

Welcome to Heathfield Vets



- Established for over fifty years
- Providing 24 hour emergency cover, 365 days a year, from our own practice, solely for our clients
- Modern diagnostic and surgical facilities and the latest equipment
- Expert advice on the health, care and nutrition of your animal, alternative therapies – acupuncture and homeopathy
- Delivering excellent service at a fair price

...care with a friendly face

We aim to give life-long care to all our clients' animals, through sickness and health.

We feel strongly that prevention is better than cure, which is why a big part of our job is to give advice through every stage of your animal's life:

- hip scoring and eye testing to ensure healthy breeding stock
- vaccinations, parasite control and puppy parties
- choices on family planning, nutrition and weight control
- problems associated with ageing
- helping you through the difficult decisions sometimes necessary towards the end of life.

At the time of your pet's annual vaccination we take the opportunity to perform a full health check. In this way we can spot problems before they are too far advanced.

Excellence in customer service and animal care

All of our staff undergo constant training to ensure that they are up to date with the latest techniques and treatments, and are able always to provide the highest level of service. As such, we are proud to be a **RCVS Accredited Small Animal Practice** as well as an official Veterinary Nurse training centre.

Our team of vets, nurses, receptionists and support staff aim to attain the very highest standards of diagnosis, treatment and care of every animal. And since our patients cannot speak for themselves, we strive to maintain clear communication between colleagues, staff and clients to ensure that Heathfield Vets continually delivers the highest possible standards of health care for all your animals.

Appointments and visits

We prefer to treat your pets at our surgery, where we can offer more immediate and complete care than in your home. However, where this is not practical, and obviously for our agricultural and equine clients, we are happy to make house calls along with yard and farm visits, but appreciate notification before 10am whenever possible. Please give as much information as you can so that we can bring all appropriate equipment or medicines.

Heathfield Vets reception is open from **8:30 am to 7 pm on weekdays, 8:30 to 11 am on Saturdays**, for all routine calls and enquiries and to book appointments.

Each weekday we have consulting sessions from 9 to 12.15 in the morning, then from 2 to 7pm. Please phone reception on **01435 864422** to book an appointment for any of these sessions. On Saturday mornings we hold an open surgery from 9 to 10am for those who are unable to make appointments during the week. However, this surgery can get very crowded, so please allow for waiting time.

Emergencies

At Heathfield Vets, we believe that our clients and their pets are best served by dealing with a friendly face in familiar surroundings in the case of an emergency. That's why we provide a full emergency service 24 hours a day, 365 days a year, at our own premises, with our own staff. Please do phone before coming to the surgery outside normal hours, so that we may ensure that the appropriate staff are available for you.

Simply call the normal surgery number, **01435 864422** to speak with the duty vet or receive further instructions.

As a valued client, old or new, at Heathfield Vets we look forward to helping you keep your animals happy and healthy for many years to come. Our team is always available for a chat and to provide any advice you need, or you can visit our website www.heathfieldvets.co.uk for more information about our practice.

