



Penbode Pet Vets

Client information on Penbode 'Out of Hours' arrangements

Penbode Pet Vets provide a 24/7 'Out of Hours' service. These are:

- 6pm-8am Monday to Friday
- From 1pm Saturday
- All day Sunday
- All Bank Holidays

Clients may contact the surgery 'Out of Hours' by calling the normal practice daytime telephone numbers:

| Practice | Telephone number |
|------------------------|------------------|
| Bradworthy | 01409 241241 |
| Camelford | 01840 213227 |
| Holsworthy | 01409 253822 |
| Bude / Stratton | 01288 359500 |

The telephone will be answered by a duty member of staff who will need to take your name, the name of the animal, your address and a contact telephone number. They will also ask for a brief description of the problem or reason for contacting the practice.

Please note your phone call may be recorded for quality control and training purposes.

The member of staff will then organise for the duty veterinary surgeon to return your telephone call as soon as possible, or organise an emergency appointment / visit.

Under normal circumstances we would ask that Pets seen 'Out of Hours' are brought to the Stratton branch for appointments with the Veterinary Surgeon. It is well recognised that the interests of pets are best served by examination and treatment at the veterinary practice. Pet owners are responsible for transporting their animals to the practice. Please consider how you might do this and have plans in place in case an emergency arises. In addition, the examination of pets at the practice allows the duty veterinary surgeon to care for any hospitalised patients as well as attend to the emergency cases.

All hospitalised small animal patients are transported to the Stratton branch for 24 hour veterinary care. Under direction of the duty veterinary surgeon, an experienced veterinary nurse is working at the Stratton branch premises providing overnight care of hospitalised patients.

The duty veterinary surgeon will be able to advise you of an estimate of costs for the 'Out of Hours' provision.

NORTH ROAD
HOLSORTHY
DEVON
EX22 6HB
Tel: 01409 253822

HORIZON VIEW
STRATTON
BUDE
CORNWALL
EX23 9AB
Tel: 01288 359500

ASHLEIGH HOUSE
THE SQUARE
BRADWORTHY
DEVON
EX22 7SZ
Tel: 01409 241241

INNS PARK
CAMELFORD
CORNWALL
PL32 9RX
Tel: 01840 213277

