



MULBERRY HOUSE VETS



Thank you for choosing us to take care of your pets. We are an independently owned veterinary practice who are proud to offer an exceptional quality of veterinary care along with a friendly and compassionate service - doing the right thing for our patients and their families always comes first.

 *Welcome to Mulberry House Vets*

Everything we do at Mulberry House Vets is built on our four core values:

TRUST

It's essential

We aim to ensure the relationship between us is based on honesty and trust.

We will always take the time needed to explain diagnoses, further investigations and treatment options along with our transparent fee structure. We will listen and answer any questions or concerns you may have, so that together we can shape a treatment plan that works for you and your pet.

Continuity of care is paramount in developing this trust, and we aim for you to see the same vet wherever possible. That way we get to know your pets and you, a whole lot better. You can always request to see a specific vet.

CARING

We care, we really do

We believe that a visit to the vets should be relaxed and as comfortable as possible for both you and your pets. When you visit Mulberry House, you will be greeted with genuine warmth and a friendly smile by a team who truly care.

We pride ourselves in always going above and beyond for our patients and their families. Every single pet that we look after is special and deserves exceptional treatment.

Sadly, there may be days when words just aren't enough, and for those times we have hugs, tissues and as much time and space as you need.

EXPERIENCE

Rest assured

Our Vets and Nurses are all highly qualified and have a huge amount of experience. Between us we have advanced qualifications in internal medicine, small animal surgery, feline medicine and emergency & critical care.

The whole team shares a passion for delivering the kind of care we would want our own pets to receive. We routinely discuss patients and cases and attend courses and conferences to ensure our knowledge and skills are right up to date so our standards remain high.

POSITIVITY

Your pets make us smile

All of us at Mulberry House Vets love what we do, and it shows.

Of course, caring for pets isn't always easy and having pets ourselves, we understand the challenges that can accompany the fun, loyalty and companionship that they bring. We have broad shoulders and an understanding ear when needed, but our default settings are smiling and positive - we love it when you and your four-legged friends drop in to say hello!

Finally, we always ensure that our team is well looked after and supported - after all, happy people mean happy pets!



THE MULBERRY EXPERIENCE

Every aspect of the design of our modern purpose-built practices have been carefully thought out to provide a positive and stress-free experience for you and your pet whether visiting for a consultation or a hospital stay.

Our reception areas feel warm and welcoming with calming colours, gentle music and relaxing pheromone plug-ins. We have separate waiting areas for dogs and cats and thoughtful features such as hideaway cat carrier cubbies, a nervous dog cuddle-corner, slip free 'Floors for Paws' flooring, sunken dog weighing scales and of course a never-ending treat jar on the reception desk!

For those dogs who don't like to see other dogs we have a separate entrance to the consult rooms or you can have your appointment in our garden.

The Mulberry Club

Help spread the cost of preventative health care with our monthly subscription

Separate cat & dog wards

To ensure the most relaxed and pleasant stay for our patients, our separate cat and dog wards are positioned at opposite ends of the building. Our bespoke kennels have climate control, adjustable lighting, pheromone plug-ins and soothing background music.

The dog ward has a door leading out to our garden, perfect for toilet walks and spacious walk in kennel which provide a comfortable space for our larger patients.

Our cat ward fulfils the requirements for a Gold Standard Cat Friendly Clinic. The large overnight kennels allow cats to stretch out while also having room for a hideaway to give our shyer patients a place to retreat to.



Nurse consults

Our highly experienced veterinary nurses love getting to know you and your pets. Their clinics include nutrition & weight management, puppy & kitten advice, geriatric care, dental health and they can perform post-op checks, blood pressure monitoring, emptying anal glands, nail clips and dressing changes.



Vet consults

Our appointments give us time to listen to your concerns, perform a full physical exam and together with you, plan the best care and treatment for your pet. If you feel you may need longer then please let us know, and we'll find the extra time for you.



Google review

"Mulberry House Vets is everything and more that you could want from a veterinary surgery. Your pet's care is first and foremost, treating your pet as if it were their own. Professional, warm and friendly, you always get greeted with a smile. When you are worried about your pet, knowing that they are in the capable hands of Mulberry House Vets is a huge relief."

Google review

"Exceptional. Most impressive clinical skills coupled with outstanding care. Having Mulberry House Vets quite close is now a material factor in deciding whether or not to move house. They are that important."

OUR SERVICES AND FACILITIES

Surgical theatre

We have invested in the best surgical facilities to enable our experienced surgeons to perform all types of operations and procedures here at Mulberry house.

These include:

- Neutering including keyhole spay
- Lump removals
- Wound repair
- Bulldog airway surgery
- Emergency surgery

Our orthopaedic surgeon visits weekly to perform complex bone surgery including fracture repair, cruciate ligament rupture and patella luxation.



Keyhole Surgery

We also offer keyhole surgery which allows us to use specialist cameras to visualise inside the abdomen and perform operations through two small incisions rather than traditional open surgery. This means less discomfort during the surgery and a quicker and more comfortable recovery for your pet.

Dentistry

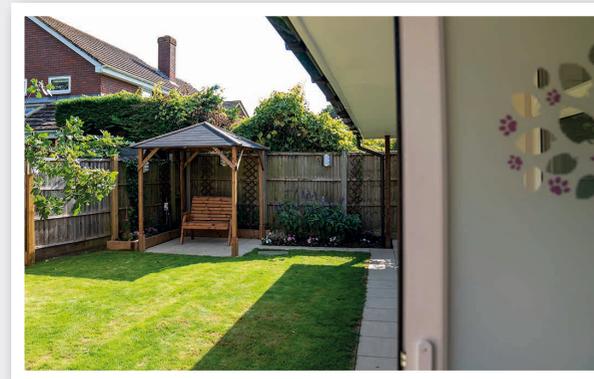
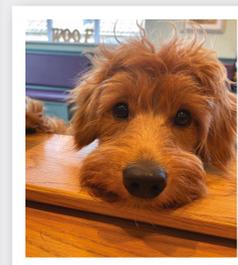
All dentistry is performed under general anaesthetic for the comfort and safety of our patients. Our digital xray machine allows us to visualise the roots below the gum line and assess if a tooth needs to be removed.



Google review
“Mulberry House are so caring and kind and are always very proactive in keeping you informed. Would thoroughly recommend, a great practice”

When your pet is unwell, they may need further investigations. We have state-of-the-art equipment which allows our highly trained vets to examine inside the body, visualise organs and take samples without invasive surgery.

- CT Scanner
- Radiography
- Ultrasound scan
- Endoscopy
- Laboratory



Google review
“The care our dog was given was wonderful, they listened to everything we asked of them and fulfilled our wishes to the utmost. They offer a customer service that is rare to find with prices that are fair for such wonderful care. We feel so very lucky to have found them..”

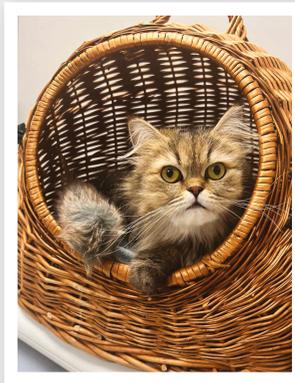
Overnight care

We are able to provide overnight care in the practice for patients who are stable but need to remain in hospital for ongoing treatment. These patients are looked after by the vet or nurse on duty.

Patients who are critically unwell and require constant monitoring and treatment by a vet overnight will be transferred to Medivet 24hr in Wokingham.



z z z z z



Home visits

While we have designed Mulberry House Vets to be welcoming and a place where pets and their owners enjoy coming to visit, we understand that sometimes people need us to come to them in their own home. We are happy to provide home visits during normal working hours, please give us a call to arrange this.

End of life care and euthanasia

When the times comes to say goodbye to our beloved family pet it can be heart breaking. As pet owners ourselves we completely understand how this feels. While incredibly sad, we also take responsibility and pride in making the last moments of a pet's life pass with peace and dignity. We will always make time to talk with and support you before, during and afterwards. We are here to help you through this hard time and when words aren't enough, we will have a box of tissues and a shoulder to cry on.



TERMS AND CONDITIONS

Fees and methods of payment

All fees, diets and drug charges are subject to VAT at the current rate and are determined by the time spent on a case and according to the medications, consumables and diet used. Clients will receive an itemised invoice for every consultation, surgical procedure or transaction. Accounts are due for settlement at the end of each consultation, on the discharge of a pet or on the collection of drugs/diets. Cash and most credit and debit cards are accepted.

Missed appointment policy

We always send an email the night before to remind clients of their appointment time the following day. We understand that even with this, appointments can slip your mind. As such our policy allows for two appointments to be missed without effect, if a third appointment is missed then our standard consultation fee will be charged. We will also request an upfront payment for future consultation fees at the time of booking.

Direct Insurance claims

For extensive treatments we can offer, at our discretion, to receive payment directly from your pet insurance company. There are certain insurance companies that we are unable to work with directly, please speak to our reception for more details. There will be an administration charge for providing a direct insurance claim.

Estimates of treatment costs

We are happy to provide a written estimate as to the probable costs of any surgical procedures or inpatient treatment. However please be aware that an estimate can only be approximate as a pet's illness does not always follow a conventional course and additional costs may occur which cannot be predicted at the outset. We will endeavour to contact you as soon as we have reason to believe that the costs could be significantly higher than the estimate.

Inability to pay

If you are unable to settle your account as specified, please discuss the matter as soon as possible with a member of staff.

Settlement terms

If for any reason your account has not been settled at the end of consultation, the discharge of your pet or upon collection of drugs/diets, an invoice will be sent within 7 days.

Any further unpaid account reminders will be sent with an additional accounting fee in respect of administrative costs incurred. Further reminders will incur further charges as will referral to our debt collection agency.

Brucellosis testing

Brucellosis is a bacterial infection endemic in Eastern Europe, Africa, Asia and the Americas which can spread from dogs to humans through direct contact. It can cause serious illness including infertility in humans. To protect our staff and your families, it is our practice

policy that all dogs imported to the UK from countries where Brucellosis is endemic must have a serology blood test to show that they are free from this disease before they can be treated for routine procedures and examinations.

Off license medication

In certain circumstances, where no suitable alternative exists, it may be appropriate for our vets to prescribe medication for your pet which has not been licensed for that specific treatment. This may include the use of drugs in one animal species which are licensed in another or some human medications which are not available in veterinary form. When dispensing off licence medication we will ask you to sign a consent form.

Repeat prescriptions

Please give us 48 hours notice for repeat prescriptions. In accordance with the Royal College of Veterinary Surgeons' recommendations, all pets receiving prescription-only medications need to be regularly examined by a veterinary surgeon for their good health and to ensure the medication and dose continue to be appropriate. We will advise you when these checks are required and the associated costs involved.

Unused medication

We follow the British Veterinary Association's Code of Practice on unused medicines which states that "once stock has been dispensed, it should not be accepted back into the dispensary". This means that once you have collected any medicine and taken it away from our premises, we cannot provide refunds for any medication returned to the practice. We can safely dispose of any unwanted medication at your request.

Reminders - vaccinations and other products

Whilst we make every effort to remind you when your pet is due vaccinations or other preventative care like flea and worming treatment, it is your responsibility to ensure that they are kept up to date and your pet meets any requirement for boarding establishments or travel abroad.

Complaints, comments and compliments

We hope that you never have a reason to complain about the standard of care and service received from Mulberry House Vets. However if you do find there is something you wish to bring to our attention, please contact one of the Directors and we will be happy to discuss your concerns and resolve any issues as quickly as possible.

CCTV & Call recording

We use CCTV in our clinic for the safety and security of clients, staff, and animals, and calls to our practice may be recorded for training, quality assurance, and to assist with care inquiries. By entering the clinic or contacting us, you consent to these recordings. CCTV footage and call recordings are stored securely, accessed only by authorized personnel, and retained for a limited time in compliance with legal requirements. Recordings may be shared with authorities if necessary. For more details on data handling, please refer to our Privacy Policy.

PRIVACY POLICY

Mulberry House Vets Ltd takes your privacy very seriously and we are committed to handling your information in a secure and responsible manner, in line with the General Data Protection Regulations 2018. If you have any concerns, enquiries or would like to access or update your data or how we contact you please contact our Data Protection Officer Sharon Tongue on 0118 402 8822, or email: hello@mulberryhousevets.co.uk or visit the practice.

We will need to collect personal information from you under the terms of a contract we have with you. If you choose not to give us this personal information, it may delay or prevent us from meeting our obligations. Any data collection that is optional will be made clear at the point of collection.

- * We can send you an email and/or text for appointment and treatment reminders
- * We can send you an email, text & post for Vaccination reminders
- * We may also contact you from time to time by email, text & post to update you on important pet information, special offers, competitions, updates from the surgery etc.
- * We will never sell your personal details onto any third party without your explicit consent.
- * We will update and change any communication methods that we have recorded straight away when requested by you.
- * We may share your personal data with:
 - Companies running loyalty schemes/reward schemes that you take part in
 - Your pet insurance company
 - Other veterinary practices, specialist veterinary referral centres & Medivet 24hr our out of hours emergency care provider.
 - Our Practice Management Software support team
 - Our indemnity insurance company
 - Microchip company databases
- * We may collect personal information about you from the following processes:
 - When you register with us as a client
 - When you talk to us on the phone or in our practice
 - When you use and complete request forms through our website
 - In emails and letters
 - In pet insurance claims or other documents
 - In customer surveys
 - If you take part in our competitions or promotions

- * Subject Access Rights - A request for Personal Data must be responded to within 30 days and is provided free of charge.
- * Mulberry House Vets reserves the right to pass on your personal data to our relevant Debt Collection agency at the time should your account fall into arrears and such action become necessary
- * You have the right to question any information we have about you that you think is wrong or incomplete. Please contact us if you want to do this. If you do, we will take reasonable steps to check its accuracy and correct it.
- * What if you want us to stop using your personal information? You have the right to object to our use of your personal information, or to ask us to delete, remove, or stop using your personal information if there is no need for us to keep it. This is known as the 'right to object' and 'right to erasure', or the 'right to be forgotten'. There may be legal or other official reasons why we need to keep or use your data. But please tell us if you think that we should not be using it and we will review your request appropriately. We may sometimes be able to restrict the use of your data. This means that it can only be used for certain things, such as legal claims or disputes. In this situation, we would not use or share your information in other ways while it is restricted
- * You can ask us to restrict the use of your personal information if:
 - It is not accurate
 - It has been used unlawfully but you don't want us to delete it
 - It is not relevant anymore, but you want us to keep it for future use
 - You have already asked us to stop using your data, but you are waiting for us to tell you if we are allowed to keep on using it

How to complain

Please let us know if you are unhappy with how we have used your personal information. You can contact us in writing: **Sharon Tongue, Mulberry House Vets, 302 London Road, Wokingham, RG40 1 RD** or by email: hello@mulberryhousevets.co.uk



Your Pets  At the heart of everything we do