



Veterinary Centre

14 Queens Road, Fakenham, Norfolk, NR21 8DB

Please find enclosed an information pack with prices and services available.

Our practice motto '*we treat your pets as if they are our own*' means that we strive to offer personal, friendly, professional, best possible and all round care for your pet.

Our team of veterinary surgeons and veterinary nurses offer all the routine care that you would expect and in addition have special interests in a variety of disciplines including; ophthalmology, ultrasonography, small animal surgery, cardiac surgery, orthopaedic surgery, emergency care, behaviour, dog training, feline medicine, physiotherapy, sports massage and small animal nutrition.

Animal welfare is extremely important to us and for this reason registered pets are invited to **free** preventative health clinics, (flea control, worm control, weight-watchers, dental clinics, after 8 clinics- for the more mature patient, pre-natal clinics, to name a few), these are held daily, by appointment, in both mornings and afternoons. Puppies are invited to join our puppy parties, this 4 week course begins with the basics of training, involves lots of handling and supervised play sessions, gives up to date information on pet care and is great fun for all who attend. All pets vaccinated at the surgery, (dogs, cats and rabbits) are given a voucher for a free M.O.T. to be performed 6 months after vaccination. This free check over is performed by the nurse; a nose to tail thorough examination with weight check, worm and flea advice and free blood pressure monitoring, (in cats) is performed. During these preventative clinics you will have the opportunity to engage in some amazing offers targeted to keep your pet in tip-top form.

First aid seminars can be arranged where one of our qualified nurses will teach you (either individually or as a group, whichever you prefer), the basic principles of first aid and how to apply these to your pet, canine massage therapy is also offered, (any dog will benefit from this but it is mostly used with working dogs, show dogs, older

dogs and dogs that are suffering from or have suffered orthopaedic disease), this is a wonderful experience for your dog, 30 minutes of sheer relaxation, performed at the practice. Some owners wish to stay whilst the therapy is performed and others may wish to leave their pet with us whilst they pop into town.

In addition to providing a wide range of services for you and your pet, the practice boasts excellent facilities; these include:

Our Facilities / Services

- Fully computerised records
- Spacious consulting rooms, each with scales
- 2 Well equipped operating theatres –with suction, bair hugger, diathermy unit, a wide range of surgical equipment including orthopaedic equipment, ASIF equipment, spinal surgical equipment, cryosurgery and extensive anaesthetic monitoring equipment.
- Separate area for contaminated procedures to be performed.
- Air compressed dental equipment – descaling, polishing and cutting equipment.
- Dental x-ray unit
- Powerful x-ray unit with digital processor; this enables the images to be viewed within seconds of the radiograph being taken and allows us to examine the radiographs in much closer detail with zoom in and out controls. It allows us to send radiographs by email so that they can be viewed by personnel or specialists from anywhere in the world.
- Doppler ultrasound with facility to record image by video or photograph. Abdominal and cardiac ultrasound scans are performed routinely.
- Fibre optic endoscopes, (flexible camera systems that we use to see inside your pet), in various sizes with biopsy channels.
- Arthroscopy (so we can look inside joints with a camera and in some cases perform keyhole surgery)
- Rigid bronchoscope
- In-house laboratory – boasts modern technology such as wet chemistry analyser (synermed) for measuring biochemistry and full haematology,

electrolyte, blood gases and coagulation time equipment. Our nurses are happy to analyse urine, blood, fine needle aspirates, skin and hair samples using in house microscope, incubator, refractometer, staining solutions and agar. This means that most samples can be analysed on the same day and blood results are often available within 15 minutes of taking the sample.

Where an external laboratory is needed we use a same day courier service to ensure that the sample is processed as quickly as possible.

- Pulse & blood pressure monitors
- Portable ECG units
- Syringe and drip infusion pumps
- Thermo regulated inpatient kennels
- Veterinary Nurse Training Centre
- BSAVA certified practice
- RCVS Tier II standard
- Single site, so everything you need is in one place
- Car-parking to side and rear of building

We welcome visitors to the practice and behind the scenes tours are available on request, or visit our website for a virtual tour online. www.summerhillvets.co.uk

Our website, in addition to providing information about our staff, services, and practice also has a wide range of handouts that you can view on line or print on many disease conditions, behaviour, training, pet care and general advice.

In addition the website also provides you with access to our online veterinary pet shop for your convenience. All items on the pet shop can be discussed with members of staff at the practice, helping you to find the right product to suit both you and your pet. These items can all be delivered to your door or you can collect them from the practice.

Should your pet need to stay with us for treatment we encourage owners to visit regularly. A hospital nurse is allocated to your pet on admittance and remains in the kennel area throughout the day ensuring that your pet is continuously supervised. A leaflet detailing the sequence of events should your pet need an operation, is available from the practice

Routine appointments are available daily and surgeries run throughout the day commencing at 9am and finishing at 5.40pm. The practice is open 8am – 6pm Mon-Fri and from 8:30am – 11am on Saturdays. Out of hours advice and veterinary care is provided by our own team of veterinary surgeons; should you wish to speak to a vet or arrange an emergency appointment then we ask you to phone the normal number at the practice where a recorded message will give you details of the vet on call. You will be asked to phone a mobile number and will then be able to speak with the vet directly. The practice provides 24 hour veterinary cover; a veterinary surgeon and veterinary nurse from the Summerhill team will provide this cover.

We welcome any suggestions that you may have to improve the service we offer and hope to see you with your pet at the surgery so that you may take advantage of all the services we offer. Our friendly team will welcome you to the practice and can register you as a client either by telephone or in person at the surgery.