



Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk

Acorn House Veterinary Hospital Terms & Conditions

Thank you for entrusting the care of your pet to Acorn House Veterinary Hospital. This information details our practice Terms and conditions. Some aspects of the Terms may not be relevant to you, and we request that you ask for further clarification/explanation if required.

Contents

- **Routine Consultations and Veterinary Hospital opening times**
- **Inpatient Care at Acorn House**
 - **Accommodation**
 - **Feeding**
 - **Intensive Care**
 - **Nursing Care**
 - **Veterinary Care**
- **24 Hour Emergency Service**
- **Fees**
- **Methods of payment**
- **Estimates of treatment costs**
- **Settlement of terms**
- **Inability to pay**
- **Ownership of radiographs and similar records**
- **Second opinions and specialist referrals**
- **Pet Health Insurance**
- **Monitoring Telephone Calls and Emails**
- **Complaints and Standards**
- **Privacy Statement and Data Protection**
 - **Third Parties**
 - **Law and Jurisdiction**
- **Prescriptions & Repeat prescriptions**
- **Return of medicines**
- **Vaccination Reminders**
- **Cancellation and Refunds**
- **Referral information for clients**
 - **What is a veterinary referral?**
 - **Why might my veterinary surgeon suggest referral?**
 - **Where can I be referred to?**

RVC Veterinary Practices Ltd. Trading as Acorn House Veterinary Hospital
Registered in England and Wales, company no. 11293077
VAT registration no. GB 295 0971 68
Registered office: 4 Royal College Street, London NW1 0TU

RVC
Veterinary
Practices



Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk

- Which referral centre should I go to?
- Who takes my pet to the referral centre?
- Who arranges the referral?
- Are there any special instructions for attending the referral appointment?
- What happens after my pet has been treated at the referral centre?
- Will I need to go back to the referral centre in the future?
- What are the costs of referral?
- How do I claim on my insurance?
- **Access Statement for Acorn House Veterinary Hospital**
 - Introduction
 - Pre-Arrival
 - Car Parking on Arrival
 - Traffic Management Plan
 - Introduction
 - Layout/Access
 - Environment
 - Pedestrians
 - Staff
 - Clients and visitors
 - Servicing/Deliveries
 - Disabled Access
 - Gritting/salting and snow clearance
 - Management Practice and Guidance
 - Supervision
 - Monitoring of Compliance
 - Noncompliance
 - Main Entrance, Reception and Waiting Area
 - Services
 - Shop(s)
 - Public Toilets
 - Additional Information

Routine Consultations and Veterinary Hospital opening times

The surgery is open Monday – Friday from 8am – 8pm and Saturday from 8am – 4:30pm. Consult times are Monday – Friday from 8am – 7:30pm and Saturday from 9am – 4pm. Consultations are by appointment during this time so please telephone reception or use the online booking system to book

RVC Veterinary Practices Ltd. Trading as Acorn House Veterinary Hospital
Registered in England and Wales, company no. 11293077
VAT registration no. GB 295 0971 68
Registered office: 4 Royal College Street, London NW1 0TU

RVC
Veterinary
Practices



Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk

in. In the case of an emergency, please try to telephone the surgery in advance of coming down so we can prepare. Home visits may be possible (usually early afternoon Monday to Fridays).

- Standard consultation £62.32
- Repeat consultation £58.70
- Urgent consultation (within opening hours but outside of routine appointment slots) £80

Inpatient Care at Acorn House

At Acorn House Veterinary Hospital we are able to care for our patients 24 hours a day using our own premises and our own veterinary and nursing team.

Accommodation

We have 5 completely separate wards on site. These are:

- Main dog ward
- Main cat ward
- Exotics ward (for small pets including rabbits, guinea pigs, rats, mice)
- Isolation dog ward (with separate outdoor exercise area and independent drainage system)
- Isolation cat ward

Our dog ward consists of 21 kennels of varying sizes. Two of these kennels are extremely large walk-in kennels. Patients are provided with a soft, warm Vetbed to lie on, with additional blankets and mats/ cushions/ body supports provided as required depending on individual patients' needs. The dogs have access to a private garden for exercise and toileting. This garden is fully enclosed, so off-lead exercise is provided if appropriate.

Our cat ward contains standard-sized kennels for day cases and large, extended kennels for cats staying in overnight. The larger kennels contain igloo style beds so that shy cats can hide away but also have an uncovered resting area with a soft Vetbed to lie on. A large litter tray is provided and emptied completely whenever it is soiled. We use Vet's Choice litter as standard but are happy for clients to bring in their cat's usual litter if preferred. The cattery is designed so that cats are not able to see other cats during their stay, as cats can be very intimidated by other cats staring in at them whilst they recover!

Our exotics ward contains a range of kennels and cages appropriate for the varying needs of pets using this area. It is completely separate from both the cat and dog wards, so there are no concerns regarding prey species seeing, smelling or hearing potential predators.

Feeding

RVC Veterinary Practices Ltd. Trading as Acorn House Veterinary Hospital
Registered in England and Wales, company no. 11293077
VAT registration no. GB 295 0971 68
Registered office: 4 Royal College Street, London NW1 0TU

RVC
Veterinary
Practices



Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk

We stock a wide range of food including Hills, Royal Canin, Chappie, Purina, Pedigree, Felix and Whiskas. We cook fresh chicken and fish on a daily basis, and also have tinned tuna and salmon for cats that need a little more tempting. For small furrries we stock the Burgess range of hays, dried grasses and pellets, and a variety of vegetables/ leafy greens. We also have a safe garden to allow us to forage for dandelion leaves for our inpatients! On admission, we will confirm with you what your pet is usually fed on and if your pet requires a special diet that we do not stock, of course you are welcome to supply us with their usual diet.

Intensive care

Our dog and cat kennels can be connected immediately to a piped oxygen supply if required for animals with breathing difficulties. Heat mats are used to provide additional warming for mobile patients and a warmed air blanket is available for immobile patients as they recover from anaesthesia or illness. All pets receiving intravenous fluids are connected to an infusion pump so that doses can be delivered precisely and safely.

Nursing care

Acorn House has a nurse on site 24 hours a day. The nurse will continue to feed, water, exercise and keep the patients clean overnight, but there is always plenty of time for cuddles, grooming and play too! Patients that stay in with us over a weekend or for several days often become very special to us and are missed by the team when they finally return home.

The nurse remains on the ward until midnight, when a rest break is taken. Patients requiring intravenous fluids, oxygen, pain relief, or other medication and monitoring receive further checks at 3am and 7am as a minimum. Patients that are simply boarding with us are checked at midnight and 7am as a minimum.

Veterinary care

At Acorn House one of our usual veterinary surgeons is available for the on-call nurse 24 hours a day, 365 days a year. The duty veterinary surgeon usually leaves the practice at 8-9pm and returns at 8am the next day. The duty veterinary surgeon carries out an assessment of all patients before leaving and confirms the overnight nursing plan with the nurse. The duty nurse will contact the veterinary surgeon immediately if she/he has any concerns regarding the inpatients overnight, so that the vet can return to the practice to provide assistance.

24 Hour Emergency Service

Before 11pm our out of hours emergency service is staffed by our daytime vets and nurses and patients will be seen at the Acorn House premises. Between the hours of 11pm-8am emergency calls are transferred to the Queen Mother Hospital for Animals in Hatfield and patients are seen there. Fees

RVC Veterinary Practices Ltd. Trading as Acorn House Veterinary Hospital
Registered in England and Wales, company no. 11293077
VAT registration no. GB 295 0971 68
Registered office: 4 Royal College Street, London NW1 0TU

RVC
Veterinary
Practices



Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk

charged out of hours vary with the time of day or night but are more than during normal opening hours. A fee schedule is displayed on our website.

A member of staff is on site at Acorn House 24 hours a day to care for inpatients already admitted to the hospital. Out of hours consultation before 11pm £222.18

Out of hours consultation after 11pm your calls will be transferred to the Royal Vet College emergency veterinary service at the Queen Mother Hospital for Animals, where an out of hours consultation costs £195

Fees

All fees, diets and drug charges are subject to VAT at the current rate. Fee levels are determined by the time and skill level required on a case and according to the medicines, materials, consumables and diets used. Our written fee list is available on request. You will receive a detailed fee note for every consultation, surgical procedure or transaction with us. You are liable for any fees incurred in the diagnosis and treatment of your pet even if your pet is brought in on your behalf by a relative, friend or agent.

Methods of payment

Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of drugs/diets. You may settle your account using:

1. Credit/Debit Card - Maestro, Solo, Mastercard, Visa or Delta (we are unable to accept American Express)
2. Cash

Estimates of treatment costs

We will happily provide a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate - often a pet's illness will not follow a conventional course. We will try to contact you on the numbers you have given us if we believe the treatment costs are going to exceed the estimate. However, if you are not contactable, we will treat your pet as is necessary for the prevention of pain or suffering.

Settlement of terms

All consultations require payment on the day of the treatment. Should an account not be settled within two weeks, then a reminder will be sent with an additional accounting fee in respect administrative costs incurred. After due notice to you the client, overdue accounts will be referred to our debt collection agency and further charges will be levied in respect of costs incurred in collecting the debt,

RVC Veterinary Practices Ltd. Trading as Acorn House Veterinary Hospital
Registered in England and Wales, company no. 11293077
VAT registration no. GB 295 0971 68
Registered office: 4 Royal College Street, London NW1 0TU





Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk

such as production of reports, correspondence, court fees, attendance at court, phone calls, home visits etc.

Inability to pay

If, for any reason, you are unable to settle your account as specified, we ask you to discuss the matter as soon as possible with a member of staff. Please note that instalments or part-payments of any account may only be sanctioned with the express permission of a senior member of staff.

Ownership of records, radiographs and similar records

Clinical records and the care given to your pet may involve making some specific investigations. For example, taking radiographs or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting record, for example a radiograph, and similar documents are the property of, and will be retained by, Acorn House Veterinary Hospital. Copies with a summary of the history will be passed on request to another veterinary surgeon taking over the case.

Second opinions and specialist referrals

Should you feel, you would like another opinion on your pet's illness please ask. We are always happy to arrange a second opinion with another vet or vets within the practice or referral to a specialist.

Pet Health Insurance

Acorn House strongly supports the principle of insuring your pet against unexpected illness and accidents. Under the regulations of the Financial Conduct Authority (FCA) we can't advise any insurance company or policy, but we can introduce you to Petplan who can provide you with 4 weeks free veterinary cover for cats, dogs and rabbits between 6 weeks and 18 months of age at the time of a health check. For more details, please ask any member of staff but be aware though that with any insurance company it is your responsibility to determine your level of cover and to then reclaim any fees you have paid the practice. It is also your responsibility to pay any excess that may be set according to your policy and to have knowledge of any condition exclusions. In certain instances when clients do not have the funds to make payment in full, arrangements can be made for your insurer to make their payment directly to us, but this only applies to particular insurance companies and even then only when sums involved are high enough. Please ask for details if you would like to be considered for this facility.

Monitoring Telephone Calls and Emails

RVC Veterinary Practices Ltd. Trading as Acorn House Veterinary Hospital
Registered in England and Wales, company no. 11293077
VAT registration no. GB 295 0971 68
Registered office: 4 Royal College Street, London NW1 0TU

RVC
Veterinary
Practices



Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk

Telephone calls and emails to and from the practice may be recorded or monitored. By using such communication methods, you are consenting to the recording or monitoring of the same. The call records are stored for 365 days.

Complaints and Standards

We hope that you will never have recourse to complain about the standards of service received from Acorn House Veterinary Hospital. However, if you feel that something has happened that you feel is unsatisfactory, please tell us. We take complaints very seriously.

Most problems can be sorted out quickly and easily. The best way to do this is to discuss it with the person who is looking after your pet at the time of the problem.

If this hasn't resolved the problem and you would like to complain formally, then please let us know as soon as you can by:

- Emailing us at info@acornhousevets.co.uk This will be directed to the Practice Principal, Rosie Theakston.
- Writing to Acorn House and addressing it for the attention of the Practice Principal, Rosie Theakston (Address on our website)

It is better to contact us as quickly as possible, so please try to write to us within 2 weeks. This gives us the best opportunity to investigate and resolve the issue.

Please include the following information to help us in investigating the problem:

- Your name, address and pet's name
- **What** happened? Tell us about the nature of the complaint.
- **When** did this happen
- **Who** was involved.
- **What** would you like the outcome to be?

What we will do

- We will acknowledge your complaint within 7 working days, and we will let you know who is dealing with your complaint, and when you can expect to receive a reply.
- In most cases we hope to give you a full reply within 14 working days, but if it is going to take longer, we will get in touch to give you to let you know what is happening.

When we investigate your complaint, we will:

- Find out what happened and what went wrong.

RVC Veterinary Practices Ltd. Trading as Acorn House Veterinary Hospital
Registered in England and Wales, company no. 11293077
VAT registration no. GB 295 0971 68
Registered office: 4 Royal College Street, London NW1 0TU

RVC
Veterinary
Practices



Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk

- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem does not happen again.

If you feel this doesn't resolve your complaint: We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong. This does not affect your right to approach the Royal College of Veterinary Surgeons, if you are dissatisfied with the outcome.

Privacy Statement and Data Protection

Acorn House is committed to protecting your privacy. Acorn House will only use your personal details, collected when you use the Site, lawfully and in accordance with the principles of the Data Protection Act 2018. Acorn House will ensure that your personal data is kept confidential and is not used or disclosed other than as provided for under these Terms and Conditions or as required by law.

In accordance with the Data Protection Act 2018, Acorn House will hold and process the information provided by you only for the purposes of supplying the goods or services which are the subject of your Order.

We will not email or mail you in the future unless you have given us prior consent to do so. We will not collect sensitive information about you without your consent. We do not sell, rent or otherwise make available any personal data submitted by visitors to the Site to third parties.

If you are providing personal data relating to other people you are responsible for obtaining their consent.

Links from the Site may take you to sites not covered by our Privacy Statement. We recommend you check the privacy policies for these sites before submitting any personal data.

We may use technology to track the patterns of behaviour of visitors to the Site. This can include using a "cookie" which would be stored on your browser. You can usually modify your browser to prevent this activity.

Personal details are stored on Acorn House practice management system indefinitely. Your rights "Under the Data Protection Act 2018, you have the right to find out what information the government and other organisations store about you. These include the right to:

- be informed about how your data is being used
- access personal data
- have incorrect data updated
- have data erased
- stop or restrict the processing of your data

RVC Veterinary Practices Ltd. Trading as Acorn House Veterinary Hospital
Registered in England and Wales, company no. 11293077
VAT registration no. GB 295 0971 68
Registered office: 4 Royal College Street, London NW1 0TU

RVC
Veterinary
Practices



Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk

- data portability (allowing you to get and reuse your data for different services)
- object to how your data is processed in certain circumstances"

If you believe Acorn House has failed to respond correctly to your Data Protection request, then you have the right to apply for an investigation by the Information Commissioner's Office.

Third Parties

The Contracts (Right of Third Parties) Act 1999 is excluded from applying to contracts made under these Terms and Conditions and nothing in these Terms and Conditions confers or purports to confer on any third party any benefit or any right to enforce any term or condition.

Law and Jurisdiction

These Terms and Conditions and all Orders and payments placed via the Site will be governed by and construed in accordance with English Law and all parties submit to the exclusive jurisdiction of the English Courts.

Prescriptions & Repeat prescriptions

The current charge for a written prescription is displayed in our reception areas or you may ask a member of staff for this information.

You may obtain Prescription Only Medicines, Category V, (POM Vs) from your veterinary surgeon or ask for a prescription and obtain these medicines from another veterinary surgeon or a pharmacy.

Your veterinary surgeon may prescribe POM Vs only for animals under his or her care.

A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary. You will be informed, on request, of the price of any medicine that may be prescribed for your animal.

The policy of this practice is to re-assess an animal requiring repeat prescriptions every three to six months, but this may vary with individual circumstances. The examination is charged as a standard consultation fee. Flea and worm treatments can however be dispensed without examination as part of a health plan agreed at the annual health assessment.

Clients are requested to give 48 hours advance notice for repeat prescriptions.

In accordance with the Medicines Act we will always use a veterinary licensed product. Should this not be the case we will then use veterinary products licensed for use in other species and failing that a human medical product. Any use of off-licence medication will be based upon our knowledge of its use in animals and an assessment made of the risks and benefits involved. This is particularly common in

RVC Veterinary Practices Ltd. Trading as Acorn House Veterinary Hospital
Registered in England and Wales, company no. 11293077
VAT registration no. GB 295 0971 68
Registered office: 4 Royal College Street, London NW1 0TU





Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk

species other than dogs and cats for which few licensed products are available. Please speak to a veterinary surgeon if you have any concerns about this issue.

Return of medicines

Due to government legislation, we are unfortunately unable to accept any unused medicines for a refund. We will accept used or unused medication for responsible disposal.

Vaccination Reminders

Acorn House Veterinary Hospital will contact you either by letter, email, phone or text in order to advise you of your pet's upcoming healthcare treatments, including annual vaccinations. Whilst we make every effort to send out reminders for your pet's healthcare, these are provided as a complimentary service and the responsibility to keep them up to date remains with you. In particular, strict timings must be observed for rabies vaccinations if pets are to travel outside of the UK. Acorn House Veterinary Surgery accepts no liability for any loss, damages or costs which may result from the failure of a client receiving any reminder.

Cancellation and Refunds

Any entitlement to a refund of Veterinary Fees will be as determined by the Terms of Business as provided to you in advance. Refunds are not possible on POM-V medications once they have left the premises as we are not able to guarantee storage conditions once out of our custody. Disputes regarding professional fees should be dealt with through our complaints procedure but are not normally subject to refund. Non-POM-v medications and items bought through the shop can be refunded provided they are unopened in their original packaging in resaleable condition. They must be returned within 28 days of sale for this to apply. This does not apply to goods or medicines that are faulty.

For the avoidance of doubt, nothing in this Clause shall require Acorn House to refund the Fees (or part thereof) unless such Fees (or part thereof) have previously been paid.

Referral information for clients

What is a veterinary referral?

In the same way that your GP may refer you to a consultant about a particular health problem, the veterinary surgeons at Acorn House might suggest referring your pet to a veterinary surgeon with a particular interest or area of expertise. The veterinary surgeon may be an RCVS recognised Specialist or Advanced Veterinary Practitioner. Pets can only be seen at referral centres after a general veterinary surgeon has assessed your pet and initiated the referral. This ensures that your pet is referred to an appropriate veterinary surgeon with the correct area and level of expertise.

RVC Veterinary Practices Ltd. Trading as Acorn House Veterinary Hospital
Registered in England and Wales, company no. 11293077
VAT registration no. GB 295 0971 68
Registered office: 4 Royal College Street, London NW1 0TU





Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk

Why might my veterinary surgeon suggest referral?

Referral is often suggested when a pet requires access to specialist equipment that is not available in general practice. We commonly refer pets for CT and MRI scans, and radiotherapy.

Other cases are referred because they are very complex. Specialist veterinary surgeons have a huge amount of experience and advanced training in their particular area of veterinary medicine or surgery, so can take on very complicated cases. We often refer dogs for complicated orthopaedic surgery such as spinal surgery. A specialist veterinary surgeon performing these operations many times a week will have a higher success rate than a general surgeon who may only see one of these cases every year.

Some specialists may be carrying out clinical trials for new drugs or performing research into new surgical techniques and may be able to offer new options when all the standard treatments have failed.

Where can I be referred to?

Referral centres may specialise in particular species (for example, we may refer birds and reptiles to Great Western Exotics referral centre), or in particular body systems. Davies Veterinary Specialists (near Barton le Clay), Abington Park Referrals (Northampton), the Royal Veterinary College (Potters Bar), Dick White Referrals (Newmarket) and Cambridge Vet School have a number of specific departments such as cardiology (heart medicine), ophthalmology (eyes), orthopaedics (bones and joints), neurology (nervous system), internal medicine and soft tissue surgery.

Which referral centre should I go to?

For some cases there is very little choice (for example, of the centres mentioned above, only Cambridge has a radiotherapy unit).

In other cases, your insurance company might limit you to attending one of their 'approved' referral centres. Please let us know if you are restricted in this way.

Otherwise, your veterinary surgeon might suggest a particular centre as being the most appropriate for the specific problem that your pet has. For urgent cases, we may need to contact a number of referral centres and see which one can fit your pet in the soonest. You may request a particular referral centre because you have heard good things about it from friends, or because its location is easier for you to get to. For other procedures, there may be a difference in cost between the centres; or some centres may be willing to claim costs direct from the insurance company whilst others will require you to pay up front and then claim the money back - this may influence your decision,

Who takes my pet to the referral centre?

It is important that you take your pet to see the referral vet yourself. You and your pet will have an extended appointment with this vet, who will review your pet's case, examine your pet, and talk you

RVC Veterinary Practices Ltd. Trading as Acorn House Veterinary Hospital
Registered in England and Wales, company no. 11293077
VAT registration no. GB 295 0971 68
Registered office: 4 Royal College Street, London NW1 0TU

RVC
Veterinary
Practices



Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk

through the options for further treatment and diagnosis. If you decide to go ahead with further treatment or surgery, you will usually leave your pet at the referral centre after the appointment so that this can take place.

If you find it difficult to travel to the referral centre, we can provide you with details of pet taxi services that can transport you and your pet, and even accompany you into the appointment if necessary.

Who arranges the referral?

Our team will contact the referral centre and request a referral appointment for you. We will provide the referral centre with your pet's medical records and the results of any laboratory tests, X-rays or scans. Your usual veterinary surgeon will write a formal referral letter to summarise your pet's case, including any particular complicating factors or concerns that you may have. For unusual cases, our veterinary surgeons will speak directly with the specialist veterinary surgeon prior to making the referral, so that we can make sure that you are referred to the most appropriate person and in the correct time frame. Sometimes a specialist will recommend that we carry out certain tests or treatments at Acorn House prior to the referral.

Acorn House will provide the referral centre with your address, telephone number and email address. The referral centre receptionist will then contact you directly to offer you a choice of appointment days and times. You should receive this telephone call from the referral centre within 48 hours of Acorn House making the referral. If you do not hear from the referral centre within this time, please let us know so that we can chase this for you.

Are there any special instructions for attending the referral appointment?

Unless advised otherwise, please do not feed your cat or dog on the morning of the referral appointment (water to drink is OK). Continue to give any prescribed medications as instructed.

Cats and dogs should be up to date with routine vaccination (including kennel cough for dogs) if possible.

What happens after my pet has been treated at the referral centre?

When your pet is ready to be discharged, the vet at the referral centre will meet with you again, to discuss what has been done and what is going to happen next. You will receive a brief written summary and instructions for any medication or special care that you need to give at home. The referral centre will then send Acorn House a detailed report so that we are fully aware of your pet's condition.

Will I need to go back to the referral centre in the future?

In most cases you will not need to return to the referral centre. Most cases will come back to Acorn House for any follow up (stitch removal, bandage changes, blood tests, repeat X-rays) and we will liaise

RVC Veterinary Practices Ltd. Trading as Acorn House Veterinary Hospital
Registered in England and Wales, company no. 11293077
VAT registration no. GB 295 0971 68
Registered office: 4 Royal College Street, London NW1 0TU

RVC
Veterinary
Practices



Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk

with the referral vet regarding your pet's progress. The referral centre will advise you if they need to see your pet again.

For the first week or so after the referral appointment, the referral centre may encourage you to contact them directly with any questions or problems that you may experience with your pet. However, once your pet has recovered, you will be transferred back to the care of Acorn House. If you wished to return to the referral centre again in the future with a separate problem, your pet would need to be assessed again by one of our veterinary surgeons and a new referral request made.

What are the costs of referral?

Acorn House does not charge for making a referral, if the patient is under an Acorn House veterinary surgeon's care and has been seen recently for this condition.

An initial consultation with a specialist or advanced veterinary practitioner usually costs around £350-400. However, if further diagnostics are required as part of the assessments (such as an ultrasound scan, X-rays, MRI or CT scan), costs can rise significantly. The referral centre will provide you with an estimate of cost for any proposed surgery or treatment.

How do I claim on my insurance?

Please obtain two separate insurance claim forms as Acorn House will need to complete one form for the fees incurred at Acorn House, and the referral centre will need to complete a separate form for the work carried out at the referral centre. The claim will still be considered as a single condition and only one excess will be deducted by the insurance company. In most cases, you will pay Acorn House and the referral centre at the time that you collect your pet and then claim the money back from the insurance company. Some referral centres will agree to carry out a direct claim with your insurance company, but this must be agreed in advance.

Access Statement for Acorn House Veterinary Hospital

This access statement does not contain personal opinions as to our suitability for those with access needs but aims to accurately describe the facilities and services that we offer all our guests/visitors.



Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk



Introduction

We are a small animal veterinary hospital in a residential area on the edge of Bedford. We offer a very high standard of veterinary care with full hospitalisation facilities for dogs, cats and small pets with a veterinary nurse on site 24 hours a day.

We have a substantial, purpose built, modern building with good accessibility as detailed below.

Our staff have received additional training in customer care and disability access. We are very well used to caring for assistance dogs and can offer these dogs water and access to an enclosed garden for toileting.

We look forward to welcoming you. If you have any queries or require any assistance, please phone 01234 261839 or email info@acornhousevets.co.uk.

Pre-Arrival

Our address is Acorn House Veterinary Hospital, Linnet Way, Brickhill, Bedford and our postcode (for sat nav directions) is MK41 7HN. There is ample parking in our own car park, which includes a dedicated disabled parking space adjacent to the front door.

Our veterinary hospital is directly on the frequent Stagecoach number 6 bus route between Bedford town centre bus station and Bedford Railway Station and Brickhill. This service runs approximately every 12 minutes between 6am and 6pm and then less frequently up until 10pm. Full details are available at www.bedford.gov.uk and the nearest bus stop is 50 metres from the surgery on Brickhill Drive, adjacent to a small parade of shops. The stop has a shelter and seating.

Many taxi companies are willing to transport you and your pet to the surgery. A1 taxis are a local taxi company available on 01234 364444. They are happy to transport pets but will send a larger, mini-bus type taxi to do this. Please advise them of any access requirements at the time of booking.

Fullers Ark (07713121570) and Bedford Pet Sitting (07977857759) are local pet sitting companies that also offer transport to and from the vets. They are able to transport you and your pet together or can

RVC Veterinary Practices Ltd. Trading as Acorn House Veterinary Hospital
Registered in England and Wales, company no. 11293077
VAT registration no. GB 295 0971 68
Registered office: 4 Royal College Street, London NW1 0TU





Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk

offer to take your pet unaccompanied and will represent you at the veterinary consultation if you are unable to attend.

The main road outside the surgery is on a slight incline and has a wide paved path.

Car Parking on Arrival



- There is ample parking in our own car park directly off Linnet Way. The car park has space for 10 cars, and one clearly marked disabled parking bay adjacent to the main entrance.
- Our car park surface is tarmac and the car park is flat and smooth.
- There is a large sign at the entrance to the car park, clearly visible from both directions when approaching the surgery along Linnet Way.

Traffic Management Plan

Traffic Management Plan contact: Gaynor Dudley Deputy principal info@acornhousevets.co.uk

Introduction

This document has been prepared to inform clients, staff and others who come to the site including visitors (both pedestrian and people in vehicles), about site rules concerning pedestrian and vehicle separation.

Acorn House takes the health and safety of all site users very seriously. It is therefore imperative that individuals take care and exercise caution when on site or within the vicinity and follow instructions to avoid risk of injury. If there are any concerns about traffic safety, they should be reported to the management team.

We urge all site users to read this document carefully and act in accordance with the instructions contained therein.

This document will be reviewed every year.

Layout/Access

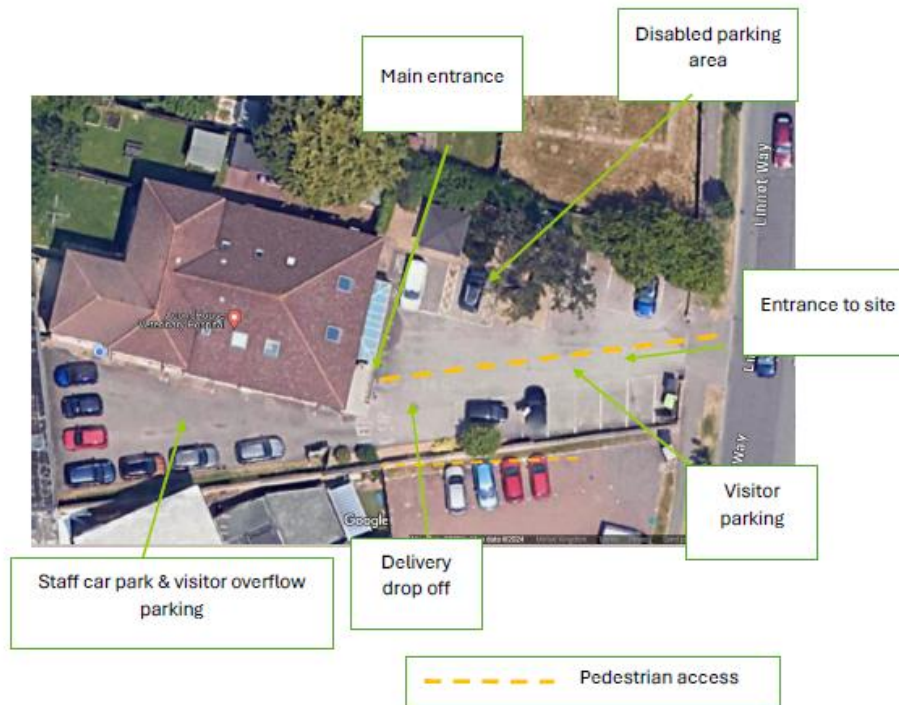
RVC Veterinary Practices Ltd. Trading as Acorn House Veterinary Hospital
Registered in England and Wales, company no. 11293077
VAT registration no. GB 295 0971 68
Registered office: 4 Royal College Street, London NW1 0TU





Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk

A. Wide View



Environment

RVC Veterinary Practices Ltd. Trading as Acorn House Veterinary Hospital
Registered in England and Wales, company no. 11293077
VAT registration no. GB 295 0971 68
Registered office: 4 Royal College Street, London NW1 0TU





Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk

Acorn House is situated on Linnet way and is set back from the roadside. It has a large frontage and off-road parking for clients visitors and staff. Acorn House provides secure cycle parking for both clients and staff.

There are walls and fencing around the perimeter. The client car park is situated at the front of the building. The staff car park is situated towards the rear on the left-hand side of the building. The surrounding area is mainly residential and consists of detached and semi-detached buildings. All Nations Church neighbours the property on the left-hand side.

Pedestrians

There is a pavement which runs along Linnet Way, which contains the entrance to Acorn House Vets. Once pedestrians have entered the site, they are able to move across the car park toward the main entrance.

As Acorn House only has one entrance to the site, vehicle and pedestrian routes cannot be separated.

Staff

The staff car park is situated to the rear on the left-hand side of the building. The car park does not have any marked spaces. Drivers should always proceed slowly within the car park. Drivers must bear in mind the access for clients crosses the staff parking area. Staff are expected to act responsibly when parking and accessing Acorn House. If staff are aware of unauthorised use of the car park they should report this to management.

Clients and visitors

Clients and visitors can park in the Acorn House Client car park. There are 10 marked bays for cars one disabled car bay and 1 Keep Clear Bay. The car park is often busy, and clients and visitors are asked not to park in the middle or in a way that blocks the site entrance.

Visitors are asked to sign in via the main entrance at reception. On departure visitors must sign out the same way they came in and leave via the main entrance. If visitors require any advice on access or parking before their visit they can call Acorn House on 01234 261839.

Servicing/Deliveries

Delivery drivers enter via the main entrance and will need to park towards the front entrance of the building. They should come to the main entrance, once delivered they will leave via the same the route.

Drivers of service vehicles are permitted to use the staff car park but should still report to the main entrance to advise of the nature of the visit and gain clarity on whether they have parked appropriately.



Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk

Supermarket deliveries usually happen on a Thursday or Friday, the delivery driver will park the vehicle close to the main entrance.

Disabled Access

Disabled access to the site is by the main entrance to the building. There is a marked disabled bay in the client/visitor car park.

Gritting/salting and snow clearance

During freezing conditions, salt is placed by staff on the pedestrian ramp to the main entrance and around the car park. Staff do not do any snow clearance, and depending on the severity of the snowfall, a decision on the feasibility of the service during this period would be made.

Management Practice and Guidance

Supervision

The car park remains unsupervised at all times and one's safety and those they care for is their own responsibility.

Monitoring of Compliance

Management will carry out a review of the traffic plan every year.

Noncompliance

Where any issues or risks become apparent, the plan may be reviewed and updated earlier

Main Entrance, Reception and Waiting Area

- The main entrance is situated on the ground floor via a wide concrete ramp with a solid handrail and a gradual incline.
- The external door is opened by pressing an assisted access wall control button.
- There is a wide, level lobby area with an automatic door opening into the waiting room (same level)



Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk



Ramp width = 180cm, external door width = 104cm, internal door width = 98cm

- The waiting room is very large and open with wooden seating. Some of these seats have arm rests. There is a separate quiet waiting area for clients with cats which also has step-free access. The seating rows incorporate square table-like surfaces to rest pet carriers or personal belongings. There is ample space for wheelchairs and mobility scooters in this waiting room.
- The waiting room and consultation rooms are air-conditioned.
- A non-slip, smooth, level medical floor surface is present throughout the building
- The area is evenly and well-lit with overhead lighting from fluorescent lights and a great deal of natural light.
- The reception desk is low level and easily accessible for wheelchairs. There is no screen between the receptionists and the waiting area. Displaying IMG_6839.JPG
- A television with a silent visual display of our practice facilities and educational content is mounted on one wall of the waiting area.

Services

- There are four veterinary consulting rooms that are accessed step free directly from the waiting area. These have wide doorways that will allow a wheelchair to pass through and ample space inside for a wheelchair or mobility scooter. There is a chair available in each consulting room and additional seating is available on request.
- There is a smaller consulting room also accessed from the waiting area for nurse consultations. This room is not suitable for wheelchair or mobility scooters - a veterinary consultation room would be used instead.
- A water bowl is available for dogs in the main reception area

RVC Veterinary Practices Ltd. Trading as Acorn House Veterinary Hospital
Registered in England and Wales, company no. 11293077
VAT registration no. GB 295 0971 68
Registered office: 4 Royal College Street, London NW1 0TU

RVC
Veterinary
Practices



Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk

- If your cat's carrier becomes soiled during your journey the reception team will ask one of our veterinary nurses to clean and replace any bedding prior to your appointment. Please ask at Reception if this becomes necessary.
- Dogs that are uncomfortable waiting in the main waiting area may wait in the car park (an outdoor bench is available beside the disabled parking area, accessed by crossing a raised area of gravel) or inside your car - the veterinary surgeon will come out to you in the car park when your appointment is due.
- An enclosed garden is available at the rear of the property if your dog requires off-lead access to toilet. Step free, level access from the car park is available - please ask at Reception so that you and your dog can be accompanied into this area.

Public Toilets



- There are two toilets directly accessible from the main waiting area. One of these is a disabled access toilet with a wide, step free doorway, a large amount of uncluttered space, and grab rails.
- Toilet cubicle 274cm long x 185cm wide

Shop(s)

- There are products for sale on the lowered section of the reception desk and on stands against the wall of the waiting room. If you wish to purchase any of these products, they can be taken to the reception desk or the receptionists will be happy to collect them from the stand. Prescription products are not visible from the waiting room and will be prescribed by the veterinary surgeon and brought to the reception desk as necessary.
- Payment is accepted in cash or by debit or credit card. Cheques cannot be accepted.

Additional Information

RVC Veterinary Practices Ltd. Trading as Acorn House Veterinary Hospital
Registered in England and Wales, company no. 11293077
VAT registration no. GB 295 0971 68
Registered office: 4 Royal College Street, London NW1 0TU





Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839
E: info@acornhousevets.co.uk

- Appointments, advice calls and repeat prescription requests may be made by telephone. Our telephone lines are fully open from 8am until 8pm Monday to Friday and 8am until 4:30 pm on Saturdays. An emergency service is available on the same number outside of these times.
- Our telephone service has an automated system to direct your call to the appropriate member of staff. Selecting option 1 will put you through to our receptionists, and option 2 will put you through to the nurse on duty in the hospitalisation area (if you have a pet staying with us).
- Online forms are available on our website (www.acornhousevets.com) which can be completed to register your pet with us or to request a repeat prescription.
- House visits are available on request
- Written information sheets are available on the website for common conditions. Information on general pet care, the Pet Travel Scheme, neutering and dental care are also available on the website or from reception.