

Prescription Guidance

- You may obtain Prescription Only Medicines Veterinary, (POM-Vs) from your veterinary surgeon OR ask for a prescription and obtain these medicines from another veterinary surgeon or a pharmacy.
- Your veterinary surgeon may only prescribe POM-Vs for animals under their care.
- A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary.
- You will be informed, on request, of the price of any medicine that may be dispensed for your animal
- The general policy of this practice is to re-assess an animal requiring repeat prescriptions every 3-6 months, but this may vary with individual circumstances. The standard charge for a medication examination is £60
- Some ongoing medications may require additional blood tests and assessment and costs discussed on individual basis.
- Further information on the prices of medicines is available on request.
- **Please allow 2 working days for your prescription.**
- Emergency on the day prescriptions with incur a £16.50 surcharge.
- **Return of Medication and Food**

Unfortunately, we are unable to refund any unused medication or food that has left our building.

This is to ensure the safety of our patients and that we are compliant with the Veterinary Medicines Directive legal guidelines, regarding the storage of medicines. Medications have specific storage conditions relating to temperature, light and humidity which are monitored from production to sale.

Whilst we accept that that these conditions may not have been breached, once any medication or food has left our building we cannot provide evidence of this. Nor could we prove to another client that the food or medication has not been tampered with in any way.

Any medication that has become wet/damp, been exposed to too much light, or become too hot e.g a car in the summer, can be chemically altered. This could mean that it becomes less effective or even harmful.

Any returned drugs are disposed of into a pharmaceutical waste bin, which we then have to pay for the collection and disposal of. Medications are never returned to the shelf for resale.

We are happy to safely dispose of your pets unused medications and do not charge a fee for this.