

Getting the best for your animal

Dear Client

Safeguarding the health and welfare of your animal(s) can only be achieved through a good working partnership with your veterinary practice.

For this to happen, it is important that everyone understands what to expect from each other.

What to expect from your veterinary team

Veterinary surgeons and veterinary nurses abide by the Royal College of Veterinary Surgeons Code of Professional Conduct, which includes that they:

Make animal health and welfare their first consideration, and provide appropriate and adequate veterinary care

Prescribe*, supply and administer medicines responsibly and only prescribe medicines for animals they have seen recently enough to understand their condition

Provide you with appropriate information about the costs of services and medicines, and seek your consent for treatments or procedures

Provide 24-hour emergency first aid and pain relief, either personally or through another provider, and supply full details about this service

Keep information about you and your animal(s) confidential, unless animal welfare or the public interest may be compromised

Respond promptly, fully and courteously to any concerns that you may raise

*generally, only vets can prescribe veterinary medicines

Your responsibilities as an animal owner

Under the Animal Welfare Act 2006[†], you must take positive steps to protect your animal(s) from pain, suffering, injury and disease; in addition, please:

Act promptly if you have any concerns about your animal's health - if in doubt, always contact your veterinary practice for advice

Listen to the advice given by your veterinary team and ask for more information if you need it; be open and transparent so your veterinary team can provide you with the best advice

Give medicine as directed, for as long as directed

Familiarise yourself with the practice's out-of-hours arrangements and plan ahead how you would transport your animal(s) in an emergency

Make sure you have the means to pay for the medical care of your animal(s) promptly; consider taking out pet insurance, for example

Register all of your animals with appropriate veterinary practices

[†]or Animal Health and Welfare (Scotland) Act 2006