



Policy regarding clients making enquiries and contact with WMR without the prior involvement of their primary veterinary surgery

We are receiving an increasing number of contacts from clients as “cold calls”, asking for advice about the treatment for their pet and investigating the costs of procedures with us.

To give meaningful opinions on the required treatment for a pet, we first need the case notes and records from the referring vets including any X-rays or lab reports.

We operate under the clear guidelines from the RCVS (our professional governing body) regarding the transfer of cases between veterinary practices. These guidelines ensure continuity of care and ensure the effective passage of information for vets taking over a case to allow them to provide appropriate advice and to provide proper and appropriate treatment.

Referral is a well-established part of the UK veterinary culture. All veterinary surgeons in the UK know and accept the referral procedure, and so clients need have no fear that they will offend their own vet by asking them for a referral to us.

So, we politely ask that all clients seeking treatment or opinions from us, first ask their vets to follow the normal referral procedure of a case to us. We would rather not speculate on what a pet requires until we have all the necessary information from the practice that is currently treating the patient.