

No more on call?

Welcome to dedicated Out Of Hours
emergency care.



 **vetsnow**[®]
dedicated out of hours
emergency care

Who are Vets Now?

The UK's leading provider of dedicated Out Of Hours emergency veterinary care.

Vets Now is run by Veterinary Professionals for Veterinary Professionals. We work in partnership with private veterinary practices, providing emergency care for clients at night and at the weekend.

Partnering with Vets Now enables private practices to improve the work life balance for daytime staff, without compromising the quality of care provided for clients and their pets.

Every Vets Now clinic in our national network is staffed by our own permanent Vets, Veterinary Nurses and Receptionists. Our teams only work Out Of Hours and never consecutive days and nights ensuring

they are fresh and ready to treat your clients in an emergency. The back up of a central support office and Regional Support Manager ensures continuity of service from Out Of Hours to daytime.

The service is proven and trusted throughout the UK. We have been delivering first class Out Of Hours care since December 2001. Our national strength is complimented by our local approach. Within each clinic the Senior Veterinary Surgeon has the autonomy to tailor aspects of the service to meet local needs of individual practices.

All of the permanent Vets Now staff are enrolled in a rigorous ongoing programme of CPD. We run the only UK Congress specifically focussing on Emergency and Critical Care medicine, ensuring our position at the forefront of this area of the profession. We invest heavily in training and in the latest veterinary equipment to support the work of our Vets and Nurses.

Our business is Out Of Hours emergency care. Our staff are at the core of our service and their commitment and passion is at the heart of our success. Our approach is professional, honest and ethical. That's the Vets Now way.

Vets Now - improving the lives of vets and pets™



“Since working with Vets Now we have a great sense of relief that our clients’ pets receive the best quality care out of hours.”

Bruce Barker
Rogers, Brock & Barker, Stoke

Why use Vets Now? Supporting your team, caring for your clients.

The veterinary profession has changed. In today’s modern profession veterinary professionals want to deliver the best possible service to clients, but also have the chance to enjoy their free time.

Vets Now supports both your practice team and your clients.

Your clients will have immediate access to a team of dedicated emergency veterinarians who only work Out Of Hours. Our team are therefore fresh and ready to see your clients whether

they need us in the middle of the night or on a Sunday evening.

Over 80% of the practices using Vets Now report an increase in staff morale. By switching to Vets Now you are giving your team the opportunity to really enjoy their time off, to make plans for weekends and evenings, and come back to work refreshed.

By removing the burden of broken sleep, night time emergencies and the stress of a busy weekend on call, your daytime team are left free

to give 100% to the clients they see during the day. The result, ensuring their daytime clinical and business performance is optimised.

Working with Vets Now can also help you achieve compliance with the EU Working Time Directive.



“The immediate and appropriate professional care offered by the clinic literally saved Sukie’s life”

Maurice Manktelow
Client, Bradford Clinic



For your clients. A positive step to the best available care.

At Vets Now we see more than 4000 cases every month. We therefore know exactly what clients think of, and say about, the service.

Many clients are still surprised to find that some vets work on call before or after a full days work. Partnering with Vets Now is positively welcomed by clients as a modern solution to balancing your work in daytime practice with 24 hour care provision.

By proactively explaining the service and allowing your clients to ask any questions we can ensure they appreciate your reasons for joining the service. Once clients understand

that using Vets Now allows you to ensure the highest levels of continuous veterinary care they will welcome it. We encourage all clients to view Vets Now as an extension of their own practice.

What’s more, any inherent concerns about disturbing their own vet Out Of Hours diminish as clients become comfortable in the knowledge that our staff are dedicated to providing emergency when their own Vet is off duty. Indeed clients value that you have arranged care for continuous care to be provided for their pet.

It is important to us that your clients are 100% satisfied with the service. Each

client we see is asked to complete a satisfaction questionnaire. The feedback we receive from your clients allows us to continually develop and enhance our service. It is a testament to the level of service provided by our team that we consistently receive an average score of over 9 out of 10 nationally when clients are asked to rate the overall service they receive.

At Vets Now we operate an open approach and we regularly feedback the results of our client satisfactions questionnaires to member practices in our newsletters.



“We wouldn’t be without the service, I’ve been practicing since 1970, before this service I had considered retiring from the profession..... We’re looking for a new Assistant and we’re getting higher quality people”.

Bill Steele,
Colne Valley Veterinary Practice, Colchester



For your practice. Raised morale, more profitable business.

As staff morale increases so does loyalty and motivation, ensuring your team can go from strength to strength. Removing the additional hours and stress caused by working Out Of Hours will also reflect positively in the performance of your daytime practice.

A dedicated and motivated team are a much more secure team - helping you to maximise staff retention. However, should you need to recruit for new staff offering a position with no on-call is a key attraction. Existing member

practices have seen a reduction in recruitment costs and an improvement in the standard of candidates applying. Indeed, being a member of Vets Now has also given them the increased flexibility to offer part-time positions which are being increasingly demanded in today’s profession.

It is common for Bad Debts to be incurred Out Of Hours. Since Vets Now invoice your clients directly we take responsibility for any bad debts.

Our experience has taught us that the service works best when your clients are aware who Vets Now are. Therefore, we will assist your client communications by providing extensive client literature; including information leaflets, maps, first aid leaflets and waiting room posters.

In addition to this when you join Vets Now we offer a complimentary mailing to your clients with our dedicated client starter pack.



“It is very difficult to put into words how much we appreciate your efforts, not only for the treatment and care you provided for Lucy, but also for the care and compassion you showed us as her owner.”

Martin Jones & Paul Robinson
Clients, Bristol Clinic



So why choose Vets Now? Here are some of the reasons...

- The UK's leading provider of Out Of Hours emergency care with a proven track record, seeing over 4,000 cases every month
- Vets Now is independent, we only provide Out Of Hours care
- Clinics staffed by Vets and Nurses who have chosen to focus entirely on small animal emergency care and who never work consecutive day and night shifts
- Our Vets never work alone, Out Of Hours they have a team of other vets across our clinic network
- Run by Veterinary Professionals for Veterinary Professionals
- Clinical staff are paid a fixed salary and no bonus or commission schemes ensuring no conflict of interest with your practice
- We strive to operate to the highest professional standards and have an independent clinical board advising on all clinical issues as well as a full time in-house Staff Development Manager
- We have the flexibility to tailor core services to meet your practices Out Of Hours requirements
- As a member practice you will be able to access the Vets Now Partners Programme and receive substantial savings from key suppliers
- Clinical and client care is central to the service we deliver
- Vets Now has a dedicated full time Clinical Trainer who is one of only a handful of board certified vets working in the UK
- We organise the UK's largest emergency and critical care Congress bringing the worlds' leading emergency and critical care speakers to the UK
- Discounted rates for Vets Now CPD courses
- Investors In People accredited; putting our own staff at the heart of our success

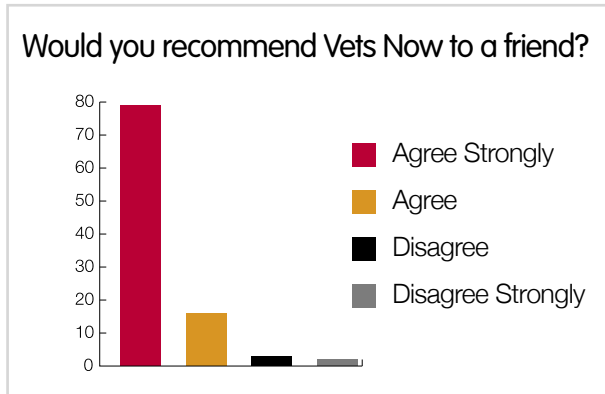
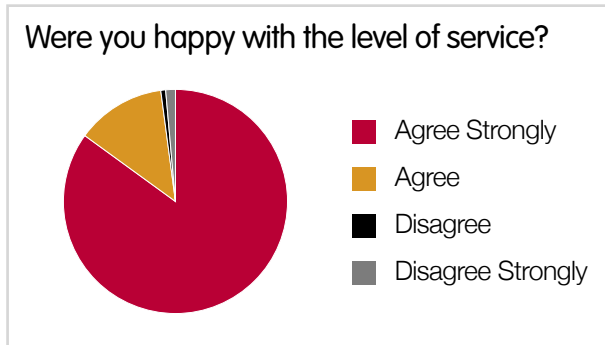
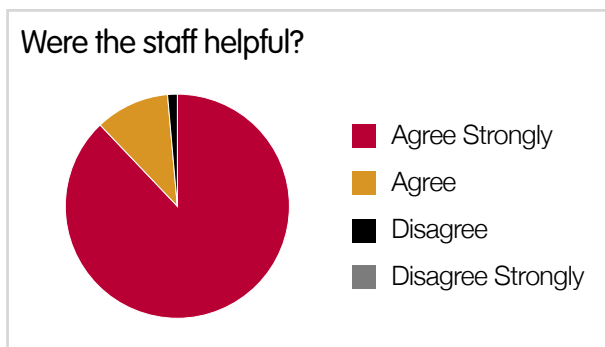




Facts and figures...

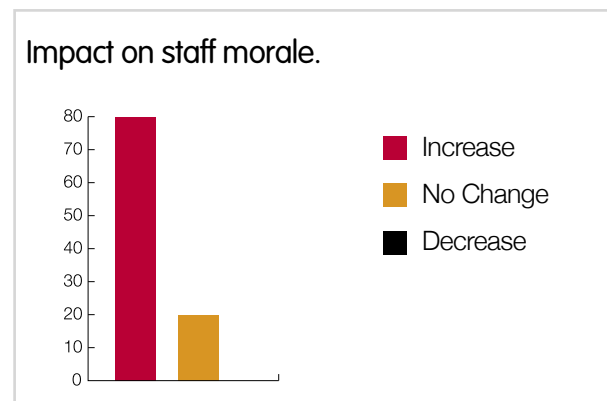
Client feedback

Figures based on feedback May - September 2005



Member practice feedback

Results taken from annual member practice questionnaire August 2005



84.1% of Members saw either an increase or no change in their client base during the last 12 months.

98% of Member Practices would be happy to recommend Vets Now to a colleague.

97% of Member Practices felt that Vets Now offered value for money for their practice.

97.3% of Member Practices felt that Vets Now offered value for money for their clients.

Vets Now Ltd.

1 Blue Central
Pitreavie Drive
Dunfermline
Fife KY11 8US

Tel: 01383 620064
Fax: 01383 620652

vets@vets-now.com

www.vets-now.com



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