

# Dispensing

**We are always happy to see any of our clients for a chat, to offer you help or advice or to give your four-legged friends a cuddle!**

**Please feel free to drop in any time reception is open:**

**8.30am to 7pm on weekdays,  
& from 8.30am to 11.00am on Saturdays.**

Apart from being nice to see you, it's also a good opportunity to get your dog used to the surgery, and often our canine patients are less apprehensive about attending for a health check or treatment if they have previously been in for a small treat.

Our dispensary stocks thousands of items ranging from medicines to prescription diets and pet care products. If any item is not immediately available, twice weekly deliveries ensure that we can obtain items within a couple of days, or even sooner if the need is urgent.

In line with veterinary medical legislation, we are allowed to prescribe only for animals under our care. Therefore, in order to ensure that we are delivering the very best care for you and your pet, we need to make regular health checks on all our patients. The intervals between re-examinations will vary with each pet, depending on their state of health and the medication needed. Once a patient is stable we will happily dispense repeat prescriptions until the next re-examination is due.

**Lay staff are not allowed to dispense medicines and a vet may not be available if you arrive at the surgery without prior notice, so please order repeat prescriptions by phoning 01435 864422, allowing several days before the current supply runs out.**



A few points to remember:

- Please read any instructions on dispensed items before you leave the surgery, so that queries can be dealt with immediately.
- All tablets, except those already foil wrapped, are dispensed in child-proof containers unless you request otherwise.
- Please take care and keep all medicines well out of the reach of children.
- It is sensible to wash your hands after handling any medication and we advise wearing disposable gloves when applying any ointment or shampoo.
- When it comes to taking medicines, we are well aware that some animals may not co-operate. Sometimes there may be other options available, such as a long-acting injection or administration of tablets at one of our nurse clinics so please ask if you have any concerns.

**If you have any questions or concerns at any time, please do feel free to contact the surgery for advice, or just drop in for a chat.**



**Heathfield  
VETS**