

# Welcome

Helpful information and  
what to expect when  
you visit us



North Downs Specialist Referrals is a multi-disciplinary veterinary referral hospital and one of the largest, longest-established Specialist veterinary hospitals in Europe.

Our hospital is equipped with state-of-the-art equipment, including full-sized MRI and CT scanners, and we treat many of the same conditions as are treated in a human hospital.

We have more than thirty Specialist vets, along with over seventy nurses taking care of our patients. All our nurses are fully qualified, many with additional qualifications, enabling them to monitor anaesthesia, administer medication and assist with procedures.

In addition, a team of nursing assistants assumes the role of 'mum and dad' while pets are with us. They walk dogs, groom, help with medication and feeding, and generally provide 'TLC' to all our in-patients. Assistants can often be found in the wards with a variety of food, encouraging a patient that has lost its appetite to eat.

We also have a night team of nurses and vets, ensuring our hospital is staffed 24/7.

## What is a Specialist referral hospital?

In the same way that a GP refers a patient for Specialist treatment, so your vet can refer your pet to us. Our team includes internationally recognised Specialists in cardiology, neurology, ophthalmology, oncology, surgery, internal medicine, anaesthesia and radiology. All have completed many years' additional study in their chosen fields and some are world-class experts.



## Important information about your appointment



### Your consultation Before the appointment

Most pets need to fast before their consultation appointment. This means food should be withheld from midnight, although water can be given as normal. Pets under 12 weeks of age and diabetic pets should not be fasted, and diabetics should receive their insulin as normal.

On arrival, please park and follow the signs to reception. Disabled parking is available and if you have any special requirements or require help accessing the hospital, please let us know in advance.

You should aim to arrive ten minutes before your appointment. Our reception team will check you in and make sure you and your pet are comfortable.

### What to bring

- Please check with your vet that they have sent us your pet's medical history and laboratory reports.
- Please bring with you x-rays, scans or other information your vet may have supplied.
- Please bring with you any prescribed medication that your pet is currently taking.
- If you are making an insurance claim, please bring a claim form with you. *Please see our 'Guide to Pet Insurance' leaflet for further information.*



We have Specialists in every major discipline of small animal veterinary medicine, allowing us to provide a multi-disciplinary approach.



## During the consultation

The Specialist will ask lots of questions about your pet's health and condition during your consultation. It may feel that they're repeating what's already in the medical notes, but it's really helpful to hear things straight from you.

They will talk to you about possible treatment options or diagnostic tests for your pet, including an estimate of costs, and together you'll decide how to proceed.

We know this can be a difficult and emotional time, and that some of the language we use might be unfamiliar, so please ask as many questions as you need in order to make your decision.

Some owners like to make a list of queries or concerns beforehand, which they can ask in the consultation.

We will communicate regularly with you while your pet is in the hospital, advising on estimated costs and if additional procedures result in costs being exceeded.

**Please do talk to us if you have any questions or concerns. Our client care team is available from 8:30am to 6.30pm Monday to Friday.**



**01883 741440**



**enquiries@ndsr.co.uk**

## Diagnostic tests and procedures

### Admission

The majority of patients are admitted for a day or overnight when undergoing diagnostic tests or surgical procedures. More serious conditions may require a longer stay. Your clinician will advise you when to come back and pick up your pet.

Once your treatment plan is agreed, your pet will be taken to the wards to meet the nursing team and be settled into their kennel.

If your pet is staying with us for hospitalisation, surgery or further investigations, you will be asked to pay a deposit of 50% of the lower end of the estimate that the clinician gave you during or prior to your appointment. Please note that the costs given are estimates and not exact quotes for treatment.

We have separate cat, dog, isolation and high dependency wards, all with natural light and air conditioning. All kennels have special vet beds and blankets. Unfortunately, we cannot accept your pet's own bedding and toys for risk of infection.

Our nurses work in teams and are assigned to particular specialisms for a week at a time. This ensures your pet

has the same team of nurses looking after them for the duration of their stay. All new admissions are given a check by their nurse before settling down to wait for their procedure.

Our nursing assistants feed all the patients, as advised by the clinicians, and keep patients clean and well groomed, with plenty of cuddles and TLC!

### Diagnostics

Our Imaging Suite has the facilities to conduct MRI scans, CT scans, ultrasound scans, endoscopy and x-rays, and is staffed by qualified radiographers.

Most patients are sedated or anaesthetised prior to their procedure. Afterwards, they recover in the wards under the constant supervision of our nursing team. Preliminary results of imaging studies are available immediately



**For further information about anaesthesia and what to expect, please see our Anaesthetic Information Sheet at: [www.ndsr.co.uk/anaesthetic](http://www.ndsr.co.uk/anaesthetic)**

## Anaesthesia

Surgical and some diagnostic procedures require general anaesthesia. Our team of internationally recognised anaesthesia Specialists oversee all anaesthesia in the hospital. Anaesthetic plans are individualised to patient needs, and extensive 'multi-parameter' monitoring is employed as standard, just as in a human ICU. We continually strive to optimise pain prevention and pain relief in all our procedures, helping patients to recover quickly from anaesthesia and surgery.

## Operations

We perform a range of operations, from cataract surgery to brain tumour removal, in our suite of four operating theatres. Our theatre team includes Specialists in orthopaedic surgery, soft tissue surgery (including cancer surgery), neurosurgery, ophthalmic surgery, cardiology and even dentistry along with Specialist anaesthetists, theatre nurses and nursing assistants.

Before surgery, the patient is assessed and an individual anaesthetic and pain management plan created. During surgery and recovery, the patient is monitored constantly, and reassessed according to the Specialist's recommendations. Patients recover on the wards, where they are regularly checked. Individualised nursing care plans ensure a happy and speedy recovery.



## Clipping

Any fur in the area of a surgical procedure must be removed before the operation takes place to ensure sterile conditions. Sometimes, the area to be clipped can be quite extensive. This is because more than one surgical technique may need to take place or the surgical team may need to handle other parts of the patient, which must also be sterilised.



## The best possible care and attention

### On the wards

Our ward nurses represent the largest team in the hospital. Ward nurses monitor patients, prepare patients for procedures, administer medication as directed by Specialists and ensure all necessary checks are carried out, as well as other requirements such as physiotherapy.

Nurses are allocated to specific disciplines and work together to ensure continuity of care for patients, with thorough handovers between early and late teams ensuring nurses know the patients well.

Patients who are very poorly are kept in the High Dependency Unit (HDU) under constant supervision. HDU is equipped with incubators, extra-large kennels to allow nurses to sit in with patients and even a crash trolley, just in case.

Our cat ward is quiet and calm, designed so that cats cannot see one another from the kennels, in order to minimise stress.



### Feeding and special diets

During their hospital stay, patients are fed high-quality, digestible foods. We have a wide range of foods to suit all dietary needs and preferences. We avoid foods that are known to confer risk of tummy upset and we understand that some pets have known food intolerances. If your pet has a specific dietary need, please consider bringing some of their food with you to ensure we can maintain their dietary routine.

### Visiting

If you wish, you can visit your pet during their stay. To keep the hospital running smoothly, visits take place within specified times and there may be occasions when we feel it is better not to visit a patient.



## Going home

### Discharge appointment

When your pet is ready to go home, a discharge appointment will be made. During this appointment, your Specialist or one of the nurses looking after your pet will meet with you and explain any homecare instructions. This will cover issues such as exercise, pain management and things to look out for. We will explain strategies to help your pet's recovery, such as physiotherapy or wound care, and advise if you need to come back for a re-check. Please ask us if you have any concerns or if anything is unclear.

If you are covering costs through an insurance policy, we will be happy to help you with your claim. Please see our 'Guide to Pet Insurance' leaflet or visit our website for further information.

After your pet is discharged, a letter outlining all diagnoses, treatments and further plans will be sent to your vet.



### Prescriptions

We dispense medications at the time of discharge. If you prefer, you can ask us for a prescription so you can obtain your pet's medications elsewhere (a small charge will be made for this). We can only provide prescriptions for animals under our care, so any patient requiring repeat prescriptions will need to be re-assessed by us at least every 6 months.

### Communication

Once your pet has been discharged, if you have concerns about any aspect of their recovery or behaviour, please call us. Vets and nurses are on the premises 24/7 and will be happy to help. We will aim to put your mind at rest, provide advice or if necessary, re-admit your pet to the hospital.



Peace of mind  
24/7



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

## Striving to deliver our best

### Feedback

We are confident that we can offer your pet the best clinical care available. We put our heart and soul into caring for our patients and always value feedback.

It means the world to us to know that our care is valued, so please feel free to send an email or a card if you are happy with the care your pet has received. Likewise, if you don't feel we have done our best, please let us know and give us the chance to put things right. We can only improve things if we know where we have gone wrong, so appreciate you contacting us with any concerns, however small.

### Awards

In addition to the many specialist qualifications of our staff, our hospital has also won awards. As well as

North Downs Specialist Referrals being an accredited Small Animal Hospital, the Royal College of Veterinary Surgeons has found us to be 'Outstanding' in every area:

- **Outstanding In-Patient Service**
- **Outstanding Client Service**
- **Outstanding Team and Professional Responsibility**
- **Outstanding Diagnostic Service**

North Downs Specialist Referrals is also accredited by the International Society of Feline Medicine as a Gold Level Cat Friendly Clinic, the highest possible level.





### Directions from M25/A25 West

Exit the M25 at Junction 6. Take the exit signposted Godstone B2235. Cross the mini roundabout.

Follow the one way system through Godstone Village following the A25 to Redhill. Continue along the A25 until you reach Bletchingley Village.

Pass the Bletchingley Arms public house on the right. When you reach the Howard Cundey estate agent on the right, turn immediately right into Church Lane. Follow the lane past Bletchingley Golf Club. For a short distance the lane will become a single carriageway with passing points. The lane winds to the left and becomes Place Farm Road. At the T junction turn left into Brewer Street.

The Brewerstreet Dairy Business Park is located approximately 250 metres on the left. Turn onto the site where you will be facing a single storey block of office buildings. Turn

right in front of the office buildings and when you come to the end of the building, turn sharp left around the corner which will bring you to the front of the hospital.

### Directions from A25 West

Follow the A25 into Bletchingley village.

Continue until you reach the Post Office on the left and Whyte Harte public house on the right. Just before the Bletchingley Arms public house there is a crossroads - turn left here into Church Lane.

From this point follow the directions as from the M25.

**Please note Satellite Navigation Systems will often misdirect you to our hospital. We would advise following our instructions once you reach Bletchingley Village.**

# North Downs

specialist referrals



### North Downs Specialist Referrals

Friesian Buildings 3 & 4  
The Brewerstreet Dairy Business Park  
Brewer Street, Bletchingley  
Surrey RH1 4QP

#ndsrVets

[ndsr.co.uk](http://ndsr.co.uk)



**Gold Cat Friendly Clinic**

[catfriendlyclinic.org](http://catfriendlyclinic.org)

Committed to excellence