

Information for general practice pet owners

Welcome to Willows Veterinary Centre. 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

All patients at Willows, with the exception of emergencies, are seen by appointment. Please contact us by telephone or alternatively feel free to call in at the surgery in order to make an appointment.

Routine appointments with our primary clinicians last 15 minutes. This is an extended time compared to many veterinary practices. Although a 15 minute consultation is inevitably more costly than if it were shorter (say, 5 or 10 minutes for example), we prefer to work in this way as it gives us the opportunity to take a full history, give your pet a proper physical examination and have the time to formulate a potential plan of action and discuss it fully with you.

If your pet is currently registered at another veterinary practice and has no ongoing problems you can transfer your pet to us by contacting your current veterinary surgeon and requesting that they send us your pet's clinical history. We will then see your pet at the first routine appointment you make.

If your pet is already under treatment for an ongoing problem by a vet at another practice and you wish us to take over your pet's treatment then you will need to contact your current vet and request that they provide us with your pet's clinical history including details of any blood test results, the results of any other investigations and also details of any treatment your pet is receiving. The appointment time will be extended to 30 minutes in order for us to have the time to fully assess the situation, and the fee for the consultation will be proportionately higher as a result. You will still be seen by one of our primary clinicians in these circumstances.

If you are making an appointment with us for the first time, please try to arrive early for your appointment so that you can register your details and those of your pet with reception.

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.

Your pet's safety

Dog Owners

Please keep your dog on a short lead at all times in the car park and the waiting room, both for yours 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

If you would like details of both initial and follow-up consultation fees as well as routine procedures such as neutering, please contact reception. If your pet has a more complex problem then the vet will be pleased to give you an estimate of further treatment costs at the time of the consultation, 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 unless otherwise specified.

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.

