



MILLENNIUM
VETERINARY PRACTICE

Millennium Way Braintree Essex CM7 3GX
t. 01376 325511 w. 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 and Stefaan van Poucke



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 - 1pm

t. 01376 325511



For directions to our Braintree branch please see the location map on the back of the folder

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 7am - 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, VetsNow, 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 very 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, puppy playskool, second vaccinations, blood sampling, behaviour, weight clinics, senior pet clinics and of course routine procedures like nail clipping and ear cleaning. Our consult nurses will also be regularly involved with your pet if your dog or cat is on our Millennium Healthcare Package.

All our vets are fully qualified general practitioners, but many have additional special qualifications or interests that lend the practice a comprehensive range of skills on which to draw, including Orthopaedics, Neurology, Oncology, Dermatology, general surgery, poultry medicine, Ophthalmology, ENT, rabbit medicine, treatment of reptiles, and acupuncture. Members of our nursing team also have further qualifications in medical nursing, surgical nursing, critical care, exotic and wildlife nursing.

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

In most situations, the availability of staff and facilities at the surgery make it the best place to treat your pet. If you have difficulty bringing your pet to the surgery, we can arrange transport in normal hours using our specially equipped ambulance. We do understand, however, that sometimes a home visit is preferable (especially if you are having to say goodbye to your pet) and we will always try to accommodate requests for home visits during normal hours. After-hours visits/collections can be a problem because of the needs of existing emergency patients and we would encourage you to have arrangements in place to bring your pet to the practice in these circumstances.

Our nurses are also able to visit your home to collect your pet in our ambulance for treatment at the surgery, or to provide many of their nurse consult services the services.



Repeat prescriptions

Repeat prescriptions can be ordered using the prescription request page on our website, by emailing us: admin@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: admin@millenniumvets.co.uk

These will be 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 access our online shop through our website. This offers into a wide range of pet foods, toys, pet bedding, training aids, collars, and leads grooming, and hygiene products.




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Millennium Healthcare Packages

We believe that maintaining good health is as important as restoring it. But with so many products and conflicting advice available, where should you turn for help? We understand that life is busy, so we have designed specific packages for your pet to make life a little easier.

Our packages help you structure a regular preventative health care program throughout your dog or cat's life. The Packages focuses on health checks, vaccinations, flea control and worming with some extra benefits. We have two simple Healthcare Packages, one for cats and one for dogs, which cover their changing life stages, from kitten or puppyhood through to their senior years.

The most up-to-date, effective and most cost-effective products currently available are included with a selection of benefits, all delivered at the right intervals under the guidance of our qualified nursing staff. As a client you will also become an automatic member of our MVP Client Education Club.

Each 12 month package has been designed to be as flexible as possible; we recognise if you don't want a service you shouldn't have to pay for it! To take full advantage of the package, we recommend this is started at your pet's first vaccination or on the anniversary of your pet's annual vaccinations.

The annual packages can be paid as a one off annual payment or as a monthly direct debit payment. They are offered at a discounted price, to give you a significant saving on the individual price of the services and products. We do not exclude any dog or cat from their appropriate health package, regardless of any current health problems.

Our Healthcare Package fees represent a saving of up to 20% for the all-inclusive items within the dog package and a saving of up to 25% in the cat package.

The fees for our dog package are priced according to the dogs weight, or estimated weight if they are a puppy.

The fees for our cat packages are the same regardless of age, with the exception of our extra Kitten Add-On one off fee.

Further details are found in this leaflet.



Full annual health check by a vet and nurse
Annual vaccination (including Leukaemia for cats)
Flea control annual program
Worming treatment annual program
Unlimited Nurse Consults
Free claw clipping throughout year

The following discounts also apply:

- Microchip £10 offer including lifetime registration (1)
- 15% off in-house out of hours emergency surcharge (2)
- 15% off the cost of routine neutering
- 10% off the cost of dental treatment (3)
- Discounted Pet Insurance with Vetsure (4)



Senior dogs and cats (over the age 8 years) will be given a free urine test and if a blood test is recommended this is offered at a significant discount. (5)

Puppies and Kittens need a few extras, so we have designed Add-Ons for an additional one off fee. The Premium Puppy Add-On and Kitten Essentials Add-On includes monthly nurse development checks until they are 6 months old, their second vaccination, additional worming medication and microchip (1). Our Puppy Playskool is also included in the Premium Puppy fee. For flexibility we also offer the Essential Puppy Add-On, which doesn't include Puppy Playskool or microchipping.

For further package terms and conditions, a comprehensive FAQ section and our current fees visit our website, www.millenniumvets.co.uk. Alternatively, please speak to our receptionists, Tel: 01376 325511.

Notes

1. If you would like your pet microchipped, package members are offered this at a reduced fee of £10. We recommend that all dogs and cats are microchipped, therefore this cost is included as part of the Puppy Premium and Kitten Add-On. If your puppy or kitten has already been microchipped, please let us know and we can alter the cost of your Premium Puppy or Kitten Add-On.
2. This discount applies to the out of hours emergency call out fee when your pet is brought to us at Millennium Way, between 7am-10pm. (It does not apply to any charges incurred between 10pm and 7am when emergencies are automatically redirected to the emergency service run by VetsNow in Witham.)
3. This saving relates to any dental work carried out under anaesthetic unless advised otherwise by your vet or nurse.
4. As part of the package benefits you can insure your pet with Vetsure for a reduced fee. All new policy holders receive a 10% introductory discount in their first policy year. Package members are offered an additional 5% discount.
5. We offer our senior pets a Wellness blood test saving you 55% on the normal listed price, you only have to pay £40. For details of what the test includes, please speak to your consulting nurse.

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, neurology, oncology, dermatology, poultry medicine and acupuncture, 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.



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. This will apply to both insured** and uninsured patients. 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 Healthcare Package 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 significantly 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 an accredited practice for Vetsure Pet Insurance and we work directly with Vetsure in the event of a claim. Once pre-authorisation of treatment has been agreed, all you will have to pay is your excess and any other relevant co-payments. Vetsure will settle the rest of the bill with us directly.

We cannot guarantee the same service for other pet insurance companies but we will try and assist you with direct claims, provided:

- You have pre-authorisation consent from your insurance company
- A direct claim has been agreed with a member of staff
- You have given us a completed claim form
- You show us a valid certificate of insurance detailing the level of cover and any excess that you are liable for (a photocopy is acceptable)

A downpayment of 25% of our fee will be required in all cases other than Vetsure patients, (if this represents more than your policy excess, the balance will be refunded once payment has been received from your insurer).

We regret that we cannot offer direct payment settlements without the above items.

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.

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.

Pet Insurance Advice

Insuring your pet against illness or injury is generally a sensible precaution. Constant improvements in the range of diagnostics and treatment available to pets mean that costs tend also to rise. We strongly recommend to all our clients that they take out a good quality pet insurance product.

We recommend that when comparing pet insurance policies you look carefully at the small print, rather than the cost of the premium alone. Unlike car insurance, pet insurance is not straight forward and there are many differences in benefits, terms and conditions between companies offering pet insurance. Comparison sites don't compare all companies or all their benefits.

We promote Vetsure Pet Insurance for dogs and cats as we believe they offer lifelong comprehensive cover at a competitive price.

It's easy to get a quote from Vetsure on [0844 879 7061](tel:08448797061). But if you need help unpicking the jargon on pet insurance policies visit our [pet advice / pet insurance pages](#), or ring the practice and ask to speak to Carol Hudson our practice manager.

