



Beaconsfield Veterinary Clinic

Your First Visit

1. Call us!

Our friendly reception team will be able to register you to our database, if you're not already a client. If you wish to make an appointment, the reception team will be able to make this for you over the phone. If you wanted to see a specific vet or need a specific day/time, we will do our best to facilitate this for you. Please let us know what the appointment is for, whether it is puppy/kitten vaccinations or just a welcome check. Some pets may have existing history from their previous vets. We will need to gather the history beforehand to ensure we can treat your pet in the best way possible. Please also let us know if your pet is nervous because we can add this to the notes and do our best to make their visit as stress free as possible. Please bring any documents you may feel is relevant to your pet's appointment.

2. Appointment time

When it is time for your appointment, you can park in our carpark at the front of the building. Please come in and say hello! We can check you in so our vets and/or nursing team know that you are here. If you would prefer, you're welcome to wait in our garden or in the car. We do have a separate waiting room for cats and dogs. For cats, we have Feliway and Feliway blankets available so your cat can feel more secure. The vet or nurse will come out to greet you to bring you and your pet in for their appointment.

3. Your pet's appointment

The vet or nurse will bring you and your pet for their appointment. They will ask how the animal has been and if there are any presenting concerns. e.g. vomiting. Please warn us if your pet can sometimes be unpredictable or sometimes aggressive as everybody's safety is paramount. We will introduce ourselves to your pet to ensure they know they are safe. We may use treats to encourage them. The vet or nurse will examine your pet and discuss this with you. Our nurses are more likely to do repeated injections or post operative checks rather than if your pet has a clinical problem, however, we all do our best to make sure your pet is as comfortable as possible. For clinical problems, the vet will give a guideline of treatment options, medications and possible further investigations if needed. You can discuss all this with the vet during your consultation.

4. Afterwards

After your consultation, if your pet has been prescribed any medication, then this will be dispensed in our pharmacy for you to take away. In some rare instances, medications may need to be ordered specifically and will need to be collected the next day. If you need any additional appointments or to book your pet in for a surgery; the reception team will be able to help with this too. If your pet is insured, please let us know as soon as possible, so we can help you make a claim. Once you have made your next appointments (if applicable) and taken any medications, please pay at the front desk.

We hope you and your pet feel listened to and we can resolve any problems as quickly as possible.