

NEW CLIENT INFORMATION

Mayhew's Community Vet Clinic provides free and low-cost veterinary care for all pet owners and our in-house animals. The services we offer include free and low-cost neutering, vaccinations, microchipping and flea/worming treatment. Our low-cost neutering services are available to everyone. We offer free neutering for bull breeds and cats eligible under the London C4 scheme.

Clinic Opening Times

Clinic Opening hours: Monday to Friday 8am- 5pm Saturday 9am-5pm Sunday closed.

Neutering appointments:- Monday – Friday

Vaccination Clinic:-Thursday and Saturday mornings

Nurse Clinic:- Tuesday mornings, Friday afternoons and Saturday afternoons

Appointments can be made by calling **020 8962 8017**.

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

What else do I need to know?

Animals attending our Vaccination Clinic can attend for their primary course of vaccinations. After this, we would require them to be neutered to continue attending our Clinic.

In the event your pet needs to be seen outside of our opening hours for an issue related to treatments received at Mayhew please contact our out of hours service providers the RSPCA Putney Animal Hospital on 0300 123 0716 or RSPCA Harmsworth Animal Hospital on 0300 123 8071. Please note that any costs incurred there will need to be paid in full by you. In addition, under no circumstances will we pay for any Private Veterinary Surgery fees.

Please ensure your pet is registered at a private vet or another charity (if you fit their criteria), in case of any other veterinary needs or emergencies.

Full details of our privacy policy are available at <https://themayhew.org/privacy-policy/>. Print copy available on request.

Price List

Vaccinations

Dogs

Standard Vaccination (DHP + Lepto 4) £26

Kennel Cough and Parainfluenza £25

Cats

Standard Vaccination (Cat Flu + Enteritis) £26

Standard Vaccination plus Feline Leukaemia £36

Neutering

Dogs

Standard -£55.00 (add £50 for retained testicle or if pregnant)

Cats

Standard- £35.00 (add £50 for retained testicle or if pregnant)

C4 scheme neutering- Free

Rabbits and Guinea Pigs

Standard-£60

Prices correct as of 01.01.2020 but may be subject to change. For up to date prices please call 020 8962 8017 or email vetclinic@mayhewanimalhome.org

Complaints procedure

We hope that you will never have recourse to complain about the standards of service received from 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 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 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 at the below address:

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

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