



Millennium Way Braintree Essex CM7 3GX  
t: **01376 325511** [www.millenniumvets.co.uk](http://www.millenniumvets.co.uk)

Welcome to Millennium Veterinary Practice, Braintree.

We understand that your pet is a cherished part of your family. Our practice aims to provide you and your pets with a professional, friendly and personal service at all times.

We all enjoy working with animals and hope that it shows. We are delighted that you have entrusted your pet's care to us and would like you to approach us with any concerns you may have about him or her. With your help, we aim to see that your pet enjoys a long and healthy life.

Our practice represents an unbroken succession of veterinary care that has served the local community since 1966. We are fully independent – the senior vets that you see with your pet every day are also those who own and manage the practice. Our clinical decisions are therefore entirely free from non-veterinary interference, a tradition we are proud to continue.

Our practice is well equipped with all the medical diagnostic tools you would expect to find, but our greatest asset is our staff. (Please see our website for more details). It is the individual skill, care and attention given to each patient that is the foundation of successful treatment, and it is this that we believe sets us apart.

We look forward to a long and happy relationship with you and your pets.

David Garrett, Robin Creighton, Stefaan van Poucke and Lindsey Nice

# RCVS Standards and Facilities



Our practice is accredited by the Royal College of Veterinary Surgeons practice standards scheme – a voluntary initiative to certify veterinary practices in the UK. It offers peace of mind to our clients, in that we volunteer for rigorous inspection every 4 years with spot checks in between, and have surpassed the College's stringent requirements.

In summary, the scheme ensures that you are registering with a local practice where you will receive compassionate, respectful, well-informed and competently delivered treatment for your pet, for a fee that you can understand.

Since the practice accepts referred patients from throughout the county in such specialisms as orthopaedics, oncology, dermatology and poultry medicine we are in fact equipped beyond the requirements of the scheme. MRI scanning and facilities to use a wide range of cancer treatments are just two examples. We have a team of experienced registered nurses (RVN) who lead the nursing care of our patients. Amongst many other roles in our practice it is only our RVN's that monitor our patients general anaesthetic and recovery. Again this exceeds the requirement of the scheme.

For further details of the staff caring for your pet, and the services and facilities we offer, please visit our website [www.millenniumvets.co.uk](http://www.millenniumvets.co.uk).



# Millennium Care Plans

Our MVP Care Plans are a simple, cost effective way to provide your pet with the preventative care they need throughout their life. We believe that maintaining good health is as important as restoring it. The Care Plans are designed as a monthly direct debit plan or can be paid as a single annual payment to suit your own needs.

Our dog and cat plans include the most up to date, effective and most cost-effective products currently available, delivered at the right intervals under the guidance of our qualified nursing staff, together with a selection of additional benefits.

We have categorised our Care Plans as we believe you should only pay for your pet's needs and not subsidise the cost of other pets – especially as dogs vary in size and therefore the amount of medication they need. For this reason our Dog Care Plan is categorised as small (under 10kg); medium (10-25kg); large (25-40kg) and giant dog (over 40kg). An estimation of your puppy's adult weight will be made at their first consultation. Cats do not vary greatly in size so there is only one cat category. We do not exclude any dog or cat from their appropriate Care Plan, regardless of age or any current health problems.

## Your pet's MVP Care Plan includes:

- Annual health check and vaccination
- Comprehensive 6 months vet health check <sup>1</sup>
- 12 months supply of flea prevention
- 12 months supply of worm prevention
- Unlimited nail clips and nurse consults

## Further discounts are offered on the MVP Care Plan:

- 25% off Long-term Medication <sup>2</sup>
- 25% off Kennel Cough Vaccination (*Dogs only*)
- 25% off long acting Tick Collars
- 15% off Neutering
- 15% off Anal Gland Expression (*Dogs only*)
- 10% off Dentals <sup>3</sup>

... and a complimentary microchip if required

## Kitten and Puppy Add-On:

Kittens and puppies need an extra vaccination and extra worming medication to kick start their preventative care. This is charged as a one off fee of £20.

PTO



# Millennium Care Plans

## One-Time Set-Up Fee:

An additional £5.00 one-time set-up fee is taken with your first direct debit payment for administrative costs. There are no set-up fees for each year thereafter.

For fees and further details, visit [www.millenniumvets.co.uk](http://www.millenniumvets.co.uk) or ring t: **01376 325511**.

## Notes

- <sup>1</sup> 6 month vet health check is to be used 5 - 7 months after your pet's last vaccination. This can be combined with your pet's 6 month repeat prescription check if this coincides.
- <sup>2</sup> Long Term Medication discount applies to a number of different commonly prescribed long term drugs. Your vet will advise you if your pet needs to take any long term medication and if the 25% discount applies.
- <sup>3</sup> Dental discounts apply to dental procedure fees only.

# OUR SERVICE Opening Times

We consult continuously during our opening hours. You can book an appointment from as early as 8am until 8pm throughout the week; see opening hours below:

## **Braintree**

Monday, Tuesday, Wednesday & Friday 8am - 8pm

Thursday 8am - 6.30pm

Saturday 8am - 6pm

t. **01376 325511**

## **Coggeshall**

Monday - Saturday: 9am - 10.10am

Monday, Wednesday and Thursday: 5pm - 6.10pm

t. **01376 561667**

## **In the event of an emergency**

**Tel: 01376 325511**

If you contact us with an emergency your pet will be seen at our Braintree practice, between 8am - 10pm.

If this is outside our opening hours your call will be answered by our duty vet.

If your call is after 10pm you will be automatically directed to the veterinary emergency service, Vets Now, in Witham.



## Vet Consultations

Our consultation appointments are available throughout the day. We aim to see about 5 patients per hour which allows for longer appointments than many practices.

We want you to be confident with the treatment and advice that you receive from us. We understand that seeing your preferred vet or nurse is important for the comfort of your pet and the continuity of their care. We have a low turnover of staff so you are certain to see the same familiar faces. We do encourage you to develop an understanding with one or two of our vets (and nurses), ask for them by name when you make an appointment for your pet. We will do our best to arrange for you to see them.

Health and disease can be unpredictable! Urgent cases will always be given priority and this will sometimes mean that your vet has had to break from their appointment schedule to attend an emergency. We appreciate that your time is valuable and we will try to keep you informed of any significant delay. We hope you will bear with us when this happens.

## Nurse Consultations

Our vets are supported by our nurse consult team, who offer consultations throughout the day. They can offer advice on all aspects of preventative health care including choosing a new pet, health and husbandry, worming and flea treatment either over the phone or when you book your pet in for a nurse consult. They offer a range of nurse consults including post-op checks, wound care, dental care, second vaccinations, blood sampling, behaviour, laser treatment, weight management, senior pet clinics and of course routine procedures like nail clipping and ear cleaning. Our nurses also run our Puppy Playskool and Kitty-Cat Parent Klass evenings. They will also be regularly involved with your pet if your dog or cat is on our Millennium Care Plan.

## Millennium Referrals

We have vets in our practice who specialise in specific conditions. As well as having this facility for our own patients we are also sent patients from other practices throughout Essex when they too need more complex veterinary care. A number of our vets have advanced qualifications and also special interests so we can provide additional expertise in the following areas: Cardiology (heart conditions), Dermatology (skin conditions), Internal Medicine, Oncology



(cancer care), Orthopaedics, Poultry Medicine and Soft Tissue Surgery. We pride ourselves on the individual treatment and care we give you and your pet and our high standards of veterinary care at competitive prices. There is no need to travel for this advanced care as we can provide it here at our practice. For more information about our referral services ask to speak to one of our Registered Veterinary Nurses.

## Admissions

We know that leaving your pet for an operation can be a major concern to you, and we want to do all we can to put your mind at rest. If your pet needs to stay with us for tests or treatment, we will explain what is planned and gain your full consent. Our separate dog and cat wards are warm and comfortable and each has its own ward nurse to provide personal care for every in-patient. Although our wards are not routinely staffed between 10pm and 7am, we are able to provide nursing care throughout the night for critical patients.

If your pet is hospitalised you can speak to our duty ward nurses, using our dedicated ward line.

**Direct ward line: 01376 528022**

## Operations

The practice has two prep rooms and two sterile theatres where surgeons are gloved and gowned, as in a human operating theatre. Anaesthetics are administered only by veterinary surgeons and monitored only by qualified veterinary nurses. All surgical patients are given appropriate drugs to control pain. Modern anaesthetic agents and techniques are very safe, however in older patients we may suggest a blood screen prior to surgery to detect any problems that could affect anaesthetic risk.

## Visits

We have a specially equipped ambulance and are able to offer pre-booked house visits throughout the week. Our nurses are also able to visit your home to collect your pet in our ambulance for treatment at the practice or to provide many of their nurse consult services. In some situations, the availability of staff and facilities at the practice make it the best place to treat your pet but we can advise you of this when you book a visit. We do understand that a home visit is often preferable when you are having to say goodbye to your pet and we will always try to accommodate this. For further information and fees please contact us.





### Repeat prescriptions

Repeat prescriptions can be ordered using the prescription request page on our website, by emailing us: [pharmacy@millenniumvets.co.uk](mailto:pharmacy@millenniumvets.co.uk) or by ringing the direct pharmacy line below. Please try to give us at least 48 hours notice for repeat prescriptions. In cases of urgent need we will always supply you as quickly as possible. In accordance with RCVS recommendations, all pets receiving prescription medicines must be regularly re-examined by a veterinary surgeon. This will vary depending on your pet's condition and medication.

**Direct pharmacy line: 01376-348503** (11am-1pm & 4-5pm Mon-Fri)

**Pharmacy email: [pharmacy@millenniumvets.co.uk](mailto:pharmacy@millenniumvets.co.uk)** (checked and processed on weekdays only)

### Website

Our comprehensive website contains information about the facilities we have, the staff caring for your pet and a wealth of health care advice and client's testimonials. We also have a self-loading lost and found page and a pet memorial page where you can leave a message and photo in memory of your pet.

You can also book your pet's appointment online, from the home page of our website.



Millennium Way Braintree Essex CM7 3GX

e: [admin@millenniumvets.co.uk](mailto:admin@millenniumvets.co.uk) t: **01376 325511** f: 01376 528021

w: [www.millenniumvets.co.uk](http://www.millenniumvets.co.uk)

Information correct at time of printing May 2018 Issue No.5



# Client Privacy Policy

Our client privacy policy: Millennium Vets is committed to protecting and respecting your privacy. This policy (together with our Terms and Conditions and any other documents referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. As a veterinary practice we have what is known as a legitimate interest in holding certain details of our patients and clients. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. You consent, by using our Website, registering with us and by using our veterinary services that personal information you provide will be held on a database called Robovet created by Vetsolutions Ltd. As we require this data to treat your animals and for legal reasons it is necessary for the performance of the contract with you, we consider (under section 3, article 6 of the GDPR regulations) that formal, written consent is not required to record this data.

## What information do we collect and why?

When you register your pet with us you will be asked for some essential information including your title, first name, surname, postal address, email address and telephone numbers. These details are collected either in person, by telephone or online, to help us:

- Register your details as a new client or update your details if they change
- Register your pet (s) on our system
- Register your pet on health plans
- Make appointments
- Process the fees due for any treatment
- Contact you about your pet, your account or credit status where required;
- Ask you to complete client satisfaction surveys to offer the best service we can
- Let you know about any changes to our services
- Contact you to advise when your pet(s) need timely treatments in the best interests of their health
- We will also automatically collect data such as dates and times of your visits to our Website.

## Who may we sometimes share your data with?

- Other vet practices and health care providers including referral centres to ensure your pet's medical care in the future
- Insurance companies who request a pet's medical records to process an insurance claim
- Financial data to agencies assisting us with unpaid debt such as Equita.
- External Laboratories
- Our waste contractor for shredding - The data controller will ensure we have contracts with the above companies which confirm that your data will be processed following GDPR regulations.

## How we protect your information?

Your data is stored securely on our servers. Our IT systems are regularly reviewed and updated

to the latest version of windows. Software is updated daily as required. We have a firewall in place and we have cloud based antivirus/security software that will contact us immediately if there is any breach.

We endeavour to keep your data up to date and accurate - our system will ask us to check your data every 6 months. Please help us keep your data up to date by contacting us if there are any changes. We have in place strict security procedures for the storage and disclosure of your information to prevent unauthorised access.

Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to and/or through the Website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

### **Protecting your security**

We may also permit authorised third parties to use your data to provide you with information relating to your pets health. You may be contacted by post, telephone, email or SMS where you have consented to receiving such communications.

We may use for the purpose of promotional, marketing and publicity purposes in any media worldwide any comments or feedback (excluding personal data) which you post publicly or provide to the practice, without notice or without any fee being paid, once consent has been given.

We may monitor or record telephone calls to ensure our quality standards are maintained and for fraud prevention purposes.

Any data no longer required will be deleted or destroyed securely and confidentially.

### **Statement on the use and disclosure of Personal Data**

We may send you SMS, post or emails to contact you about treatments we consider your pet(s) may require in the best interests of their health, for example vaccination reminders. We may also send you health care advice for your pet(s). We consider the above communication vital to maintaining the health of your pet(s) and that it is required for us to offer the level service we strive for. We therefore do not consider it necessary to ask you to opt in to such communications. We will not pass your data onto third parties. You can also exercise your right not to receive these communications at any time by contacting us on 01376 325511

## Cookies

In order that we can monitor and improve the Website, we may gather certain information about you when you use it, including details of your domain name and IP (Internet Provider) address, operating system and browser. A cookie is an element of data that a website can send to your browser, which may then store it on the hard drive of your computer. Cookies allow us to understand who has seen which pages and advertisements on the Website and to make the Website more user friendly. We use cookies so that we can give you a better experience when you return to the Website. Most web browsers automatically accept cookies. You do not have to accept cookies and you should read the information that came with your browser software to see how you can set up your browser to notify you when you receive a cookie. This will give you the opportunity to decide whether to accept it or not. We may also use cookies to provide you with customised information from the Website.

## Rights

You have a right to access the personal data about you that is held by us. To obtain a copy of the personal information please apply in writing to the practice. The request will be passed onto our data controller and will be made available within 30 days. You also have a right to request we delete your data. As your data has to be kept by us for legal reasons we would consult our professional advisers regards any legal requirements to keep any data and inform you of their decision. Legally we have 30 days to exercise this.

## Changes to our Privacy Policy

Any changes we may make to our Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by email. If you have any queries about data protection, please contact us on 01376 325511.



Millennium Way Braintree Essex CM7 3GX  
t: **01376 325511** w: [www.millenniumvets.co.uk](http://www.millenniumvets.co.uk)

Information correct at time of printing May 2018 Issue No.1

# Terms & Conditions

## Fees

Our fees are payable in full at the time of consultation or, where in-patient treatment is involved, when your pet is collected from the practice. (\* See below for direct insurance claims. If you are handling the claim yourself you will need to pay the fees in full.) We accept most forms of payment including cash, debit card and most major credit cards. Payment through direct debit is also available for our Millennium Care Plan clients.

## Estimates

We provide estimates for any treatment that has been advised for your pet. Please be aware that estimates are not intended to give an exact figure for the proposed treatment. A full assessment of the extent and nature of the problem may not be possible until the patient is sedated or anaesthetised, and sometimes not until the procedure is under way.

You should view the estimate only as an indication of approximate cost, bearing in mind that the final figure may be higher, or sometimes lower. If we judge that the procedure is likely to exceed the estimate by more than 25%, we will do our best to contact you and discuss what you would like to do. On rare occasions it may be necessary, for the patient's safety, to make immediate decisions on treatment without reference to you. We ask for your understanding in this unlikely event.

## Overdue invoices

We reserve the right to charge interest on overdue invoices, commencing 28 days from the original invoice date until the date payment is made, at 4% above the Bank of England official dealing rate. This rate, as set at 30 June and 31 December in each year, will be the applicable rate of interest for the following 6 months.

## Withdrawal of service

We also reserve the right to cease work on your behalf if fees remain outstanding, at our discretion.

## Pet Insurance claims \*

We are able to process direct insurance claims in many situations. If you wish to do so, this must be authorised by a member of our administration team or a Director of the practice. We will routinely organise a preauthorisation with your insurance company (if it's a service they provide) before treatment is carried out. Your policy excess and any co-payments are payable at the time of treatment. We require an insurance claim form every time your pet requires treatment, the policyholders information must be completed, signed and dated. If your insurance company declines the insurance claim full payment of the treatment needs to be made. We do not charge an administration fee to process insurance claim forms.

## Hardship

In cases of genuine hardship, and by prior arrangement only, we may accept an alternative payment method. If planned payments have been agreed by management, we will request payment of at least 25% of the total fee when your pet comes home, with further payments over the following 3 months. An administration charge of £15 + VAT will be added but interest will not be charged. Please contact us in advance of your pet's treatment, to discuss fees and where appropriate a payment plan.

## Comments, questions or complaints

We all like to know when we've done well. If you are particularly pleased with how any of our staff have looked after you or your pet, do please let our practice manager or one of the Directors know. We are always open to suggestions for improvements, too.

While we hope that our service does not give you cause for complaint, there may be times when we fall short of your expectations. We have found that a careful discussion of the problem can often lead to improvements in the care we provide and so we genuinely encourage you to let one of the senior staff know if you are not satisfied.



Millennium Way Braintree Essex CM7 3GX  
t: **01376 325511** w: [www.millenniumvets.co.uk](http://www.millenniumvets.co.uk)

Information correct at time of printing April 2018 Issue No.4