Practice Brochure

83, High Street, Hillmorton.
Rugby, Warwickshire.
CV21 4HD
Tel: 01788 542221
Fax: 01788 562242

1, Craven Road.
Rugby, Warwickshire
CV21 3JX
Tel: 01788 562844
Fax: 01788 553642

(and Dog Swimming Pool)
12, Upper Grove Street.
Leamington Spa, Warwickshire
CV32 5AN
Tel: 01926 422592
Fax: 01926 334084

Small and Large Animal Veterinary Surgeons
VetSwim

Directors:
S.W.E. Daniel B.V.M.&S M.R.C.V.S
S.H. Sharples B.V.Sc Cert S.A.M. M.R.C.V.S
This veterinary practice was founded over 45 years ago by Sandy Lyons. David Walker took over in 1985 and was joined by Simon Daniel in 1992, first as an assistant and then as a director from 1995. In 2006, Sian Sharples, a former assistant, returned to the practice after 18 months working in referral hospitals, as a director.

As a 'mixed' practice in Warwickshire, we deal with both companion animals and livestock, from the smallest hamster to the largest Shire horse.

There are two fully equipped surgeries, one in Rugby and one in Leamington Spa that also houses hydrotherapy facilities consisting of a pool and a water treadmill. There is a further branch surgery also in Rugby at Craven Road.

The farm and equine side of the practice covers an area of about 450 square miles around these two towns and is approximately 20% of our work, mainly in Warwickshire but also covering parts of Leicestershire and Northamptonshire.

At each site there is a dedicated team of veterinary surgeons, veterinary nurses, managers and trained veterinary receptionists.

All of our staff work together as one team striving to provide a professional and friendly service for you and your animals in a relaxed atmosphere.
Consultations with the veterinary surgeons are **by appointment only** and the times for the surgeries are as follows:

### MONDAY TO FRIDAY

<table>
<thead>
<tr>
<th></th>
<th>Morning</th>
<th>Afternoon</th>
<th>Evening</th>
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<tbody>
<tr>
<td><strong>Leamington Spa</strong></td>
<td>8.45–10.00am</td>
<td>2.00-3.00pm</td>
<td>5.00-7.00pm</td>
</tr>
<tr>
<td><strong>Leamington Spa Nurses’ Clinics</strong></td>
<td>N/A</td>
<td>2.00 to 3.00pm most days</td>
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<tr>
<td><strong>Practice Puppy Parties held at Hillmorton, Rugby</strong></td>
<td>N/A</td>
<td>N/A</td>
<td><strong>Wednesdays only</strong> 7.30pm–8.30pm (Call 01788 542221 to book)</td>
</tr>
</tbody>
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### SATURDAYS

| **Leamington Spa** | 9.00am-12.00noon |

For the pool opening times, please see separate pool information sheet.

All the surgeries are run by **appointment only**, which can be either be made by telephone or in person at the surgery. It is often quite helpful to give a few details about your pet’s problem to the receptionists, so that we are forewarned of any special requirements (eg. If your dog has kennel cough, which can be highly contagious to other dogs, we will need to isolate him/her whilst waiting for the consultation).

For minor treatments, such as nail clipping or removal of stitches, an appointment with one of the qualified veterinary nurses in the nurses’ clinics may be appropriate.
The surgery’s receptions are open the following times:

**Hillmorton** - Monday to Friday 8.00am to 7.00pm
   Saturday 9am to 4pm

**Craven Road** - Monday to Friday 8.30am to 11am, then 4pm to 6pm

Come on in for general enquiries, collection of prescriptions and diets, pet shop supplies and paying of accounts etcetera.

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<tr>
<td><strong>Hillmorton</strong> Consulting hours</td>
<td>8.00am-11.00am</td>
<td>2.00-3.30pm</td>
<td>4.00-7.00pm</td>
</tr>
<tr>
<td><strong>Craven Road</strong> Consulting hours</td>
<td>8.45-10.15am</td>
<td>CLOSED</td>
<td>4.30pm - 6.00pm</td>
</tr>
<tr>
<td><strong>Hillmorton Nurses’ Clinics</strong></td>
<td>Call surgery for times</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rugby Hillmorton Puppy Party</td>
<td>N/A</td>
<td>N/A</td>
<td>7.15-8.15pm (Wednesdays only) Call to confirm</td>
</tr>
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### SATURDAYS

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<tbody>
<tr>
<td><strong>Hillmorton</strong></td>
<td>9.00am-4.00pm</td>
</tr>
<tr>
<td><strong>Craven Road</strong></td>
<td>Closed</td>
</tr>
</tbody>
</table>
**VISITS, CLINICS AND EMERGENCIES**

**SMALL ANIMAL VISITS:**
We do not routinely make home visits as the full facilities on offer at the surgery mean we are better able to treat your pet at the practice than at your home. HOWEVER there are situations where a home visit is more appropriate, and in these cases it is best to contact the surgery before 9.30am if possible and efforts will be made to come to you as soon as we can.

**LARGE ANIMAL VISITS:**
Farm and equine clients—please try to give as much notice as possible for visits, and telephoning before 10.30am would be much appreciated. Visits are generally carried out between 11.00am and 4.00pm Monday to Friday. Emergencies will obviously be seen as promptly as possible at any time.

**EMERGENCIES—SMALL AND LARGE ANIMAL:**
In the case of an urgent problem it is always best to telephone the surgery to let us know you are on your way and you will then be seen as soon as possible on your arrival. Outside surgery hours this practice provides **24 hour emergency cover**, in line with the requirements of the Royal College of Veterinary Surgeons. The on-call veterinary surgeon is reached by a message pager. The number for which is given out by the surgery answer-phone when the practice is closed. Please telephone the message service and leave your details with them as requested, and the veterinary surgeon will phone you back as soon as possible. There is an additional charge for emergency consultations at the surgery outside of normal opening hours, however if your pet has been seen within the last 12 months (an Active Client), you will be charged a discounted rate of £50 including VAT (compared to £100 including VAT) for Inactive Clients.

**NURSES CLINICS:**
These are run at our Hillmorton and Leamington Spa branches by our nursing staff. These sessions are free of charge, however some procedures carry a small charge. The nurses are available to answer any general questions about your pet. Just some of the services provided are the following:

- Diet advice
- Flea and worming dispensing and advice
- Elderly pet advice
- Tick removal
- Stitches removal from neutering operations
- Nail clipping
- Dressing changes
- Weight check and advice

**PUPPY PARTIES** are run at our Hillmorton surgery, where advice is given to ensure your new pup has the best start in having a sociable and healthy life. Basic training is discussed to help you on your way and also plenty of opportunity for the pup to meet different breeds of dogs and a variety of people, allowing him to become accustomed to the diversity the world has to offer. Please ring the Hillmorton surgery—01788 542221 for details.
The surgeries are fully equipped and computerized to provide the best veterinary care, diagnostics and treatment, both medical and surgical.

A whole variety of diagnostic aids are available, such as digital radiography (x-rays), ultrasound, endoscopy (bronchial and gastro), ECG (electrocardiogram), EMG (electromyelogram) and, at Hillmorton, an on-site laboratory.

Our full suite of medical and surgical facilities is supported by a safe, clean and comfortable hospital environment for your pets to recover from surgery or illness.

2003 saw us relocate our Leamington surgery to a more spacious accommodation and this has allowed us to open a swimming pool (VetSwim) for dogs.

The swimming pool allows hydrotherapy treatments and exercise for all shapes and sizes of dogs, be it for rehabilitation or just for fun. If you are interested in this particular facility, ask at your local surgery for a brochure or leaflet.

At the end of 2004 saw us updating and extended our Hillmorton surgery. More consulting rooms are now available, in addition to conference rooms to aid staff training.

Large animal work is usually performed in situ at arranged times for routine procedures.

These facilities allow a rapid and comprehensive investigation of any problems your pets might have.
The veterinary surgeons at this practice are all fully qualified in general veterinary practice, and some have undergone further studies in particular areas that are of interest to them. You may find that you are referred to another vet within the surgery if your animal has a problem of which they have particular expertise. Continued Professional Development (CPD) is encouraged at our practice to ensure that your pets receive the best possible care. There are seven full time vets in the practice, of which three are directors, and four are associates.

**The Directors:**

**David Walker B.Vet.Med. CertSAO MRCVS**
David qualified from The Royal Veterinary College, London in 1979. He has a RCVS Certificate in Small Animal Orthopaedics which was awarded in 1992 and he was one of only 35 vets in the country at the time to hold this certificate. In addition to regular consults, David sees most of the more complex surgical cases involving bones and joints. David regularly attends CPD conferences to remain up-to-date with the latest methods in orthopaedic surgery.

**Simon Daniel BVM&S MRCVS**
Simon qualified from the Royal (Dick) Veterinary College, Edinburgh in 1992. Simon has worked here since qualifying and has been a director since early 1996. In addition to veterinary duties, Simon is highly involved in the management of the practice. Simon sees most of our more complex soft tissue surgeries such as those involving the gastrointestinal tract and also has experience in eye surgery. Simon is the Honorary Secretary of the Warwickshire Veterinary Clinical Club which is a division of the BVA. The WVCC hold regular meetings where local veterinary surgeons partake in lectures given by specialist speakers.

**Sian Sharples BVSc CertSAM MRCVS**
Sian qualified from the University of Liverpool in 1999. Since graduating, she has worked with us in between pursuing her interest and skill in small animal medicine culminating in her achieving her Certificate in Small Animal Medicine in 2007. During her studies she has interned at the Animal Health Trust in Newmarket and at The Willows Referral Service in Solihull. The experience of working in specialist hospitals has allowed her to develop and utilise improved diagnostic techniques. Sian is currently on maternity leave.

**The Associates:** (in alphabetical order)

**Andrew Craig BVSc MRCVS** graduated from the University of Liverpool in 2009. A farmer’s son, he is very well experience in large animal work in addition to small animals. Andy has worked in Staffordshire and Northern Ireland in mixed practice. Andy has a particular interest in small animal orthopaedics and is looking forward to the experience of working with the Orthopaedic Certificate holder here. Outside of work, Andy enjoys participating and watching all sports.

**Fiona Grief BVetMed MRCVS** graduated from Royal Veterinary College, London in July 2012, and during the months since graduated has amassed a great deal of experience treating both small and large animals. Having a keen interest in small and large animal surgery, Fiona hopes to continue to develop her skills and knowledge of these areas. Fiona has already become a favourite with our clients and has settled into the Rainsbrook team with great ease.

**Sian Harper BVSc MRCVS** graduated from Bristol University in July 2011. Since graduating Sian has seen many practice at many types of veterinary surgery including a number of month workings in an ecological rescue centre in Peru treating a large variety of exotic species. Sian has a broad interest in veterinary surgery and medicine and is looking forward to expanding her skills with us here at Rainsbrook Vets.

**James McLeod VetMB MRCVS** graduated from Cambridge University in July 2010. Since graduating James has seen a mixture of farm, equine and small animal practice in Oxfordshire. James has a particular interest in Small Animal Medicine and hopes to pursue further study in this field. In the near future James plans to give a home to a black Labrador—so watch this space! Out of work James has a keen interest in playing Rugby and is thoroughly enjoying the area so far.
VETERINARY NURSES

Alison Coxon RVN qualified at Brinsbury Agricultural College. She is a nurse of many years experience—been employed with this practice since 1991! Alison is our practice head Nurse and is also in charge of VetSwim based at the Leamington Spa practice. In addition to her pool duties Alison is one of our experienced nurses, our student nurse Assessor and is in charge of overnight inpatient care at our Leamington Spa surgery. She has an interest in physiotherapy and behaviour and regularly attends courses in this field.

Kay Lockwood BSc RVN qualified with the RCVS in May 2009 but did a four year degree in Veterinary Nursing and Management at Warwickshire College at Morton Morrell, graduating with a BSc in November 2010. All training was done at a small animal practice in Banbury which initiated an interest in surgery. Kay’s training experience has helped develop Kay's interest in all things small and furry and this is one of the areas she wishes to develop at Rainsbrook to which end she has started her Veterinary Nursing of Exotic Species Certificate in 2011. Kay is based at both our Leamington and Rugby surgeries.

Gemma Archer BSc (Hons) RVN joined us after completing a two year National Diploma in Animal Management and a four year BSc Combined Honours in Animal Behaviour and Welfare degree and qualified as a veterinary nurse in 2011. Currently living in Rugby, Gemma is heavily involved in inpatient care at our Hillmorton surgery. She works at both our Leamington and Hillmorton surgeries and enjoys all aspects of veterinary medicine and surgery. A fan of all things small and furry, Gemma has two rabbits and a gorgeous cat called Winni at home.

Amy Goldschmidt BSc (Hons) SVN has been working at Rainsbrook in various roles since 2004, initially working part time whilst she studied for her Zoology (Animal Science) degree at University of Leeds. After graduating in 2009, Amy enrolled at Warwickshire College at Moreton Morrell to study Veterinary Nursing with Practice Management. In addition to studying and training for her veterinary nursing qualification, Amy always works on reception at our Hillmorton surgery. Amy is kept busy out of work by her two cats and her Scottish Terrier Bella.

Tamara Cordy BSc(Hons) SVN graduated from Warwickshire College at Moreton Morrell with a degree in Sport Science (Equestrian Coaching). In addition to her love of horses, Tammy has a soft spot for all small furries encouraged by her two rats Monty and Bob. Her two Jack Russells, Denai and Ginny keep her busy, and with what little time she has left outside of work she enjoys horse riding, outdoor pursuits and reading. Tammy recently adopted a terrier from the DogsTrust called Herbie who has become quite a fixture. Keep an eye out for him, he loves to grin!

Kim Finney SVN joined Rainsbrook in 2012 and is currently training at Warwickshire College at Moreton Morrell. Kim has years of experience of working with a wide range of small animals, and it is this that encouraged her to pursuing veterinary nursing. Kim has worked previously at a small veterinary surgery where she started her training, however wished to move to a busier environment to aid her training. We can safely say she has dived in to life at Rainsbrook and is a valued member of the team.

Marie Foulkes joined the Rainsbrook team in April 2007. She works at both the Leamington and Hillmorton surgeries She helps runs the Puppy Parties with our nurse on a Wednesday evening too. Marie is a Kennel Assistant. Marie assists the veterinary nurses in ensuring all inpatients have everything they require. Marie also helps to ensure that the hospital areas are thoroughly cleaned and to standard. Marie has previous experience in animal care. At home Marie has a cat called Tommy.
**Sue Gibson** is Rainsbrook’s Financial & Personnel Manager. A complex and varied role, Sue deals with staff issues, employment contracts and the law, development of employees and payroll to name a few. Sue has worked at the practice for many years and has seen it grow into the multi-disciplined, multi-branch, RCVS Accredited practice that it is today.

**Linda Peake** has worked at Rainsbrook since 1991 in various roles from receptionist to nurses aide to practice manager. Linda brings all this extensive experience to the role of Head of Reception of our Rugby branches. In addition to other duties, Linda deals with all the insurance claims for our Rugby branches. Linda is also our Large Animal Co-ordinator, who works closely with our large animal clients, helping to ensure, amongst other things, that government requirements are met. Linda is also in charge of scheduling, ensuring all branches are appropriately staffed at all times. You may also see Linda on our Leamington Spa reception.

**Stacey Hammond BSc PGDip(CABC)** has worked at the Leamington Spa practice for nearly 10 years now. Her first degree was in Ecology with Biology obtained from the University of East Anglia, Norwich and Simon Fraser University in Vancouver, Canada. She achieved her postgraduate diploma in Companion Animal Behaviour Counselling from the University of Southampton last year. Stacey is our Accounts and Facilities Manager for all three branches and is seen at all three sites. A varied role, she deals with insurance claims at our Leamington surgery, all client accounts and charity accounts, Health & Safety, RCVS Accreditation, buildings and equipment maintenance, marketing and literature production.
Tracey Asquith has been with us for a number of years and works at both our Rugby and Leamington Spa surgeries. Born and raised locally, she enjoys walking and horse riding and is seen out and about with her 13 year old dog Tazmin. Tazmin is well known at our practice as she had a Total Hip Replacement in 2005 and for a time, was a regular user of our hydrotherapy facilities.

Alison Sidwell joined Rainsbrook in summer 2010 mainly based at our Leamington Spa surgery. She has a large amount of reception experience having worked at a private hospital. Alison is enjoying working with us and is gaining lots of experience in handling our patients as reception work in a vets is a bit more hands on than anywhere else! Outside of work she is busy volunteering for the Ambulance Service as part of the Incident Support Unit. She has a gorgeous little crossbreed terrier at home called Sam.

Val Currie has been working at the Rainsbrook Rugby branches for over 12 years now. When not busy at work, Val is training her little Lhasa Apso, Griff, who is proving to be very cheeky! Val also has a Diploma in dog grooming which helps her keep her pack in excellent condition.

Louise Haddon joined Rainsbrook in 2011. She thoroughly enjoys working at a vets, and has already homed a little rescue kitten called Audrey who her son positively adores!

Yvonne Hibbert has worked for Rainsbrook since 2001, and is mainly stationed at the Hillmorton surgery. When not ensuring the Hillmorton branch runs smoothly, she relaxes by walking her dog Lexi, who always seems to get into mischief! Yvonne also has a particular interest in wildlife and the Grand Prix! Yvonne’s love of dogs is apparent to everyone who attends our Puppy Parties at our Hillmorton surgery which Yvonne helps run and organise along with our nurses.

Sarah Jacklin joined Rainsbrook in 2011 and has a background in banking where she was a project manager for a number of years. After having time off to start a family she wanted to go back to work and do something that she always wanted to do, work in the animal sector. Sarah has a passion for horses and is in the process of purchasing a horse which she can train up to compete locally. Sarah has 2 kittens from the Cats Protection, who her son totally adores!

Michelle Ollerenshaw joined Rainsbrook in 2011. Michelle is enjoying the variety of day to day work and has fitted in well with the Rainsbrook team.

Bev Beacham is a hydrotherapy assistant with extensive experience in the animal sector. Bev has a lot of experience with all types and ages of dogs which enables her to make them at ease when they use our hydrotherapy facilities. For 15 years Bev was a professional falconer which involved working with birds of prey and pointing dogs. At home she has 2 boxers who are very welcoming to the boarding dogs who come to stay with her. Her list of previous pets range from piranhas and ponies to stick insects and a hermit crab!
Preventative Healthcare

Vaccination

As the saying goes, prevention is far better than the cure. Fortunately vaccines are available for many of the major infections that your animals may face and form an important part in disease control. As recently as the 1980's about 25% of all pups died from parvovirus, but thanks to vaccinations this no longer is the case. The following vaccinations are available:

**DOGS:** Vaccination against distemper, hepatitis, leptospirosis, parvovirus and parainfluenza virus is strongly recommended. Additional vaccination against kennel cough is available for dogs going to boarding kennels, go to dog shows or who are generally in contact with many other dogs. Rabies vaccine for animals travelling abroad or requiring Pet Passports is available.

**CATS:** Vaccines for cat ’flu, enteritis and leukaemia are routinely given. Rabies vaccine for animals travelling abroad or requiring a Pet Passport is available.

**RABBITS:** Vaccination against myxomatosis and viral haemorrhagic disease (VHD) is available.

**HORSES:** Equine ‘flu and tetanus.

Vaccination courses start with two injections and can be given as young as 8 weeks for small animals, followed by an annual booster or as advised by your vet. The surgery will advise you on what is best for you animal, and on when to start the course. Please see our Vaccination leaflet, available online, or at the surgery.

Parasite Control

The downside of having pets is discovering their little friends that sometimes come with them! Effective flea control is easily achieved by using one of the variety of products available to suit your household. The surgery can advise on the most suitable ones for your pet.

Worming, especially in your pet’s first 6 months of life, is very important for the health of you, your family and your pet. It is best to do this every 2 weeks up to 3 months of age and then monthly up to the age of 6 months and then every 3-6 months thereafter, with either a simple tablet or food additive. These are available from the surgery. Please see our Worming leaflet, available online, or at the surgery.
TERMS AND CONDITIONS OF BUSINESS

Thank you for entrusting the care and attention of your pet to Rainsbrook Veterinary Group Ltd. This letter 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 explanation/clarification if required.

FEES

All fees, diets and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and according to the drugs, 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.

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 the account using:

- CASH
- CHEQUE with current Banker card
- CREDIT/DEBIT CARD - Switch, Solo, Mastercard, Visa, Delta, American Express. Payment can be made in advance over the telephone.

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.

SETTLEMENT TERMS

Should an account not be settled at the time of treatment, then an invoice will be sent. Should it be necessary for further reminders to be sent, further charges will be 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 debts: such as production of reports, correspondence, court fees, attendance at court, phone calls, home visits, etc. Any cheque returned by our Bank as unpaid, any Credit Card payment not honoured and any Cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of bank charges and Administrative costs together with interest on the principal sum.

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 the Accounts Manager or a Director. Please note that installments or part payments of any account may only be sanctioned with the express permission of the Directors and is not usual practice.

PET HEALTH INSURANCE

Rainsbrook Veterinary Group Ltd strongly supports the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any member of staff. Please be aware that it is your responsibility to settle your account and then reclaim the fees from your Insurance Company.

As a practice we are an Appointed Representative of Pet Plan Ltd, meaning we can recommend the appropriate Pet Plan policy to suit your needs and help you during the claims process. With FSA regulations we are unable to discuss other companies’ policies with you, but can still complete the veterinary section of their claim forms.

PDSA

Our surgeries at Rugby (Hillmorton and Craven Road) are designated PDSA Pet Aid centres for postcodes CV21, CV22 and CV23. This charitable service provides financial treatment for one pet in a household that is in receipt of council tax or housing benefit. Clients must register in advance for PDSA assistance by providing proof of benefit, completing an application form and paying a £7.50 administration fee (postal order made payable to PDSA). Certificates are normally renewed every 6 months. The PDSA does not cover the following treatments:

- House calls and out of hours charges
- Case referrals
- Prophylactic treatments including vaccinations, neutering, misalliance injections, flea and worm treatments
- Health checks and pregnancy diagnosis
- Attention to stray animals, or insured animals
- Prescription diets
- Some laboratory tests
- Private cremation

Full details are available on request.

COMPLAINTS & STANDARDS

We hope that you never have recourse to complain about the standards of service received from Rainsbrook Veterinary Group Ltd. However, if you feel that there is something you wish to complain about, please direct your comments in writing for the attention of our Directors who will follow the Company’s complaint procedure (copy available upon request).

OWNERSHIP OF RECORDS

Case records including radiographs and similar documents are the property of, and will be retained by Rainsbrook Veterinary Group Ltd. Copies with a summary of the history will be passed on request to another veterinary surgeon taking over the case.

OWNERSHIP OF RADIOGRAPHS AND SIMILAR RECORDS

The care given to your animal 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, remains with the practice.

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by one of the Directors. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in any way.
USEFUL NUMBERS

Leamington Spa

Cats Protection 01926 334849  
*(Leamington Spa and surrounding areas)*
Pets Go! 01926 420520 07928026511
Dog Warden 01926 450000
Comfy Creatures 01926 832780  
*(Caring for your cat when you’re away)*
Pets and People 01926 403795  
*(Dog boarding in people’s own homes)*

Rugby

Cats Protection 01788 570010  
*(Rugby and surrounding areas)*
Wag & Train 01788 330482  
*(Puppy training)*
Dog Warden (9am-4pm) 01788 533857  
*(weekends & between 4pm-9.30pm)* 0800 096 8800
PDSA PetAid 0800 7312502  
*(Advice line)*

All Areas

Canine Behaviour Counsellor 01604 269451  
*(Stephanie Hedges BSc CertHE AAB—veterinary referrals only)*
Dog Swimming Pool 01926 422592  
*(Hydrotherapy for rehabilitation or just for fun)*
DogsTrust, Honiley 01926 484398  
*(National dog rehoming charity)*
Missing Pets Bureau 0870 1 999 999  
*(Lost or found a pet—call for assistance)*
Pet Bereavement 0800 0966606  
*(Support line)*
Pet Cremation Services (PCS) 01604 740220  
*(For when the time comes)*
Pet Travel Scheme Helpline 0870 2411710  
*(All the info you need to organize a pet passport)*
RSPCA Helpline 08705 555999