



FARNHAM
VETERINARY GROUP



**What to expect at
Farnham Veterinary Group**

We offer a wide range of services, from routine consultations, procedures and operations to more complicated medical and surgical cases across our three sites.

Our main hospital is open 24 hours a day, 365 days of the year and is fully equipped with separate dog and cat waiting areas and wards, multiple consultation rooms, theatre suites, including facilities for lap spaying, endoscopy and orthopaedics. Our in-house laboratory allows us to run a multitude of tests, including comprehensive blood tests, urine tests and cytology. We also have dedicated rooms for ultrasound, radiography and dental appointments, including dental x-rays, plus a CT (computed tomography) scanning suite and an onsite rehabilitation suite with an underwater treadmill, laser therapy and physiotherapy.

Our professional and friendly team will be on hand to help you throughout your time with us, and we aim to provide comprehensive care uniquely tailored to the needs of our clients and patients.



Surgery at Farnham Veterinary Group

This guide will tell you what to expect and what is required in the days leading up to your pet's procedure, and will explain what will happen on the day of the surgery.

Before you arrive

Make sure your pet's vaccinations and flea and worm treatments are up to date. This can help prevent some complications during surgery and will ensure that your pet is in the best health possible to recover.

If your dog is on monthly lungworm medication, it is particularly important to keep up to date with treatment prior to any surgical procedures. If your dog is not on preventative treatment, but you would like more information, please contact the practice and speak to a member of the team, who will advise if a lungworm snap test (please see below for more information) is recommended.

Please make sure your dogs are clean, if they are used to being bathed, do this in the days prior to surgery. Cats must be brought to the practice in a secure carrier.

24 hours before the procedure

Food should be withheld from 10pm the night before the anaesthetic. We often advise giving something small at, or close to, 10pm to prevent nausea, as food will only be offered after your pet's procedure.

Water should be available until your pet is admitted.

Cats must be kept indoors the night before their procedure and should have access to a litter tray.

Dogs should be allowed to empty their bladder and bowel in the morning before admission, but please avoid muddy walks.

Patients under 12 weeks old should be allowed access to food and water until they are admitted. Please bring some of their usual food with them to be offered after the procedure.

Your admission appointment

It is likely you will be asked to arrive early on the day of your pet's procedure, so that we can make the necessary preparations for the anaesthetic and get them settled in.

On arrival, your pet will be admitted by one of our trained nurses or veterinary surgeons. You will be asked to sign a consent form to confirm we have your permission to perform the procedure your pet is having. We will need a contact telephone number from you where you can be reached at all times, should we need to speak with you during your pet's stay.

We'll let you know when and how is best to contact us to find out how your pet is doing.

Consent form for anaesthetics, sedations and procedures

Although we do everything that we can to minimise risks during procedures, signing the consent form confirms that you understand that anaesthesia, sedation and surgical procedures are not entirely risk-free. You will be asked permission for us to administer anaesthetics and/or sedatives to your pet and to carry out surgical or medical procedures described on the consent form, together with any other procedures which may, in the best interests of your pet, prove necessary.

The consent form must be signed by someone over the age of 18.

We will explain the details of the procedure but please ask if there is anything you do not understand.

If your pet is being dropped off by someone other than the registered owner you will need to speak to us in advance, to confirm they have your permission to act on your behalf. We will ask them to give us all their details, including their full name, address and telephone number.

Unlicensed medicines

Sometimes we may decide it is beneficial to use medicines that are not licensed for the intended veterinary use. This may mean using medications from the human medical field, where their safety in human patients has been proven or veterinary medicines licensed in another species, for example. We will only use these medicines where there is no suitable licensed alternative, and we believe they will benefit your pet. However, there may be unknown risks.

Other services offered

You will be given the option of supplementary services or procedures that may be of benefit to your pet's health. These services will come at an additional cost, unless they have already been included in your estimate.

Pre-operative blood tests

Blood testing is a valuable diagnostic tool which can also help us make a better assessment of the anaesthetic or surgical risk. It can detect abnormalities with organ function that a clinical examination and can establish baseline values for your pet, which will improve early detection of disease as they age. Whilst we offer this service to every patient, we highly recommended them for patients over the age of eight years old, due to the increased risk of underlying abnormalities that could affect their treatment.

Intravenous fluid therapy

Fluid therapy before, during and after a procedure or surgery can help maintain perfusion of organs during a procedure and support good recovery.

Microchipping/nail clipping

Microchipping and nail clipping can be done while your pet is sedated or anaesthetised so they are unaware.

Lungworm snap tests

This is a rapid blood test for dogs only, that checks for lungworm infection and can give us results in under 30 minutes. Lungworm infections can increase complications during surgery or anaesthesia and can prove fatal.

Laser therapy*

This is a non-invasive and potentially beneficial therapy that can be used on surgical wounds immediately after, and in the days following, the procedure. It is thought to improve healing times and help reduce pain and inflammation. Further information regarding this is available on our website.

Estimates

You should have been provided an estimated cost for the procedure - please ask if this hasn't already been discussed. If any extra costs arise while your pet is with us, we will try and contact you to discuss this. If it has not been possible to contact you, please be aware that the responsible veterinary surgeon may proceed, according to their opinion, in the best interest of your pet. This may result in the final cost being more expensive than estimated.

Payment

Please note that full payment is required at time of treatment. We regret that we are unable to offer credit or offer direct claims from insurance companies. If you are on our Pet Health Plan, please speak to us regarding this. We will ask for full payment of the estimate at the time of admission. If your pet is staying with us for several days, we will request payment daily to prevent balances accumulating and to help you to stay in control of your account.

After admission

On the day of your pet's procedure, your pet will be weighed and then settled into a kennel in one of our inpatient wards, where our dedicated inpatient team will care for them all day. At our main hospital in Farnham, cats and dogs are separated into our separate wards to minimise stress. Under direction of the operating or inpatient veterinary surgeon the team will perform pre-operative checks, obtain bloods, place intravenous cannulas, and administer pre-medications as required. Your pet's fur will be shaved for surgery, collection of blood samples, placement of an intravenous catheter and for any ultrasound examinations.

Post-operative and recovery

After routine operations, most pets are ready to go home within a few hours of waking up from their anaesthetic. All patients are monitored throughout their recovery. After more complicated procedures, your pet will be monitored in our dedicated intensive care unit. We may occasionally advise keeping your pet overnight (main hospital only). We know this may be unsettling, but we will only advise this if it is in the best interest of the patient, however, you can rest assured your pet will be well cared for by our dedicated emergency team, on site all night.

Discharge appointments

When your pet is ready to go home, the veterinary surgeon or veterinary nurse will go through all the information you need to care for your pet. You will receive a discharge form detailing the procedure and any instructions for you to refer to, including post-operative medications. Post-operative appointments will also be made so that one of our team can monitor the progress of your pet's recovery.

We often recommend a bland but complete diet following surgeries and procedures. Please ask a member of staff for more information.



At home after surgery

Your pet should be kept warm and quiet indoors for at least 24 hours after the procedure, or until directed by us. Your pet may be wobbly and sleepy for up to 48 hours. The veterinary surgeon may have prescribed painkillers, antibiotics or other medicines. If necessary, your pet may have a collar or medical shirt on. This should not be removed unless directed by us. Other dressings or bandages may also be present; please keep these dry. You will be instructed if and when to remove them.

We take huge pride in the level of care we provide, and this is reflected in the high quality of our facilities. We are always exploring ways to improve our services with your pet's interests and safety in mind. Please contact us should you have any or concerns or questions.

**Laser therapy is only available at the hospital*



We would like to take this opportunity to thank you for trusting us with your pet. We hope to continue to provide you and them with the very best care we can.

If you have any further questions or would like to know more, please don't hesitate to contact us.

Opening Times – Farnham Veterinary Hospital

Monday - Friday 8.00am - 8.00pm | Saturday - Sunday 8.00am - 6.30pm

Open 24 hours for emergencies

Opening Times – Farncombe & Vale Branches

Monday - Friday 08:30 – 18:30

Farnham Veterinary Hospital

01252 750329 | reception@farnhamvetgroup.co.uk

Vale Surgery

01252 337310 | vale@farnhamvetgroup.co.uk

Farncombe Surgery

01483 421833 | farncombe@farnhamvetgroup.co.uk

Find us here @FarnhamVeterinaryGroup