

BROAD LANE VETS

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WHAT HAPPENS WHEN MY PET HAS AN OPERATION/PROCEDURE?

Admitting your pet

We ask you to bring your pet to the main Broad Lane site between 8:30-9am on the morning of their operation. The Veterinary Surgeon undertaking your pet's procedure will admit your pet, give them a health check and address any questions or concerns you may have. They will ask if you require any additional procedures performing, so have a think about the following, as they can be much easier and kinder to perform when a pet is under anaesthetic, and will often be at a reduced price:

Microchipping

Flea treatment

Dental scale and polish

Dematt

Worming

Anal gland expression

Nail trim

Ear cleaning

The vet will also ask if you would like us to carry out a pre-anaesthetic blood test (at an additional charge). This tells us about the health of your pet's organs before we proceed with the anaesthetic, and is particularly advisable for older pets.

You will need to give us a contactable 'phone number for the duration of your pet's stay. This is of vital importance and must be a number we can speak to you on - a mobile number or work number is fine. This allows us to confirm any further treatments that may be found necessary during surgery, or for us to discuss your pet's ongoing treatment. Finally you will be asked to read and sign the Consent Form. Your pet will then be settled-into our hospitalisation area and given premedication in preparation for their operation. Before you leave, you will be asked if you wish to make an appointment for collection of your pet.

Payment for your pet's treatment is to be made on collection. Even if you have pet insurance you still need to settle your account with the practice at the time of treatment, and then we will help you make a claim from your insurers.

Your pet's stay

Your pet will have their own hospital kennel. The kennels are warm, clean, lined with a vet bed and solely used by your pet throughout their stay. Your pet's records will be attached to their kennel following a pre-medication that offers them pain relief and a sense of calmness. A fully-qualified Veterinary Nurse will have responsibility for looking after your pet from arrival to discharge. We cannot give you an exact time your pet will have their procedure, as this depends on the other operations due to be performed that day, and any emergencies that may come in.

Anaesthetic and surgery

We use safe, modern anaesthetic agents and techniques, similar to those you would receive yourself in a human hospital. We operate strict standards of cleanliness and sterilisation in our theatres. Fully-qualified Veterinary Nurses assist our Vets in monitoring your pet's anaesthetic, and electronic monitoring devices are used as standard to improve your pet's safety.

Recovery

Your pet is constantly monitored by a fully-qualified Veterinary Nurse during recovery, and is only returned to their hospitalisation kennel once they have returned to consciousness. Pain relief is routinely given to every patient, and our kennels provide a comfortable recovery area for your pet. Our nursing team will continue to closely monitor your pet until you arrive to collect them. We ask you to call after 2 pm to confirm the time your pet will be ready to be discharged. Do not worry if we ask you to call back later. This sometimes happens if your pet's procedure was undertaken later in the day, or if their recovery has been slow. We will never let your pet go home until they are completely awake from their anaesthetic.



Occasionally your pet may need to remain with us for a longer stay. If so you may wish to come in and visit your pet - we are happy to arrange this and will make an appointment so that a member of staff is available to update you and answer any questions you may have.

If your pet requires more intensive monitoring, then we may suggest they are transferred to our dedicated out-of-hours emergency care provider, Vets Now. The vets and nurses there work only at night and weekends. They remain on site throughout the night, and are trained in advanced emergency and critical care work, offering the highest level of care for your pet.

Your pet's discharge

A fully-qualified Veterinary Nurse will discharge your pet at the end of their hospitalisation. You will probably be surprised at how bright they are when you collect them. This is due to the pain relief, patient monitoring care and modern anaesthetic techniques used in the practice. You will however find they are a little tired when they get home. We will give you comprehensive discharge instructions both verbally, and in a written form, as we appreciate how much there is to remember at such an emotional time. The nurse discharging your pet will be happy to answer any questions you have and if necessary, arrange an appointment for you to discuss the procedure further with your Veterinary Surgeon. Medications and other aspects of aftercare will be explained to you and any post-operative appointments required will be arranged.

If you are concerned about your pet once back at home, just call our usual number and we will be able to advise you. If it is after our normal working hours you will be directed to the emergency care provider Vets Now, who will also be able to give you free advice over the phone. No matter what time it is or how small your worry, there will always be someone to give you advice and to see your pet if needed.

Post-operative assessments

We will arrange an appointment for you to see a fully-qualified Veterinary Nurse with your pet, usually 2 days after their procedure. It is important for you to keep this appointment as it allows us to check on your pet's recovery and ensure wounds are healing as we would expect. We will also normally perform a 10day post-operative assessment, at which time any skin sutures placed may be removed. We may need to see your pet for additional interim appointments if they require further dressings or assessments. Our post-operative consultations are performed free of charge (only further dressings and medications are chargeable).

We hope this information reassures you about the excellent level of care your pet will receive at Broad Lane Vets. Everyone in the team is a pet owner themselves, and appreciate what a stressful and anxious time this can be for you. If you have any questions, then please do not hesitate to ask us.