

# ABOUT US

The orthopaedic and spinal service at The Grove has three full time surgeons.

Our orthopaedic and spinal referral surgeons are Gordon Brown, Simon Gilbert and James Tattersall – a European Specialist in Small Animal Surgery. The practice also employs a fourth vet as a surgical assistant and intern to the three main surgeons who, together with veterinary nurses and kennel attendants, assist in the day to day management of referred cases.

Lorraine Fleming, an independent veterinary ophthalmologist, provides a referral service in ophthalmology alongside the orthopaedic and spinal service.

Grove Referrals has access to the latest state-of-the art orthopaedic diagnostic facilities including digital radiography, on site computerised tomography (CT scanning) and a visiting MRI scanner. Arthroscopy, is also available and can be used both as a diagnostic and therapeutic tool.



GORDON BROWN



SIMON GILBERT



JAMES TATTERSALL



LORRAINE FLEMING

# COMMUNICATION IS KEY

We understand that you will be concerned about your pet and will endeavour to keep you updated on his or her progress. Following surgery and during hospitalisation, we will provide you with daily telephone reports and afternoon visits may be possible, depending on the circumstances surrounding your pet's condition.

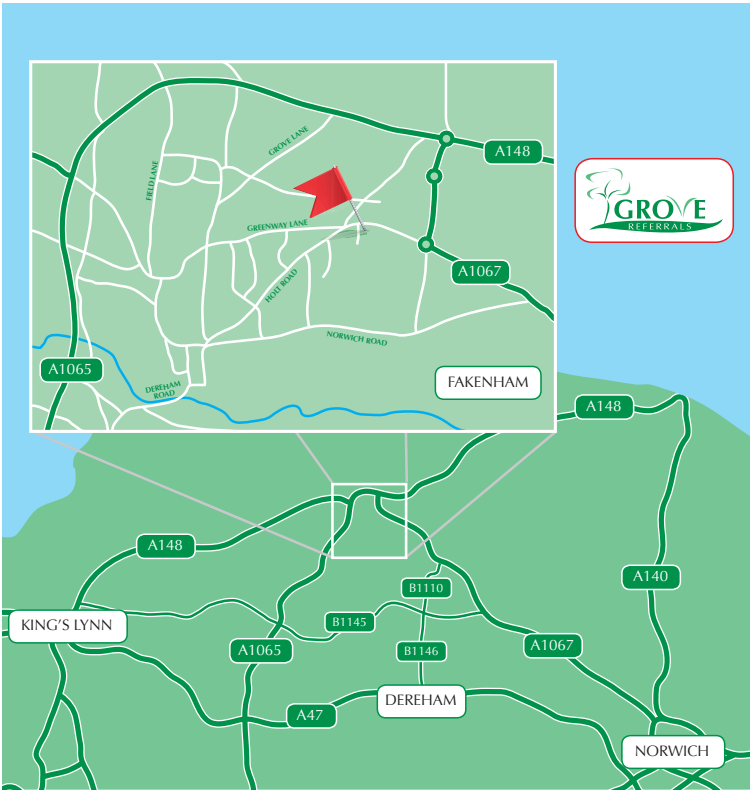
# SERVICES PROVIDED:

- All aspects of lameness investigation and management
- Trauma management including fractures
- Cruciate ligament surgery
- Patellar stabilisation surgery
- Arthroscopy
- PAULs procedure for management of medial (elbow) compartment disease
- Total joint replacement (hip and elbow)
- Spinal investigations and spinal surgery such as spinal cord decompression, stabilisation and spinal fracture repair.

The orthopaedic referral team is available 24/7 in an emergency and has a dedicated night nursing team integrated into a larger team of veterinary nurses who provide 24-hour care and support for our patients.

# AFTER-CARE

After-care is not an after-thought at The Grove. We want to ensure that your pet returns home with the very best prognosis, so we go the extra mile to make sure that he or she receives the best post-surgical care possible. If your pet has undergone major surgery and is need of specialist care when they rejoin you at home, we will work with you to help you to understand what is required and how you can help them with their convalescence.



**Grove Referrals**, Grove House, Holt Road, Fakenham, Norfolk, NR21 8JG

[www.grovereferrals.co.uk](http://www.grovereferrals.co.uk)  
[grove.referrals@cvs vets.com](mailto:grove.referrals@cvs vets.com)

Tel: 01328 862137 Fax: 01328 855913

# APPOINTMENT

An appointment has been made for you at The Grove Referrals;

Client Name: .....

Animal Name: .....

On: ..... / ..... / ..... At: .....

Please ensure your animal has been starved from 7pm the evening before your appointment, although free access to water can continue. On arrival please leave your animal in the car and report to reception.

The Grove Orthopaedic Referrals is a trading name of CVS(UK) Limited; a company registered in England and Wales. Registered number: 03777473. Registered Office: CVS House, Owen Road, Diss, Norfolk IP22 4ER.



# WELCOME TO GROVE REFERRALS

Grove Referrals specialises in Small Animal Orthopaedics, Spinal Surgery and Ophthalmology.

As one of the leading referral centres in East Anglia, the Grove provides a referral service for pets referred by their own veterinary surgeons for the further investigation and treatment of orthopaedic, spinal and ophthalmological problems.



## YOUR PET IN OUR CARE

If your dog or cat is referred to us by your own vet, you can rest assured that our team will provide the best possible all round care.



## WHAT IS A REFERRAL?

Just like doctors, general veterinary surgeons cannot be an expert in every field and at certain times, they need to refer a pet to someone who has greater expertise in a specific area and more specialised equipment to treat the problem. Your pet must be referred to us by your own vet.

If your pet needs to be seen urgently your vet will telephone for an emergency appointment. We are available 24/7 but additional charges apply to work undertaken out of normal surgery hours.

Your vet may wish to discuss your pet's case with us by telephone prior to making a decision regarding referral. In some cases he or she may send us X-rays or laboratory results beforehand.

## WHAT YOU NEED TO BRING WITH YOU

Your vet will usually supply us with a letter of referral giving details of your pet's relevant history and a brief summary of the problem along with any relevant X-rays or test results. He or she may ask you to bring these with you, or they may fax, post or email them to us in advance of the appointment.

It is a good idea to have made some brief notes about your pet's history e.g. dates of events and any signs of problems which you may have noticed, as our vet will ask you questions about this during the consultation. It is also worth making a list of your own queries or concerns to make sure that we have addressed these for you.

You should also bring any relevant insurance documentation, including a claims form. You will also need to bring a means of payment as fees are charged for work as it is done. We generally require 50% of the estimated fees before commencing surgery. Full payment will be required at the time of your pet's discharge.

Our infection control procedures prevent us from admitting any bedding or toys with your animal.

## YOUR APPOINTMENT

During your appointment, we will obtain a detailed history of your pet's medical background as well as the current problem. A thorough clinical examination of your pet will then be performed and any findings and provisional diagnoses will be fully discussed with you at the time. In many cases it may be possible to leave your pet for surgery, which will involve at least one overnight stay or cases will be booked back for surgery on a later day.

## INSURANCE CLAIMS – HOW IT WORKS...

Under normal circumstances, we ask that you pay us at the time of treatment and claim back the funds from the insurance company yourself.

You will need to check with your insurance company about your level of cover, any exclusions you may have and what excess you will need to pay. We will do our best to help with this process, and our Insurance Claims Administrator can be contacted at the practice to help.

Claim forms can be left with us for completion and sending off to the insurance company. Most forms are completed and submitted within 7 days of receiving them.

## DIRECT CLAIMS

Although we do not routinely make direct claims from insurance companies, they can be arranged with some insurance companies under certain circumstances, provided that you discuss this with us, either prior to your appointment or on your arrival at reception, before your initial consultation with the vet and prior to any investigations or treatment being undertaken. You will need to contact your insurance company and authorise them to discuss your policy with staff at The Grove.

