

Community Veterinary Clinic

Terms and Conditions and Information for New Clients

About us

The Mayhew Community Veterinary Clinic is a charitable, limited-service provider of preventative veterinary care (Veterinary Interventions). These services include; neutering, vaccinations, microchipping, parasite control treatments (flea and worming) and dentals.

You must register your pet with an alternative vet for all other aspects of their care, including illness and injury.

Eligibility

To receive our Veterinary Interventions, you must self-declare that you meet our [eligibility criteria](#), be legally responsible for the animal, over 18 years of age and you must live in one of the following five London boroughs

- Brent
- Ealing
- Hammersmith & Fulham
- Kensington & Chelsea
- Westminster

Opening hours

Clinic Opening hours: Monday to Friday 8am - 5pm, Saturday 9am - 5pm, Closed on Sundays.

Neutering appointments: Monday to Friday.

Vaccination Clinic: Wednesday, Thursday and Saturday from 9:30am to 1pm.

Vaccination and microchipping appointments can be made on our [website](#) or by calling 020 8962 8017. For neutering appointments please call 020 8962 8017 or email vetcclinic@mayhewanimalhome.org

The opening times listed are for access to general enquiries, pre-booked appointments or repeat prescriptions (if applicable). All other veterinary needs for example illness and or injury will be redirected to an alternative provider.

Prices and limitations to free veterinary services (interventions)

For eligible clients, our cat and dog veterinary interventions are free of charge. Vaccinations are limited to our core vaccination protocols and guided by the vaccine manufacturers

recommendations. Parasite control medications are limited to one treatment at the time of another intervention, such as vaccinations or neutering, using our selected products.

For a period of 12 months after a patient has been examined, further parasite control products are available for purchase and prices are available on request. We reserve the right to use our clinical judgement in the provision of these services.

Neutering and microchipping requirements

- All registered dogs and cats must be neutered at the first opportunity after registration.
- If not neutered after being given an opportunity to do so, they will no longer be permitted to access our services until such time that proof of neutering is received.
- Exceptions may be permitted if our veterinary surgeons consider a procedure or treatment to be unsuitable for the patient at that time.
- Since 6th April 2016 it has been a legal requirement for all dogs to be microchipped by 8 weeks of age.
- From 10th June 2024 it will be a legal requirement for all cats to be microchipped by 20 weeks of age.

Out of hours and emergency cover

In the event of an emergency relating to a procedure carried out at Mayhew, please contact the RSPCA Finsbury Park Animal Hospital on 0300 123 0712. Their address is 22 Sonderburg Road, London, N7 7QD. This service operates between the hours of 5pm and 8am Monday to Saturday and all-day Sunday. Please note that any costs incurred will need to be paid in full by you. In addition, under no circumstances will we pay for any veterinary fees.

In-patient care

During our normal working hours, we have trained veterinary staff to supervise and participate in the care of our in-patients. We do not have qualified veterinary staff on site 24 hours a day. Any patients deemed to require overnight veterinary care, or monitoring, will be transferred to our out-of-hours (OOH) service. Any associated costs are the full responsibility of the owner. This would include any additional postoperative care required.

Any patients who have not been collected by owners on the day of surgery, at the prearranged discharge time, will stay on site overnight or be transferred to our OOH provider and an additional overnight charge will be applied on collection.

Veterinary training

Student veterinary surgeons and/or student veterinary nurses may be involved in the care provided to your animal. Any such involvement will be strictly under the direction or supervision of a registered veterinary surgeon, as laid down by the code of conduct of the Royal College of Veterinary Surgeons.

Payment of non-free services

- Any fees incurred must be paid in full at the time of consultation or upon discharge following surgery or hospitalisation.
- Historical debts must be paid in full prior to any further veterinary service being provided.
- You will be provided with an estimate of the likely costs of treatment once the veterinary surgeon has examined your animal. Please understand that any estimate can only be approximate, as the treatment to be provided will vary according to how your pet responds.
- We accept cash, debit card and credit card payments.

Refusal of treatment

Mayhew may decline to permit the registration of any animal at their discretion, for example if they believe the owner is breeding from the animal. Mayhew reserves the right to refuse treatment to any animal including for non-attendance of appointments. This decision may be taken prior to seeing an animal, or after any incidence with either the pet or owner. First aid and treatment to prevent suffering will be offered to animals before referring on to an alternative care provider, if necessary.

Prescriptions

Prescriptions are available from this practice. You may either obtain prescribed veterinary medicinal products from your veterinary surgeon or ask for a written prescription and obtain these medicines from another veterinary surgeon or a pharmacy. All requests require 72hrs notice.

Prescriptions are only able to be issued to animals under our care. A regular examination of your pet is required by regulations set by the Royal College of Veterinary Surgeons. The frequency of examinations depends on the medicine being prescribed but is generally every 3-6 months. This will be advised by your treating Veterinary Surgeon. There is a charge for writing a prescription – please ask for current prices.

How we use your information

If you register to receive veterinary services for your animal(s), Mayhew will keep your details. We need to keep a record of your name and address, what animals you own and how to contact you if we need to. We will also record details of your animal's treatment. Your personal data will be treated in confidence, fairly and lawfully, and comply with GDPR regulations.

We will not use your personal data for anything else and won't provide it to others unless you say we can. Full details of our privacy policy are available at

<https://themayhew.org/privacy-policy/> Print copy is available on request.

Ownership of records

Clinical notes and similar are the property of, and are retained by, the practice for a minimum of seven years. A copy of your pet's records may be sent to another veterinary practice, other veterinary professionals, pet insurance companies or yourself. In accepting these terms and conditions, you agree that Mayhew may share your pet's clinical record

with other clinicians and their organisations, when necessary for the treatment of your animal(s).

Ownership of radiographs and similar records

During your pet's treatment, we may have taken radiographs or similar diagnostics such as ultrasound scans. Even though you may have incurred a charge for carrying out and interpreting these, the ownership of the resulting record, for example a radiograph, will remain the property of Mayhew. Images will be shared on request to another veterinary practice.

Complaints

We hope that you will never have recourse to complain about the standards of service received from the Mayhew Vet Clinic. 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 let us know as soon as you can by:

Emailing us at: vetclinic@mayhewanimalhome.org

Writing to us at: Mayhew Community Vet Clinic, Trenmar Gardens, Kensal Green, NW10 6BJ

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?

Please let us know how you would prefer to be contacted e.g. letter, phone call, email, etc.

What we will do

We will acknowledge your complaint within 3 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 look into your complaint, we will:

- Find out what happened and what went wrong.
- 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 concern, 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 at the below address:

Royal College of Veterinary Surgeons, Belgravia House, 62-64 Horseferry Road, London, SW1P 2AF

<https://animalowners.rcvs.org.uk/concerns/>

We are regulated by the Royal College of Veterinary Surgeons (RCVS).
Visit rcvs.org.uk for further details.

General

- We may change any of these terms and conditions from time to time without notice.
- Your statutory rights as a consumer are not affected by anything in these terms.

Contact information

Telephone: 020 8962 8017

Email: vetclinic@mayhewanimalhome.org

Mayhew, Trenmar Gardens, Kensal Green, London, NW10 6BJ