

Information for referred pet owners

Welcome to Willows Referral Service. The following points are intended as a guide to let you know what you can expect from our practice and we hope they will help to answer any questions or concerns you may have. If you need more assistance or advice, please do not hesitate to contact us directly on 0121 712 7070.

Appointment times

Please arrive 15 minutes prior to your appointment time. This will enable your pet to be registered and allow time for any insurance queries to be addressed, before seeing the veterinary surgeon. Complimentary refreshments are available in the waiting area, and our receptionists will be pleased to provide assistance for you or your pet on your arrival. A member of nursing staff will always be available to show you around the practice on request.

If you are unable to keep your appointment or you are held up in traffic, please let the practice know as soon as possible. We will endeavour to see you at the time of your appointment; however, this is not always possible, due to factors such as the distance many of our clients travel, traffic problems and unforeseen emergencies.

What will happen on the day of my appointment?

Unless told otherwise, please do not feed your pet on the morning of your appointment, but water should always be freely available. Diabetic animals should be fed and given any insulin as normal unless you have been specifically instructed otherwise. If time allows, please give your pet the opportunity to go to the toilet before the appointment. Please clean up after your dog if you exercise them outside the practice – there are several dog waste bins with supplies of bags located around the car park.

During your appointment a Willows' referral veterinary surgeon will take time to obtain a detailed history of your pet's medical background as well as the current problem. A thorough clinical examination of your pet will be performed and any findings, provisional diagnoses and advice will be fully discussed with you. Your pet may go home afterwards, although further tests or procedures e.g. blood tests, X-rays or scans and/or surgery may be required later. Whenever possible we will perform investigations and other procedures on the same day as the consultation, however, there is no guarantee that this will always be possible. In particular, complex surgical procedures often need to be scheduled for specific times due to caseload. It is also important to understand that, like a large human hospital, Willows provides an Accident and Emergency service, and urgent cases must take priority when we are organising our patient care.

Please note as per our hospital infection control and human health policies, we are unable to accept raw food diets for patients admitted into the hospital. A range of suitable diets are made available to inpatients and can be discussed during your consultation.

Dog Owners

Please keep your dog on a short lead at all times in the car park and the waiting room, both for your and other dogs' safety. Leads can be borrowed from reception. Please do not sit with your dog in the designated cat waiting area.

Cat Owners

Please keep your cat safe in a closed basket at all times. Willows is an iCatCare Certified Cat Friendly Practice at the Gold level and we have a separate cat waiting area, allowing your cat to relax in his or her basket, out of sight of other animals. If your cat has a wire basket, please ask at reception if you would like to borrow a privacy cover.

Pricing information

Details of both initial and follow-up consultation fees can be obtained from reception. If you wish to have some idea of possible costs for treatment of your pet's problem before you come for a consultation, your query will generally need to be handled by one of our veterinary surgeons in the department to which you are being referred. As a result, there may be a slight delay in getting this information for you, depending on the availability of an appropriate vet at the time of the query. When you come for your initial consultation, the vet will give you an estimate of further costs, before you decide whether or not to go ahead with any recommended investigations and/or treatment.

Payment options

Cash, cheques and major credit/debit cards are accepted. Payment will be expected at the time of consultation or on collection of your pet. A fee is charged for post-operative examinations and repeat consultations.

Please note that we do not accept American Express, Solo or Diners cards.

For insurance claims please see our [Insurance Claims Information Leaflet](#)

Location

Willows Veterinary Centre and Referral Service is located a few minutes' drive from Junction 4 of the M42.

The M42 is readily approached from the M1, M5, M6 and M40. Exit at junction 4 of the M42 and head north towards Shirley on the A34.

Turn right at the second roundabout on the A34 – signposted 'Monkspath Business Park'. In 200 yards, turn left at the roundabout – also signposted 'Monkspath Business Park'.

In a third of a mile turn left at the roundabout onto Highlands Road. The hospital is 200 yards on the right.

Ample parking is provided.

Please telephone us on 0121 712 7070 if you are having difficulty finding the practice, or if you have been delayed and may be late for your appointment.

Please note that some satellite navigation systems will not correctly locate the practice using our postcode B90 4NH. Should you experience difficulties pinpointing Willows correctly on Highlands Road using your sat nav, you may find that using the postcode B90 4NG (which is actually incorrect!) may place Willows at the correct Highlands Road location.

