

Important announcement –RCVS (Royal College of Veterinary Surgeons) dispensing changes.

At the beginning of September, changes were introduced by the RCVS to ensure tighter controls on vets dispensing medications to clients. These include controlled drugs such as Tramadol & Gabapentin and some flea and worming products.

From Monday 30th October, when you call one of our practices to order repeat medications, we may need to see your pet to ensure we are following new protocols set by the RCVS.

1. What does this mean to our clients needing repeat medication?
 - The vet can only prescribe certain medication on the day they have actually seen your pet. This means that even if they were seen a week ago, if repeat medication is required the vet may need to see your pet to be able to issue a longer prescription.
2. Will I need to be seen every month?
 - No. Once you have been seen by the vet then they will issue a prescription (following RCVS guidelines), which allows monthly medication to be given in instalments until your next check is due health check is due.
3. Will there be a charge for these rechecks?
 - No. There will not be a charge for these visits. However, if you have any concerns, or if your pet is unwell a consult fee may apply. Please notify our team at the time of booking the appointment if this is the case.
4. Will there still be a charge if my pet is due a repeat prescription check outside of the above guidelines?
 - Yes. There will be a charge for these appointments, as there currently is.
5. Is this a Farnham Veterinary Group decision?
 - No. This is led by the RCVS and is beyond our control. Our vets need to adhere to these protocols or could be deemed non-compliant by the RCVS.
6. How do I order my next set of medication?
 - The same way you always have, email, online or by calling our client care team. Please do allow extra time to get your medication in case a check is required.

Please bear in mind that our team are getting used to these changes and we will try and make things as easy as possible for you, but we are currently very busy and same day appointments may not be available. So please do allow more time to order long term medication or flea and worming.

We really do understand that this may be frustrating, but we are obligated to follow these new guidelines.

Please remember this is a legal requirement and not something we vets have chosen to do. Please be kind to our team and remember we have to follow these rules and will try and do our very best to ensure your pet gets the medication they need as quickly as possible.

<https://www.rcvs.org.uk/.../advi.../under-care-new-guidance/>