

Welcome to Spinney Vets

With two fully fledged practices in our group, we have a wealth of expertise across the Northampton area. Our practice in Wootton Fields has recently been expanded complimenting our large, extensively equipped Veterinary Hospital on the Kettering Road.

We have the longest established Veterinary Hospital in Northamptonshire, a term which is more than just a name. It is a proud accolade for which we are rigorously tested to achieve and maintain by the Royal College of Veterinary Surgeons (RCVS).

Our promise is to provide care, advice and support for you and your pets, in sickness and health, offering a wide range of services from weight clinics to orthopaedic surgery. With our well-equipped hospital and ability to care for in-patients 24 hours a day, we are able to go the extra mile for your pet, allowing us to do more and refer less. This means we offer the best possible treatment for your pet, while saving on costs for you. Please find a comprehensive list of our services at northampton-vets.co.uk

If you are new to the practice or you have a new pet, why not bring your pets to visit us? We offer a free health check to healthy newly registered pets. We can register details in practice, by phone, email or online.

If you are coming to us and your pet is unwell, please do let us know in advance your concerns and if you have visited other vets about the problem before. It is essential for us to see their previous history so we can best advise you and provide the best possible care for your pet.



Spinney Vets

Caring for your pets at

The Hospital

491 Kettering Road,
Northampton,
NN3 6QW

T: 01604 648221

Opening Times:

Mon - Fri: 08.00 - 20.00

Sat: 08.00 - 18.00

Sun & bank hols:
10.00-12.00

Emergencies Only:

Sundays and public holidays:
08.00-10.00 & 12.00-17.00
(by appointment)

T: 01604 648221

OUT OF HOURS COVER

T: 01604 648221

Wootton Fields

Tudor Court,
Wootton Hope Drive,
Wootton Fields,
Northampton, NN4 6FF

T: 01604 700366

Opening Times:

Mon, Tues, Thurs & Fri
09.00 - 18.30

Wed: 09.00 - 20.00

Sat: 09.00 - 12.00 noon

OUT OF HOURS COVER

T: 01604 648221



Spinney Vets

www.northampton-vets.co.uk

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Out of Hours

Emergency consultations are available from 8am-8pm Monday-Friday, 8am-6pm Saturdays and 8am to 5pm on Sundays and public holidays.

Please contact us as early as possible if you have concerns about your pet. Outside of the above hours you should contact the practice as normal, and we will provide you with the contact number for our out-of-hours provider 'Vets Now' who will endeavour to help, whatever your emergency.

Inpatient Care

As a practice with Hospital status, we are proud to provide inpatient care for your pets 24 hours a day, seven days a week.

This means no transfers to other out-of-hours providers after admission, reducing stress and risk to our patients and you, our clients. This service is provided at our Kettering Road Hospital and includes round-the-clock monitoring with checks, procedures and medical or surgical treatment provided whenever necessary.

Outside of our emergency opening hours, we have a nurse on site at all times to provide routine care, monitoring and the administration of medications. Our nurse reports to a vet who is responsible for the inpatients and as such is on call for any of our inpatients' needs. If contacted by our nursing team, vets will perform any necessary checks, liaise directly with you about any problems or changes as they happen and perform any necessary treatment as rapidly as is clinically appropriate. We strive to provide the best treatment possible for our patients independent of time or day.



Fees

A consultation fee is applicable any time you book a visit to see the vet with your pet (except vaccinations where the consultation fee is included in the vaccine cost). Please speak to one of our team for more information.

Our consultations usually last 15 minutes. During this time, we aim to build up a thorough history of your pet, perform a clinical examination and discuss with you a plan of action based upon our findings. Fees for treatment, including the consultation fee, up to a total value of £80 will not generally be discussed specifically, but if you would prefer that any costs exceeding that of the pre-agreed consultation fee be discussed before medication is given, please do not hesitate to inform the vet at the time of consultation.

Over that value we will provide as detailed as possible estimates for further care, investigation or treatment. Please be aware that these may vary by up to 20% on the final bill, dependent on the type of procedure being performed, but where at all possible, we will always try to inform you in advance of any alteration to the expected cost.

Emergency consultation fees apply (£94.24 for registered clients). Please ask a member of our team for more information. A 10% fee will also be added to any professional fees (e.g. surgical time) required during these time periods. These increased fees reflect (to a small extent) the extra costs required to ensure that we can offer the best and most thorough treatment for your pet, night or day.

During the day, we offer a wide range of times for normal consultations and

it is very rare we cannot organise a consultation within 24 hours for you and your pet.

However, there are times when it is inappropriate to wait until the next appointment becomes available, and in those cases or, for your convenience, it is possible to arrange a consultation with a vet outside of normal consulting hours (but within the normal working day). This often means rearranging work load within the practice so again we do offer this service at a slightly increased fee (£58.94). Whenever you call to book a consultation, the fee will be discussed in advance but please do ask for more clarity, if needed.

We offer a free of charge health check for healthy pets who are newly registered with us.

Whilst our main aim is to concentrate on clinical care, inpatient treatment can lead to unexpected costs. It is our duty to ensure that you have full awareness of these and, as such opens the possibility of discussion about cost. We endeavour to be as open as possible about all options available to you for your pet. Our policy is to update clients (at least once daily) on any ongoing costs during periods of hospitalisation.

We recommend that all our clients consider insurance for their pets where affordable to reduce the significance of cost on clinical decision making.

GDPR

For us to abide by current GDPR regulations, the Practice keeps a record of your contact details so that we can inform you of vital services and situations to enable us to treat your pets to the best of our ability.

This information will not be passed on to any third-parties, other than to help us provide these services for example laboratory services (blood tests or cytology). From time to time we will need to contact you to remind you or make you aware of situations concerning your pets, at time of registration we will discuss, with you, your preferences for how and when we contact you in these situations. For detailed terms and conditions please see our website.

Complaints

In all that we do, we aim to treat your pets to the best of our abilities, but we do not always get things right. If you have any concerns about your pet's care or treatment please make us aware of this at the earliest opportunity.

You may contact us by phone or email to discuss these concerns and we will try to address them as thoroughly and quickly as possible please be assured that any complaint received is taken with the upmost seriousness. Depending on the type or nature of complaint we will address it as follows:

If you have an immediate concern about the clinical treatment of your pet, we are likely to direct you to the veterinary surgeon responsible for your pet's care. They will have the most knowledge of the circumstances surrounding your pet's treatment and care. If they are not immediately available, we will aim to be in contact with you within 24 hours.

If you would prefer to see an alternative vet for a second opinion, we would recommend that you book an appointment with another of our vets to consider the case. Staff involved are expected to discuss any cases of concern with one of our two clinical directors to ensure all is being done to provide the best possible care for your pet and service for you.

If a complaint is non-clinical or non-urgent then you may be asked to put your concerns in writing to the practice manager who will investigate thoroughly, while keeping you updated with any findings or decisions made, although this process may take a little longer. We are committed to providing the best possible care for your pet.

