

Schedule 1: Price List Schedule

Cytology (fine needle aspiration)

Seems off to include this but not other diagnostic tools: Unnecessary to include? Given the extensive range of diagnostic tools this seems strange to include in the price list. Anything that needs an FNA needs careful, holistic and individual discussion about its usefulness, its sensitivity and its barriers - and the alternatives.

Schedule 2: Standard Written Prescription Notice

The same medicines may be significantly cheaper online You can choose where to buy your pet's medication Compare prices online and at other retailers to see the savings you might make You can request a written prescription You should expect to be offered the choice within your consultation* At this practice there is a written prescription fee of £ For information on authorised online pharmacies and further advice from the Royal College of Veterinary Surgeons, visit: rcvs.org.uk/help

Wording can be less abrasive. You also do not want owners withholding urgent treatment to wait for medication to arrive in the post, so this should be encouraged only for chronic or ongoing conditions.

Suggestion:

You can choose where to buy your pet's medication and can buy many online. Compare prices online and at other retailers to see the savings you might make You can request a written prescription You should expect to be offered the choice within your consultation* At this practice there is a written prescription fee of £ For information on authorised online pharmacies and further advice from the Royal College of Veterinary Surgeons, visit: rcvs.org.uk/help

Schedule 3: Standard Flyer for Ongoing Medication

The same medicines may be significantly cheaper online You can choose where to buy your pet's long-term medication* For repeat prescriptions small monthly savings can become hundreds of pounds over time Month 1 Year 1 Long-term treatment For information on authorised online pharmacies and further advice from the Royal College of Veterinary Surgeons, visit: rcvs.org.uk/help *In some cases, there may be clinical or regulatory reasons why a written prescription is not available

Suggestion:

You can choose where to buy your pet's long-term medication* and can access many online. For repeat prescriptions small monthly savings can support you over time.

For information on authorised online pharmacies and further advice from the Royal College of Veterinary Surgeons, visit: rcvs.org.uk/help *In some cases, there may be clinical or regulatory reasons why a written prescription is not available

Draft schedule 4 - complaint log

No comment - majority of practices will have this in place.

Draft explanatory note

POINT:

Article 7(3) also requires that when a Veterinary Business sends an initial email or text message or other digital communication to a Pet Owner to confirm a consultation booking, it must specify the price for that consultation and for any pre-booked services or treatments which are on its Price List and include a link to the Price List webpage (Article 7(3)).

Where does this extend to?

Example:

A pet booked in for a bladder work up the next day for possible uroliths.

Do we give estimates for the sedation and ultrasound. Do we give an estimate for radiography?

Do we give an estimate for a cystocentesis? Do we have an estimate for a cystotomy?

Many things in veterinary medicine are not a clear cut estimate or progression of treatments - sometimes we are investigating and do not know until we have different answers and then call the owner for an informed discussion.

How do we define this 'text' or 'email' with an estimate of pre-booked services?

POINT:

'Prices shown relate to delivery of the treatment or service listed for a typical case. In some cases, complications or clinical factors may mean the pet needs additional or more costly intervention and this may affect the final price charged. Your vet will update you on your options and the costs as diagnosis and treatment progresses.'

Change to:

'Prices shown relate to delivery of the treatment or service listed for a typical case. In some cases, complications or clinical factors may mean the pet needs additional or more costly intervention and this may affect the final price charged. Your **veterinary team** will update you on your options and the costs as diagnosis and treatment progresses.'

POINT:

Written estimates for higher cost treatments

- I completely agree with this section.

POINT:

'Once a written prescription has been requested, the Vet must either provide a hard copy to the Pet Owner by the end of the consultation or prepare a digital copy of the prescription within two Working Days. This digital copy must be ready to send to the Pet Owner's nominated Authorised Online Pharmacy (or to provide to the Pet Owner directly) once the Pet Owner has informed the Veterinary Business which Authorised Online Pharmacy they are going to use. It must be sent as soon as reasonably possible after that.'

To avoid prescription fraud, some practices will not offer a physical copy, or a digital to the clients email, and will only send directly to a pharmacy. We must ensure that wording here is clear that if it is a practice policy not to give a physical copy, or a copy to client, but they abide by the digital copy direct to pharmacy within 2 working days, that is adequate. Please note that prescription fraud with clients fraudulently changing a prescription is a very real issue and therefore should a practice only send it directly to an Authorised Online Pharmacy then this must be accepted and not penalised.

Therefore point 14.1 is of high importance and must remain

*Digital copies can either be sent directly to an Authorised Online Pharmacy or given directly to the Pet Owner. **This decision is a matter for the prescribing Vet**, who when sending directly to an Authorised Online Pharmacy must request the Pet Owner nominate a preferred Authorised Online Pharmacy.*