

WELCOME TO SOUTHFIELDS VETERINARY SPECIALISTS

What to expect when your pet is referred to us for specialist care.



WHAT TO EXPECT WHEN YOU ARE REFERRED

To see one of our Specialists, you must be referred to us by your regular veterinary surgeon, who will provide us with a clinical history and referral letter. We will work closely with your vet and your pet will be referred back to your vet, as appropriate, for their ongoing healthcare needs.

Information about your appointment

Your regular vet should supply us with a letter of referral, giving details of your pet's relevant history and a brief summary of the problem.

Please bring any X-rays, scans or other information that your vet may have supplied to you.

It would help us if you could provide us with brief notes about your pet's history e.g. regarding dates of events and any signs of problems which you may have noticed.

We also suggest that you make a list of your own queries or concerns which you can check at the end of your consultation. to make sure that we have addressed them all.

We recommend that your pet is fully vaccinated, which should include kennel cough, in sufficient time to provide immunity before attending Southfields Veterinary Specialists. You should discuss this with your vet if you have any questions.

Please remember, where appropriate, to fast your pet before your appointment. You may give your pet a normal meal early in the evening before your consultation. However, your pet should not be fed after 8pm.

Please aim to arrive 10 minutes before your appointment so that we can check that the information that we hold for your pet is correct.

If your pet is receiving prescribed medication, please continue your medication plan as normal unless otherwise instructed.

If you have any concerns, or your pet has any special requirements (e.g. diabetic) you must check with your vet before fasting.

Fresh water should be available at all times.



14 SPECIALIST SERVICES UNDER ONE ROOF

No vet can be an expert in every field, so your regular veterinary surgeon may determine that your pet needs more specialised expertise than they can offer and will recommend that a referral to a Specialist vet is appropriate.

Southfields Veterinary Specialists offer the highest levels of specialist care and treatment for patients referred to us by veterinary surgeons from across the UK.

Our wards are staffed 24/7, 365 days a year by qualified veterinary surgeons and nurses.

We offer a wide range of specialist services, including:



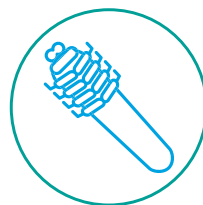
Anaesthesia
and Analgesia



Cardiology and
Interventional Cardiology



Dentistry and
Maxillofacial Surgery



Dermatology



Diagnostic Imaging



Emergency and
Critical Care



Exotic Pets



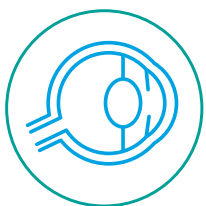
Internal Medicine



Neurology and
Neurosurgery



Oncology



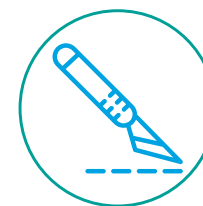
Ophthalmology



Orthopaedics



Radiotherapy



Soft Tissue Surgery

A PASSIONATE TEAM

Our team is dedicated to providing the best possible care and treatments at all times. The health and wellbeing of your pet is our primary concern and we will work with you and your regular vet to ensure that your pet receives the very best veterinary treatment available.

We appreciate that every pet is unique and we work as a team with our clients and referring vets to tailor our care to the needs of each individual patient and their family. We will always act with care, commitment, compassion, empathy and kindness towards all pets and their owners.

We ensure that everything we do reflects our core values – care, respect and excellence – while maintaining our commitment to excellence.

For more information please visit:
southfields.co.uk/meet-our-team

Feedback:

We positively encourage feedback to continuously build and improve our service. If you would like to pass on your comments, please email info@southfields.co.uk.



OUR SERVICES AND FACILITIES

Southfields' outstanding facilities enable highly skilled and experienced Specialist-led multi-disciplinary teams to provide routine and complex treatments under one roof.



Services

- + Daily emergency and urgent appointments available when referred by your vet
- + 24-hour intensive care unit
- + Qualified veterinary and nursing team on-site 24/7, 365 days a year
- + Rapid feedback to your regular veterinary surgeon on diagnosis and treatment



Facilities

- + One of the largest and best equipped veterinary centres in the South East of England
- + Just 30 minutes from Central London and 5 minutes from M25
- + Comfortable waiting room and separate cat entrance and waiting area
- + Separate cat and dog wards
- + Spacious consulting rooms



PEACE OF MIND 24/7

Southfields Veterinary Specialists has veterinary staff on the premises, providing compassionate care for in-patients 24/7, 265 days a year.



Our patients benefit from continuous monitoring and attention during the day, night and at weekends from fully qualified and trained veterinary staff.



Our Specialist team is also available when necessary, out of hours, providing exemplary care for our patients. So in the unfortunate event that your dog or cat develops a major health problem, we, along with your regular vet, are here to help your much-loved pet.

For more information please visit:
southfields.co.uk/contact





Treatment fees

Estimates of costs will be provided during initial consultation. Due to the nature of the work carried out, the actual cost may vary depending on the diagnosis, treatment provided, or emergency situations. We will keep you up to date with any changes as treatment proceeds.

Direct insurance claims may be approved, subject to prior confirmation. Please contact the Client Care Team to discuss this further.

Please bring any relevant insurance documentation, including a blank claims form.

Payment in full will be expected at the time of consultation, on the discharge of your pet or on collection of medication/diets, unless direct insurance claims have been authorised in advance.

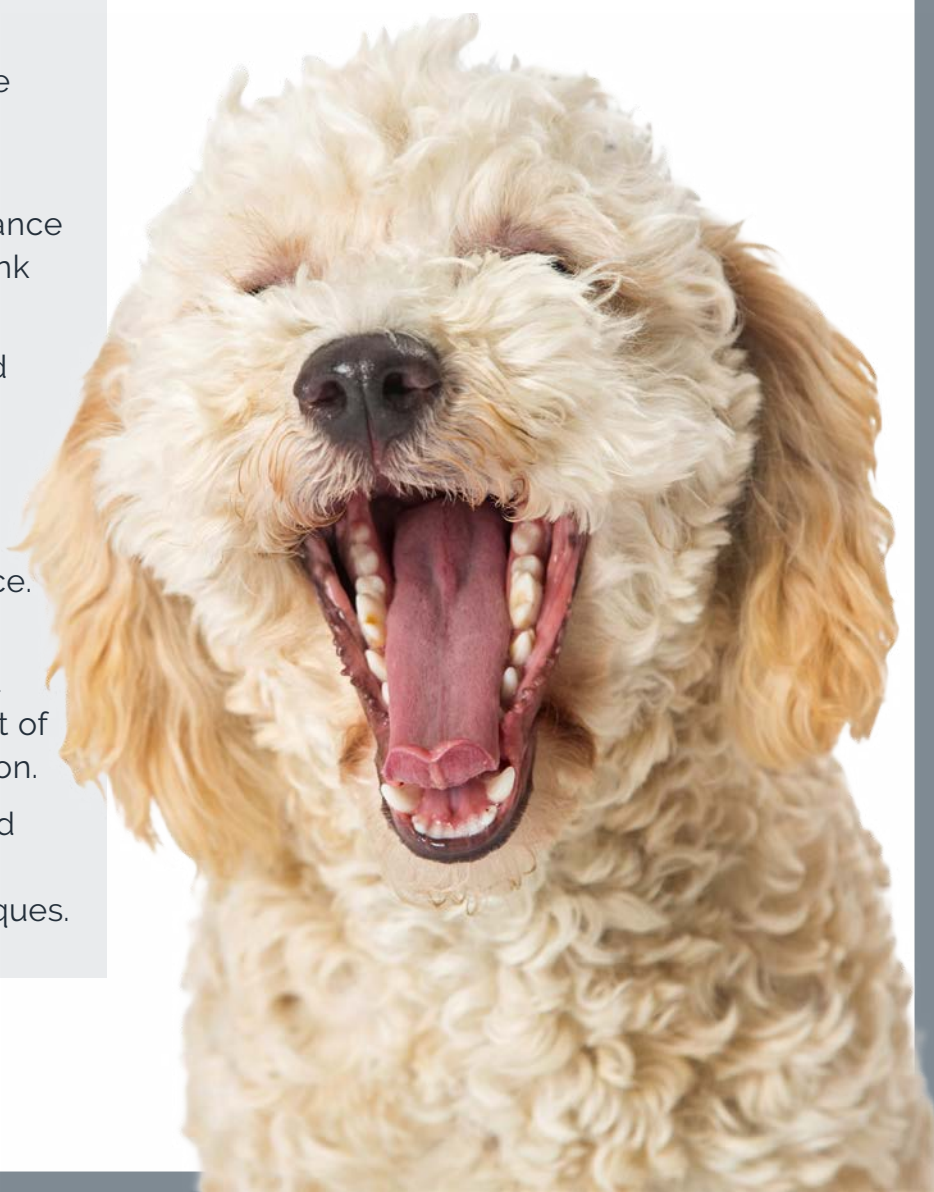
We reserve the right to request part payments during extended stays, or to ask for part payment of the estimated costs on admission.

Cash, BACs payments, debit and credit cards are all acceptable. We do not accept personal cheques.

RSA Insurance

In order to fully support you and your pet, Southfields Veterinary Specialists will endeavour to cover the cost of the £200 referral fee which may be charged by the Royal Sun Alliance (RSA) group of insurers (More Than, Tesco, M&S and Argos).

We are happy to discuss this with you or your vet, and this will not delay your referral in any way.





Address

Southfields Veterinary Specialists
Cranes Point
Gardiners Lane South
Basildon
SS14 3AP

Follow us



For more information, get in touch

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Southfields
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