, NR34 0, NR35 2, IP20 0, IP20 9.
- Clients who are unable to provide all of the required documentation or are otherwise ineligible can only be provided with an emergency, unsubsidised treatment service and will need to seek continued care privately.

### Emergency Veterinary Assistance

Proof of identity and proof of address is required. You must be prepared to pay in full at the time of the consultation.

In the event of an emergency, the RSPCA will provide initial stabilisation or emergency treatment for any animal, including euthanasia when this is in the best interests of the animal. This will be charged to clients (other than those eligible for reduced cost veterinary assistance) at an unsubsidised rate of £30 per consultation.

### Referrals from private/other charity veterinary practices

- Clients who wish to be referred to the RSPCA for assistance must follow the registration process prior to the animal receiving treatment. The eligibility criteria apply in all cases.
- Transfers from private veterinary surgeons will only be accepted during weekdays within normal working hours.
- The registered name and address on the referral must match the identity of the eligible person or referral will be declined.
- The RSPCA does not provide a second opinion service.

### Multi-animal households

The maximum number of animals you can register for reduced cost veterinary assistance is four. Determination of eligibility for these purposes is at the entire discretion of the RSPCA, whose decision is final.





# Veterinary Services

## RSPCA East Norfolk Clinic

### Loss, death and rehoming of animal

If a registered animal goes missing or dies, the clinic must be notified immediately so that clinical records can be updated.

### Neutering and microchipping

All registered dogs, cats, rabbits and ferrets must be neutered and microchipped at the first opportunity after registration for reduced cost veterinary assistance

- Microchipping is free and involves a chip being injected under the skin during a consultation.
- Microchip numbers must be registered on the microchip database to the owner, and to their current home address, which must match the address given on registration.
- We recommend your animal is neutered at the earliest opportunity, where possible we will help with the assistance of reduced cost neutering vouchers.
- We will refuse to see owners who are breeding for monetary gain or repeatedly have unwanted litters.

### How we use your information

If you register to receive veterinary services for your animal/s, the RSPCA will collect and use the details you give to provide you with the service. We need to keep a record of your name and address, what animals you own, details of your eligibility (as above) and how to contact you if we need to. We will also record details of your animal's treatment. Your personal data will be treated in confidence, fairly and lawfully. The data will be held in our electronic database, which is accessible to RSPCA staff and third parties who help us to provide the services to you, under our authorisation. We also use third parties to manage our IT systems, including our database. We have put in place confidentiality and security arrangements with all third parties to ensure your data is protected.

We will not use your personal data for anything else and won't provide it to others unless you say we can.

We will delete the details we hold about you in the following circumstances: (a) if you ask us to or if we cease to provide services to you for any reason; and (b) in all other cases, seven years after the date we last provided services to you.

If you are unhappy with how your personal information has been handled by the RSPCA, please write to Debra Cook C/O welfare clinic You may also make a complaint to the Information Commissioner, at [www.ico.org.uk/concerns/handling](http://www.ico.org.uk/concerns/handling) or by calling 0303 123 1113





# Veterinary Services

## RSPCA East Norfolk Clinic

If you need a copy of your animal's treatment for your own records we're happy to supply it. The RSPCA remains the owner of all records, including any scans or radiographs taken of your animal. We will not release any records to you or another vet if you have not paid all fees due to us.

### Payment

The RSPCA has limited resources and will only be able to continue to provide a subsidised veterinary service to members of the public by receiving payment, albeit at a reduced rate. The RSPCA provides a reduced cost veterinary service; it does not accept contributions or donations instead of payment. Fees are charged for all consultations, examination, treatment, drugs, materials and consumables.

All fees incurred must be paid in full, at the time of consultation

Blood tests or samples for external diagnostic laboratories need to be paid for in full before samples are sent.

- The RSPCA is not licensed to offer payment instalment plans and cannot offer credit to clients. The Royal College of Veterinary Surgeons permits any veterinary practice, where a fee remains unpaid, to place the matter in the hands of a debt collection agency or to institute civil proceedings.

Historical debts must be paid in full prior to any further veterinary service being provided.

### Prices

Please see the list of most common veterinary services price list (for eligible clients) displayed in the clinic.

Presented emergency cases for non-eligible clients or animals are chargeable at unsubsidised fees, comparable to private veterinary rates.

You will be provided with an estimate of the likely costs of treatment once the veterinary surgeon has examined your animal. Please understand that any estimate can only be approximate as the treatment to be provided will vary according to how your pet responds.

### Prescriptions

- Prescriptions are available from this practice. You may either obtain prescribed veterinary medicinal products from your veterinary surgeon or ask for a written prescription and obtain these medicines from another veterinary surgeon or a pharmacy.
- We may prescribe relevant veterinary medicinal products only following a clinical assessment of an animal under his or her care.





# Veterinary Services

## RSPCA East Norfolk Clinic

- A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary.
- Our general policy is to re-assess an animal requiring repeat prescriptions for/supplies of relevant veterinary medicinal products every 3-6 months, but this may vary with individual circumstances.
- The standard charge for a re-examination is £10. The price of a written prescription is £10.

### Clinic times

- Tuesdays 10 till 12.30 appointments and emergencies only
- Tuesdays 1.30 till 4pm walk in clinic
- Thursdays 3 till 4.30 Walk in clinic
- Fridays 3 till 4pm SQP clinic for the sale of certain flea and worm treatments (No vet in attendance only a suitably qualified person)
- Emergency service at all other times as directed by the answer machine message.

### Contact details

- 01493 858936
- Out of hours, Veterinary Hospital 01493 661833
- Veterinary regulator: Royal College of Veterinary Surgeons (RCVS)
- Our Public liability insurers are Griffiths & Armour Insurance Brokers Ltd
- Any complaints should be directed to Lindsay Crowther Clinic Manager in the first instance.
- For other animal welfare concerns (e.g. trapped wildlife), the National Call Centre hotline is 0300 1234 999

### General

- We may change any of these terms and conditions from time to time without notice. We will display updated copies of the terms at the hospital or clinic.
- Your statutory rights as a consumer are not affected by anything in these terms.

