

the
Minster
VETERINARY PRACTICE



EQUINE

Welcome to
**The Minster Equine
Veterinary Practice**

MALTON

Wold House Stables
Malton YO17 9QG

 **01653 695 076**

 minsterequinevets.co.uk

POPPLETON

Northfield Lane
York YO26 6QF

 **01904 788 840**

 [TheMinsterEquinePractice](https://www.facebook.com/TheMinsterEquinePractice)  [@minsterinsta](https://www.instagram.com/minsterinsta)

About Us

Our vision is to be the most highly recommended equine veterinary practice in North Yorkshire.

We would like to take this opportunity to thank you for joining The Minster Equine Veterinary Practice.

Our friendly team of vets, nurses and support staff are dedicated to the care of your horse, and we intend to give the highest possible standard of service. We understand how important your horses are to you and we will treat them with the same degree of care. We aim to provide compassionate, high quality veterinary services to horses, and we are proud of the high standard of care we offer to our patients.

The practice is led by a team of veterinary surgeons who are all RCVS accredited. The York clinic has 14 stables, dedicated hard and soft lunge areas and trot up surfaces for lameness investigations, separate examination areas for x-rays/scanning and paddocks and facilities for AI and reproductive work. We have modern equine diagnostic imaging equipment including digital radiography and ultrasound as well as a new state of the art gastroscope and video endoscopes for respiratory conditions. We also have a large range of dental equipment to cater for a wide variety of issues. Most of our equipment is mobile so can be used either in the clinic or at your yard (if appropriate).

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Ambulatory and First-Opinion Practice



The practice provides veterinary care within our catchment area, which extends for approximately a 45-mile radius around The Minster Equine Veterinary Practice, Upper Poppleton, York. Our highly experienced equine veterinary surgeons provide care for all types of horses, ponies and donkeys, either at your own premises, or at The Minster Equine Practice. Our services are available 24 hours a day, 365 days a year. In the event of an emergency, you can contact the practice on **01904 788840** and receive advice from a qualified veterinary surgeon or request a visit.

Our team of vets provide a full range of services at our clients' premises, including: pre-purchase examinations, vaccinations, routine and advanced dentistry, management advice, lameness examinations and treatment of medical conditions. Minor surgical procedures (e.g. castration, removal of wolf teeth or small skin masses) may also be undertaken at the horse's home premises. Emergency treatments for wounds, colic and other injuries are available 24/7.

We have a full range of portable diagnostic equipment, including digital endoscopy, radiography and ultrasonography. This allows our veterinary surgeons to diagnose and treat a wide variety of conditions at stables and yards, without requiring your horse to be transported into the clinic. If required and after discussion with the owner, more complex diagnostic, medical and surgical cases can be referred quickly to an equine hospital, where our clients and their horses have direct access to advanced specialist equipment, facilities, care and expertise.

Our Team

A multi-discipline and caring team, dedicated to providing optimal care to our clients and their horses.



Gemma Dransfield
MA VetMB CertEP MRCVS
Clinical Director



Matthew Swarbrick
BVSc(Hons) CertAVP MBA MRCVS
Clinical Director



Pol Abril-Casellas
LV CertAVP(ESO) MRCVS
Veterinary Surgeon



Cameron Roberts
BSc(Hons) BVetMed CertAVP MRCVS
Veterinary Surgeon



Katherine Hall
BVSc CertAVP MRCVS
Veterinary Surgeon



Tessa Heuver
DVM MRCVS
Veterinary Surgeon

Veterinary Services

A healthy, happy horse needs lots of care and attention, including vaccinations, worm treatments, and regular check-ups.

Zone Visits – Save money on routine and preventative healthcare by taking advantage of our zone visit scheme.

Horse Health Plans – By spreading the cost of essential treatments over 12 months, our Horse Health Plan makes caring for your horse more affordable.

Emergencies – Emergency visits to horses at their home premises by experienced equine vets, available 24 hours a day, 365 days a year.

Lameness Investigations – Lameness investigations are carried out both on the road and at the clinic. Our comprehensive range of diagnostic and treatment options help to get your horse back to peak performance as soon as possible.

Dentistry – Routine and advanced dental care, dental radiography, oral endoscopy and many and many surgical treatments can be performed by our vets.

Artificial Insemination and reproductive medicine – our stud vets have particular experience and expertise in equine reproduction and stud medicine. We also provide veterinary services to sport horse and thoroughbred stud farms.

We also offer the following veterinary services:

- Emergency treatment of colic, choke, wounds, lameness and other conditions
- Vaccinations and preventative healthcare
- Mobile digital radiography, ultrasonography and video endoscopy/gastrosocopy
- Mobile focused shockwave machine
- Poor performance investigations
- Castration
- Pre-purchase and insurance vettings
- Minor surgical procedures
- Equine export certification/ paperwork
- Ophthalmology
- Passport ID's and microchipping
- Wound management
- Pregnancy and breeding
- Artificial Insemination and Embryo Transfer
- Treatment of sarcoids
- Worming advice, egg counts and treatment
- JMB official measurement

Out of Hours Emergency Cover



The Minster Equine Veterinary Practice provides veterinary services to our patients **24 hours a day, 365 days a year**. Should your horse need surgical treatment out of hours, you will be referred to a specialist equine hospital, where we will work with that practice to ensure your horse gets the care they need.

To contact The Minster Equine Veterinary Practice out of hours, please telephone **01904 788840** and follow the directions given. There is a call out fee for out-of-hours visits; please contact our reception team if you would like further details.



Second Opinions and Referrals



The Minster Equine Veterinary Practice are happy to see second opinions from other equine veterinary practices. However, it is professional etiquette that we contact your previous vets for the clinical history up to that point. For this reason, we will ask for your previous vet's details so that we may obtain relevant notes prior to our first examination.

It is imperative that clients cooperate with us in this matter. Without this information, we may choose a medication that might interact with one previously used, causing adverse reactions for your horse. Also, we would not want to unnecessarily repeat diagnostic tests (e.g. x-rays) where the patient has already had these completed.

We are aware that some of our clients may wish to seek a second opinion at another veterinary practice from time to time. We are happy to forward all relevant clinical notes, X-Ray images and laboratory test results directly to the instructed vet. Clients may on occasions wish to read the clinical notes pertaining to their horse. We are happy for any client to make an appointment at the practice to view the relevant notes with a member of staff on hand to help interpret the medical abbreviations used.

Directions to the Minster Equine Practice



The **Poppleton** practice is conveniently located on Northfield Lane, opposite the Poppleton Bar Park & Ride in Upper Poppleton, just past the garden centre. We have a large car park for horseboxes and trailers to turn and park easily.

📍 Northfield Lane, Upper Poppleton, York, YO26 6QF

The **Malton** branch is situated in Norton on the outskirts of Malton, in the grounds of Wold House Stables, opposite the Langton Wold Gallops.

📍 Wold House Stables, Widger Mews, Langton Road, Malton, YO17 9QG



Information

Visit our website minsterequinevets.co.uk for further details about the practice, up to date news and topical advice.



Poppleton clinic:

Northfield Lane, Upper Poppleton, York,
YO26 6QF

Tel: 01904 788840

E-mail: poppleton@minstervets.co.uk

Reception opening hours:

Monday to Friday 08:00-17:30pm

Open 24 hours a day for veterinary care

Malton clinic:

Widger Mews, Langton Road, Malton,
YO17 9QG

Tel: 01653 695076

E-mail: malton@minstervets.co.uk

Reception opening hours:

Tuesday, Thursday and Friday 8:30-12:30

Open 24 hours a day for veterinary care

RCVS Practice Standards Scheme

In 2005 The Royal College of Veterinary Surgeons started a scheme whereby veterinary practices could choose to be independently inspected and accredited. This inspection and accreditation process is continual and is designed to reassure members of the public that the veterinary practice they have chosen maintains high standards of service and cleanliness and conforms to all relevant UK regulations.

We are proud to say that The Minster Equine Veterinary Practice has achieved equine general practice status. For more details on the scheme please visit: rcvs.org.uk/practice-standards-scheme



Sustainability

We take our social responsibility seriously and aim to become the most sustainable equine practice in the UK.



The Minster Equine Veterinary Practice is passionate about encouraging sustainable veterinary care and reducing our impact on the environment. Our goals can be found in our Sustainability Strategy and include using renewable energy, diverting waste from landfill, undertaking charitable fundraising and ensuring a kind and inclusive workplace culture. We are committed to enhancing our environmental performance through a journey of continual improvement by working through the Investors in the Environment accreditation scheme. Our environmental commitment can be demonstrated in our objectives and goals:

- Complying with all environmental regulations and societal expectations
- Monitoring our key resource usage and implementing conservation techniques
- Implementing a waste management policy focusing on reducing, reusing and recycling
- Publishing and distributing an annual organisational sustainability report
- Engaging with colleagues and clients to encourage sustainable animal care
- Minimising unsustainable transport use
- Practising responsible medicines usage and disposal
- Taking part in sustainability projects with the practice team
- Working with suppliers to ensure they acknowledge and decrease the environmental impact of their products and transportation
- Undertaking independent annual audit with Investors in the Environment.

You can find out more about our sustainability goals and achievements on our website: minsterequinevets.co.uk/sustainability

Prescribing Policy

Veterinary surgeons in the UK can only dispense or prescribe medication following a clinical assessment of the patient.

We always try to supply all necessary medication from our own pharmacy. If an item is not in stock, we are usually able to obtain it by the next working day. Veterinary surgeons working in the UK can only dispense, or prescribe, medication following a clinical assessment of the patient.

By law in the UK, we are only allowed to prescribe medicines that are licensed in the horse for that certain condition. However, the range of medicines that are authorised specifically for use in the horse is restricted. If there is no licensed product, we are permitted to follow a strict prescribing cascade allowing us to use a product licensed in a different species, or, if none are available, a human medicine. This means that these off-license medications have not passed the regulatory assessments for safety, quality and/or efficiency for the use proposed, however any use of these off-license medications will be based upon a knowledge of its use in the horse and an assessment made of the risk and benefits involved. If your horse is prescribed an "off license" medication, we will ask for your permission for this.

Clients will be informed, on request, of the price of any medicine that may be dispensed for your horse. Some clients may wish to obtain their medications from a pharmacist, or another veterinary supplier. For such clients we are happy to supply a written prescription, instead of the actual medication. The current charge for supplying a written prescription is **£23.00**. A prescription may not be appropriate if your horse is an in-patient, or if immediate treatment is necessary.

The maximum period between clinical examinations for repeat prescribing depends on the type of medication and the clinical condition being treated. Routinely this is done at six-monthly intervals to allow us to check the correct dose/regime is still appropriate for your horse. We regret to inform our clients that we are unable to accept any returned medication for refund/replacement in our pharmacy. We are compelled to destroy any returned medication. Please consider this when ordering and collecting medicines for your horse.

Privacy Notice

We respect your privacy and are committed to protecting your personal data.

How we use your personal data

We collect and use your personal data for a number of reasons, such as for our legitimate interests (or those of a third party) where your interests and fundamental rights do not override those interests.

- The welfare of your horse is our priority. That is why we will use your personal details to let you know when your horse is due vaccinations. We may also send you appointment and health check reminders, practice/horse care advice, and we may ask you to fill out reviews and surveys.
- We will collect your personal data when we are about to enter or have entered into a contract for delivering veterinary services to you. This may include sending your contact details and the clinical history of your horse along to referral services for further treatment of your horse, but we will let you know if this is necessary.
- We may collect and use your personal data where we need to comply with a legal or regulatory obligation.
- We may use your identity, contact, technical, usage and profile data to form a view on what we think you may want or need for your horse(s), or what may be of interest to you. If you consent for us to do so, we will use this information to send you marketing messages about products, services, and offers that may be of interest to you.
- We may collect and use your personal data where we need to comply with a legal or regulatory obligation.

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Your legal rights

Under the General Data Protection Regulations (GDPR), you can request access to and rectification or erasure of your data. You may object to or request restriction of the processing of your data, and you have a right to data portability. If you wish to exercise any of these rights, please contact the Data Protection Compliance Officer at the below address.

Controller

The Minster Equine Veterinary Practice is the controller and responsible for your personal data.

Contact details

Our full details are: The Minster Equine Veterinary Practice is a trading name of VetPartners Practices Limited, Registered Office: Spitfire House, Aviator Court, York, YO30 4UZ. Registered in England & Wales No 10084952 VAT Registration No: 228 9288 65

Data Protection Compliance Officer

Email address:

dataprotection@vetpartners.co.uk

Postal address: c/o Spitfire House, Aviator Court, York YO30 4UZ

The Privacy Notice can be found on our website at minsterequinevets.co.uk.

Terms & Conditions

Thank you for entrusting the care and attention of your horse to The Minster Equine Veterinary Practice. This document provides information about our Practice Terms and Conditions. You can find our full Practice Terms and Conditions on our website at minsterequinevets.co.uk, or pick up a copy in our Practice. By registering your horse/horses with us you agree that you have read and understood our full Practice Terms and Conditions and are happy to be bound by them, so please do ask if you require clarification of any aspect of them.

Fee levels

We will pass on changes in the rate of VAT. All of our prices include VAT. If the rate of VAT changes between your order date and the date we supply the services and/or products, we will adjust the rate of VAT that you pay, unless you have already paid for the services and/or products in full before the change in the rate of VAT takes effect.

What happens if we get the price wrong?

It is always possible that, despite our best efforts, some of the services and/or products we sell may be incorrectly priced. Where the services' or products' correct price at your order date is less than our stated price at your order date, we will charge the lower amount. If the correct price at your order date is higher than the price stated to you, we will contact you for your instructions before we accept your order.

Payment terms

When you must pay and how you must pay: We may accept payment by cash, credit, and debit card, or, where we expressly agree in writing, by bank transfer in full and cleared funds to a bank account nominated in writing by us. When you must pay depends on what product you are buying.

For services, you must pay: before or when we provide them; or where we expressly agree in writing to provide an invoice in relation to the services, following receipt of an invoice from us.

For medicines and/or products containing a hygiene seal: you must pay before or when you collect such products.

For products not including medicines and/or products containing a hygiene seal, you must pay: before or when you collect them; or where we expressly agree in writing to provide an invoice in relation to the relevant products, following receipt of an invoice from us.

We can charge interest if you pay late: If you do not make any payments to us by any invoice due date, we may charge interest to you on the overdue amount at the rate of four percent (4%) a year above the Bank of England's base rate (or four percent (4%) a year for any period when that base rate is below 0%). This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgement. You must pay us interest together with any overdue amount.

Terms & Conditions

What to do if you think an invoice is wrong: If you think an invoice is wrong, please contact us promptly to let us know. Once the dispute is resolved we may charge you interest on correctly invoiced sums from the original due date.

Inability to Pay

What if you can't pay? If, for any reason, you are unable to pay for any services and/or products pursuant to these terms, please discuss the matter with a member of our team as soon as possible and before any treatment or services take place or the collection of any products.

Animal Insurance

Direct claims: If you settle an animal insurance claim directly with your insurer, this does not transfer liability for fees incurred to us. If at any point an insurer refuses payment for a direct claim, you will still be fully liable to all costs incurred. The insurance policy is a private agreement between you and your insurer. We cannot be involved in disputes over non-payment of insurance claims. We allow 30 days from completion of an insurance claim form to receiving settlement. Should the insurer not settle within that time period, we may still require you to settle the outstanding fees you owe to us.

Vaccination Reminders

It is your responsibility to check your animal's vaccinations are up-to-date. Whilst we may make reasonable efforts to send out reminders for vaccination, it is your responsibility to keep your animal's vaccinations, including those required to obtain and/or maintain pet passports or travel documentation, up to date. If you delay or fail to do so, and this causes us to restart a course of vaccinations, you will be responsible for any costs that are incurred.

Pharmaceuticals

Our services and products. We are a provider of professional veterinary medical services. All of our services and/or products comply with applicable laws and any regulatory requirements.

Medicines

A veterinary surgeon may prescribe prescription only medicines 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 prescription for medicine(s) that may be prescribed for your animal(s) and agree to pay all such fees to us. You are requested to give us at least three (3) business days' notice for repeat prescriptions. We cannot refund the cost of returned medicines. Unused medicines should be returned to us for safe disposal and we will charge for such disposal in accordance with our Practice Terms and Conditions.

Terms & Conditions

Emergency Cover

We will exercise reasonable efforts to expediently meet the needs of your animal should an emergency arise outside of the Typical Consulting Hours that you can see within the pack. This may, where appropriate, include us sourcing out-of-hours care from third parties. Where out-of-hours services are provided by a third party, those services will be subject to separate terms between you and that third-party provider. If you require veterinary assistance or guidance outside of our Typical Consulting Hours, call us and will be directed to our out-of-hours services. Where we provide any out-of-hours services, you agree to pay us the relevant out-of-hours Initial Consultation Fee and applicable Visit Fee and/ or surcharge mentioned at the beginning of these terms (including those calculated at the out-of-hours Hourly Rate). Additional charges will be incurred in respect of any further treatment.

Ownership of Records

We may carry out investigations on your animal. If we do so we will own the resulting records at all times. You may view your animal's clinical notes on request, and will be charged accordingly. Copies of our records may be passed on, by request, to another veterinary surgeon should the need arise

Complaints and Standards

If you want to make a complaint: We hope to ensure that you never have recourse to complain about the standards of service you receive from us. However, if you feel there is something you wish to raise, please contact a member of our team, who will address your concern and escalate it internally as is appropriate. If you are not satisfied with the outcome of this process you should direct your comments within twenty-eight (28) days in writing, to the address indicated on our website. An acknowledgment will be sent by return and then a period will elapse while the case is investigated, and reports are collated from our team members involved. We will aim to reply in writing, usually within twenty-eight (28) days although the period may be longer if our manager or the team members involved are temporarily unavailable or delayed.

Standards: We will not, at any time, tolerate any aggressive or abusive behaviour to any member of our team, consultant, student or other contractor or individual, or any of our other clients, whether at our premises, during a site visit, online or on social media, or otherwise. If you behave in such a way you will be asked to leave our premises immediately and you may then be notified in writing that you must find alternative veterinary cover.

Please note this document is provided for information purposes only. It does not form the basis of any contract between you and us. For our full Practice Terms and Conditions please go to our website at: minsterequinevets.co.uk , or pick up a copy in Practice.

For further information, contact us.

poppleton@minstervets.co.uk

01904 788840

01653 695076

 @minsterinsta

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