



As a valued client of Lime Trees we are delighted to inform you of some exciting changes to our out-of-hours service.

Lime Trees has a long history as an independent veterinary practice - aiming to provide a professional and personal service which prioritises patient and client care. We pride ourselves on offering exemplary routine and advanced medical and surgical services. In a rapidly changing corporate-ownership market, we are delighted to remain independent.

In order to further improve our services we will be collaborating with Vets Now the leading providers of veterinary emergency and critical care services in the UK.

Vets Now employ highly-trained, dedicated night, weekend and bank holiday vets and nurses and have been providing an excellent and trusted out of hours emergency service in Stoke-on-Trent for many years. Their entire team have undergone intensive training in dealing with veterinary emergencies and care of critically ill patients. We are delighted that they have chosen to relocate to our Lime Trees Veterinary Hospital – Meir Park site so that we can continue to offer out-of-hours emergency care and treatment of your pets in our own practice. The only difference being instead of seeing our own veterinary and nursing team you will see emergency experts Vets Now. Their team will be on-site from 6.30pm all the way through to 8.30am the following morning to be there for you however anti-social the hour, and to watch over and care for any inpatients around the clock. This means that there will now be a veterinary surgeon on site at Lime Trees Veterinary Hospital- Meir Park all day every day.

During these times, Vets Now provide pets with the same excellent care and service that you have come to expect from Lime Trees Vets. They are able to provide immediate assistance should a pet's condition deteriorate becoming unstable or critical, giving both you and us peace of mind. This includes performing diagnostic tests, altering treatment plans and performing surgery. They are able to provide you with regular updates if your pet is hospitalised, throughout the night/weekend if desired. They will have access to all of your pets' clinical history, and in the morning the duty of care will be passed back to the veterinary and nursing team you are familiar with. We feel it is the best of both worlds.

Vets Now will be moving into Lime Trees Veterinary Hospital – Meir Park on Monday 30<sup>th</sup> July. Please call us as usual and between 7:00pm and 8:30am weekdays and 1:00pm Saturday until 8:30am Monday morning, you will be put through to the Vets Now team, who will be happy to assist you and your pets.