



### 24 HOUR EMERGENCY SERVICE & PATIENT CARE

St James' Veterinary Group are very proud to provide you and your animals with a 24-hour emergency service and hospitalisation facility, 7 days a week, 365 days of the year. This is based at our main branch:

**Parkway Branch: 253 Gower Road, Sketty, Swansea. SA2 9JL**

**Tel: 01792 205000**

This site has been inspected by the Royal College of Veterinary Surgeons, and awarded the highest level of accreditation possible, both for services offered and level of patient care; Tier 3 Small Animal Hospital.

We are currently the ONLY practice in the Swansea area to achieve this accreditation. We use only our own team of vets and nursing staff to operate this service, allowing us to provide you and your animal with the very best veterinary care possible. The Practice is fully equipped to provide a complete and modern hospitalisation facility, and the staff have instant access to your pet's complete medical history. This is a service which is becoming increasingly uncommon, but is something we feel is of huge importance to our clients. St James Veterinary Group are currently the ONLY practice in the Swansea area able to offer this comprehensive service.

To provide this service, we currently have two members of our nursing team on site and working throughout the night, to personally care for your pet. This includes regular checks and attention to your pet's individual needs – this may be constant monitoring of a critical patient or in other cases simply dinner, a comfortable bed, and reassurance and fuss whilst in a strange environment! Two Veterinary Surgeons are on call each night to attend the Practice should the nurse have any cause for concern. In addition, the vet will check your pet before leaving the premises (7pm-8pm), again before bedtime (10pm-12am) and as often as necessary throughout the night. Any medications required will be given whenever needed, so optimising your pet's treatment/recovery and ensuring they are kept comfortable throughout the night.

We will report any changes in your pet's condition (unless otherwise requested) and please feel free to contact the nurse on duty for an update AT ANY TIME - we know that it is an anxious time when your pet is in with us. Each morning we will update you on your pet's progress, discuss treatment/discharge plans, and give an approximate idea of costings. If you have not heard from us by 10-11am, then please feel free to contact the Practice and speak to the nursing team member looking after your pet for an update.

We sincerely hope that this emergency service is not needed by yourselves or your pets. However, should emergency treatment or advice be required outside of normal working hours you can be confident in the level of care being offered to your pet. Should you require emergency treatment or advice please telephone **01792 205000**. Please note: there are significant costs associated with providing such a comprehensive service and in order to fund this a hospitalisation or 'out of hours' fee is necessary. The initial cost of the consultation (excluding treatment, procedures or medication) is around £200\*. This fee is in line with other Veterinary Emergency Service providers in the area.

\* the charges vary depending on times and Bank Holidays.

