

## FOCUS FARM VETS Ltd.

We are a dedicated farm only practice providing an efficient, cost-effective, professional service. We are the only independently owned farm animal only practice in Cornwall.

- ✓ FULLY EQUIPPED AMBULATORY SERVICE
- ✓ FREE MEDICINE DELIVERY
- ✓ TRANSPARENT AND SIMPLE PRICING SYSTEM
- ✓ TAILOR MADE AND COMPLETE SERVICE TO YOUR FARM.

### Our service

- ✓ Fully equipped vans to deal with nearly every situation on farm.
- ✓ If given notice extra staff can be provided at no extra cost to assist the vet on farm.

### Medicines

- ✓ Medicine prices will be as close as possible to internet prices.
- ✓ Free medicine delivery on any size order.
- ✓ No medicine dispensing fee except for individual doses in syringes as we have to breach a new bottle. This is £3.
- ✓ Boxes of needles and syringes can be ordered and added to your account.
- ✓ Orders placed before 10am will be delivered on the same day if items are in stock.
- ✓ Orders placed after 10am will be delivered on the next working day.
- ✓ Dry cow tubes and vaccines will need to be ordered in advance to keep overheads down. We can normally get these out to you the following working day.

### Charging

- ✓ Set hourly rate for all veterinary services (£115+VAT/hr)
  - Include: calvings, caesareans, pregnancy diagnosis etc.
  - No visit fee during office hours
  - You pay only for our time on farm.
  - If you are prepared for the vet you will save money.
- ✓ Minimum charge of £28.75+VAT
  - Includes visit fee and up to 15 minutes work
- ✓ £22.50+VAT surcharge for out of hours fee:
  - Includes nights, weekends and bank holidays.
  - This extra charge goes straight to the vet on call.

- ✓ At the end of each visit we will give you a receipt for you to check. You will know roughly how much your bill will be before you get it. Medicine batch numbers and amounts will be recorded at the time so can easily be added to your medicine book.

#### Billing

- ✓ Bills are sent in the first week following the end of the month. It is your choice whether you want these by email, post or both.
- ✓ We require payment within 30 days to maintain our competitive rates on medicines and services.
- ✓ Please speak to us if you are struggling to pay your bill. A 5% surcharge will be added for late payments, unless previously agreed otherwise with David. We are working to a tight margin in order to keep costs down for you.
- ✓ Cheques which bounce will be charged to your account.

#### Tailored Service to your farm

- ✓ Initial complimentary visit from us to discuss our custom made service and what you want from us as your vets.
- ✓ We encourage a pro-active approach to herd & flock health to promote their health, well-being and productivity.

#### TB Testing

As XL are now in charge of subcontracting TB testing work from APHA, they need to be given a minimum of 3 months' notice when you want to change veterinary practices for TB testing.

- ✓ Pre-movement TB tests are different as they are privately arranged, so we can do this at any time at your request.
- ✓ If you want us to perform your whole herd test and other official veterinarian work:
  - Ring XL Farmcare: 0800 612 5289
  - We recommend doing this at your earliest convenience.