



FARNHAM
VETERINARY GROUP



**What to expect at
Farnham Veterinary Group**

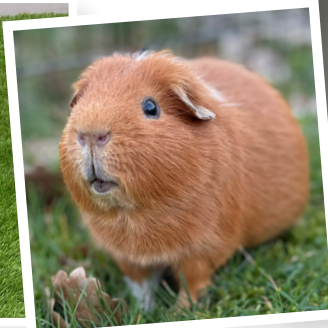


Welcome to Farnham Veterinary Group

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, ophthalmology, endoscopy and orthopaedics. Our in-house laboratory allows us to run a multitude of tests including comprehensive bloods, urine and cytology. We also have dedicated rooms for ultrasound, radiography and dental including dental x-rays, plus a CT (computed tomography scans) 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, and we aim to provide comprehensive care that is 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 rabbit's vaccinations are up to date, together with any other medications they may be on. This can help prevent complications during surgery and will ensure your pet is in the best health possible.
- We know it can be stressful for rabbits and small furries to leave their home environment, so we try to minimise this by re-creating their home environment here at the hospital. We will ask you to bring in their normal feeding bowls, water bottles/bowls, food and a small amount of their bedding, plus their normal litter tray if they are trained to use one.
- If your pet normally lives with a friend, where possible, we will ask you to bring them along too to minimise separation anxiety and stress.

24 hours before the procedure

Food and water should always be available, right up until they are admitted. Unlike cats and dogs, rabbits and small furries should continuously eat to keep their guts moving.



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, we will likely ask you to wait on the cat side of the hospital as it is usually much quieter, but we can offer a consultation room if you prefer. Your pet will be admitted by one of our fully qualified nurses or veterinary surgeons. You will be asked to sign a consent form detailing the procedure your pet is having. We will need a contact telephone number from you, should we need to speak with you during your pet's stay.

You will be given an idea of when and how you can contact us to find out how your pet is doing.

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 hospitalised, 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.

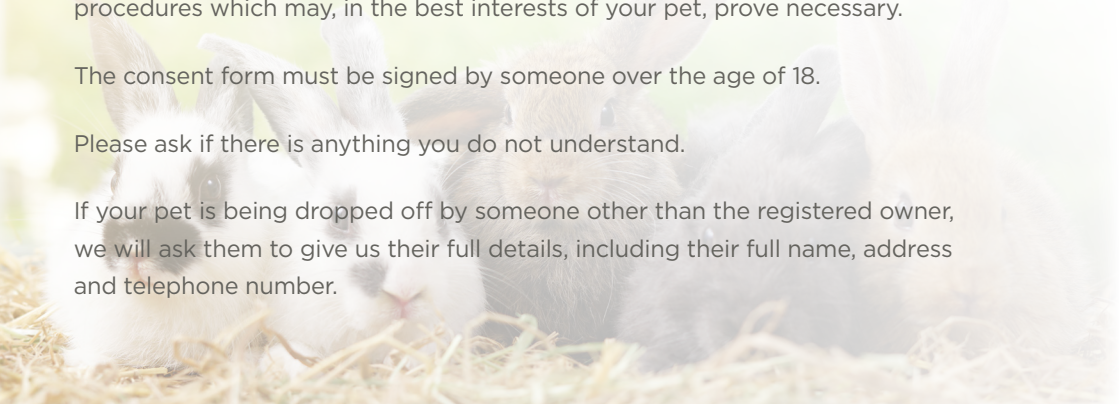
Consent form for anaesthetics, sedations, and procedures

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. In fact, the risk of anaesthesia does carry a higher risk in our smaller patients. You will be asked for permission 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.

Please ask if there is anything you do not understand.

If your pet is being dropped off by someone other than the registered owner, we will ask them to give us their full details, including their full name, address and telephone number.



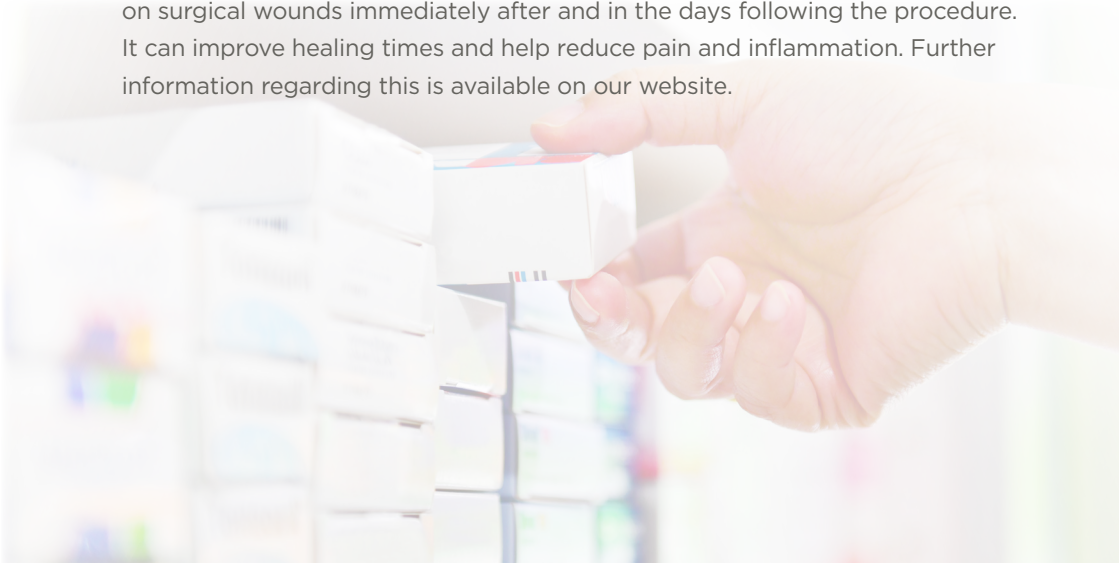
Unlicensed medicines

Sometimes we may decide it is beneficial to use medicines that are not licensed for veterinary use. These off-label medications come from the human medical field, where their safety in human patients has been proven. These drugs have been shown to be of significant and safe clinical value, and as such we may decide to use them.

Other services offered

You will be given the option of requesting additional checks or procedures that may be of benefit to your pet's procedure. These additional costs are detailed on your consent form.

- Rabbits only - Preoperative blood testing is a valuable diagnostic tool which can help us make a better assessment of the anaesthetic or surgical risk. It is an aid which can detect abnormalities with organ function that a clinical examination cannot.
- Intravenous fluid therapy before, during and after a procedure or surgery can often reduce risk and complications during a procedure and facilitate a quick and stable recovery.
- Microchipping or nail clipping can be done during your pet's procedure. This can help reduce anxieties and stress when visiting the practice.
- Laser therapy is a non-invasive and very beneficial therapy that can be used on surgical wounds immediately after and in the days following the procedure. It can 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 hospitalised, 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

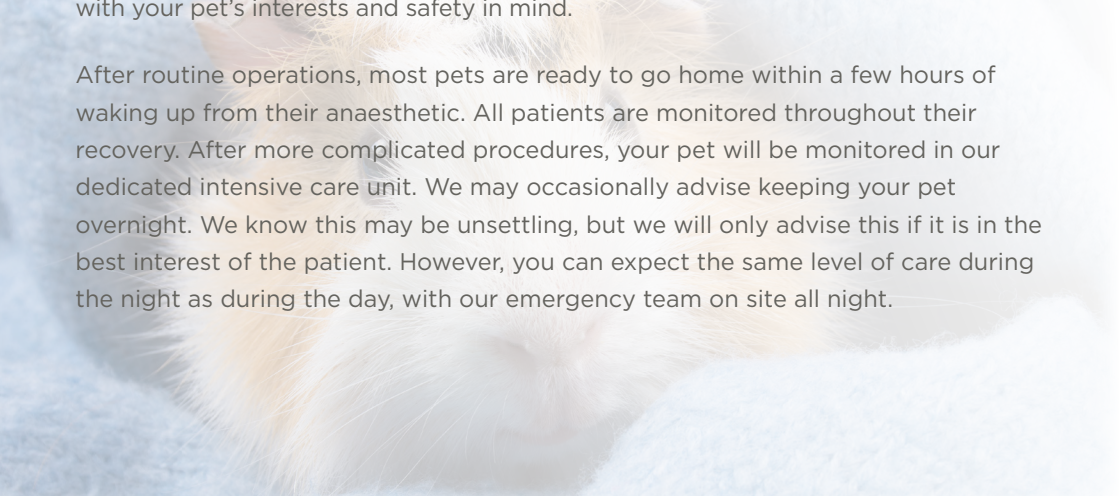
Please note that full payment is required at time of treatment. We regret that we are unable to offer credit or offer direct claims from insurance companies. We will ask for full payment of the estimate at the time of admission. If your pet is staying with us for several days, we will request payment on a daily basis 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, they will be taken to one of our spacious wards, where a dedicated inpatient team will remain all day. Under direction of the operating or inpatient veterinary surgeon they will perform pre-operative checks, and administer pre-medications as required. Dependant on the procedure, an area of fur may be shaved for surgery, ultrasound examination or the placement of an intravenous catheter.

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 new ways to improve our service, with your pet's interests and safety in mind.

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. 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 expect the same level of care during the night as during the day, with our 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. Post-operative appointments will also be made so that one of our team can monitor the progress of your pet's recovery.

At home after surgery

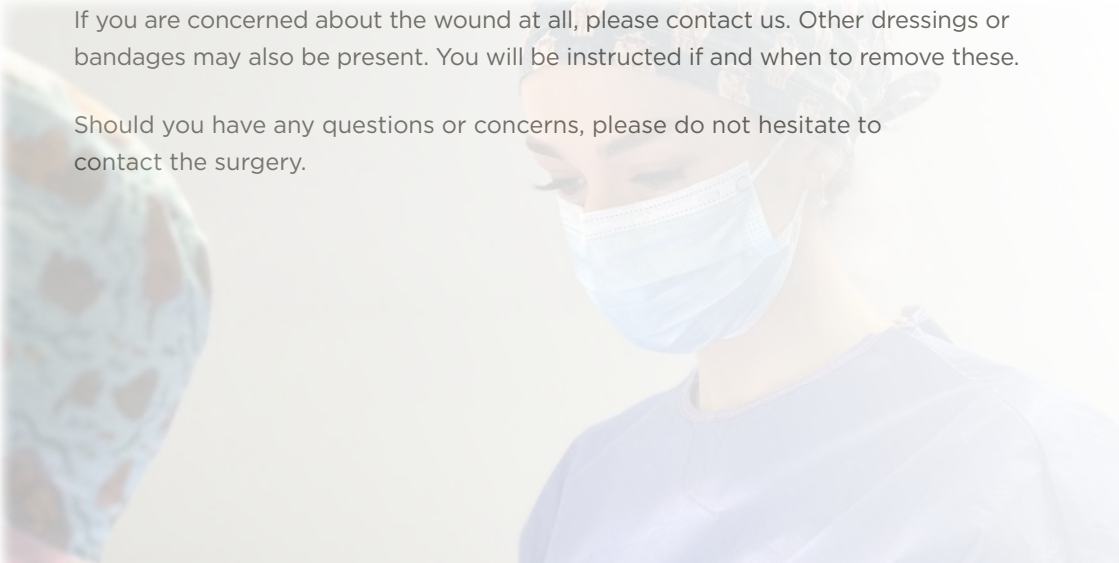
Your pet should be kept warm and quiet indoors for at least 24 hours after the procedure, or until directed by us. Your pet may be wobbly and sleepy for up to 48 hours. The veterinary surgeon may have prescribed painkillers, antibiotics or other drugs.

If your rabbit/small furry has access to different levels within their housing, prevent access to these for a couple of days so there is no extra strain on the wounds.

It is extremely important that your pet starts eating (within a few hours) Offer lots of tempting foods, fresh hay, herbs, leafy greens. It may take a few days for them to return to eating normally but it is imperative they are eating and passing droppings within a few hours. Syringe feeding may be required, contact us if this is the case.

Rabbits tend not to interfere with the wound; a medical shirt can be purchased as a preventative. We don't recommend a buster collar as this can prevent caecotrophy. If you are concerned about the wound at all, please contact us. Other dressings or bandages may also be present. You will be instructed if and when to remove these.

Should you have any questions or concerns, please do not hesitate to contact the surgery.



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

Monday - Friday 8.00am - 8.00pm | Saturday - Sunday 8.00am - 6.30pm
Open 24 hours for emergencies

Farnham Veterinary Hospital

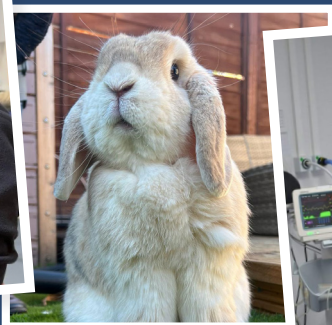
01252 750329 | reception@farnhamvetgroup.co.uk

Vale Surgery

01252 337310 | vale@farnhamvetgroup.co.uk

Farncombe Surgery

01483 421833 | farncombe@farnhamvetgroup.co.uk



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