

pdsa PetAid practices



pdsa for pets in need of vets

Who is PDSA?

PDSA is Britain's leading veterinary charity treating more than 4,500 sick and injured pets every working day.

Quite simply PDSA exists to care for the pets of needy people by providing free veterinary services to their sick and injured animals and promoting responsible pet ownership.

PDSA PetAid services are entirely dependant on contributions from the general public; the average cost to PDSA of a course of treatment is £99.58.



What is a PDSA PetAid practice?

Across Britain there are 46 PDSA PetAid hospitals that provide a full range of medical and surgical veterinary services for sick and injured pets.

In communities too small for a PDSA PetAid hospital, PDSA arranges for local private veterinary practices to provide free PDSA-funded treatment on its behalf. These are called PDSA PetAid practices.

Free PetAid services

PDSA treatment is free of charge, although clients are always asked to make a donation to PDSA to help towards the treatment of their pet.

The average cost to PDSA of a course of treatment is £99.58

Who qualifies for free treatment?

Despite the tremendous public support PDSA receives, it simply does not have the funds to treat all of the nation's sick and injured pets. Therefore, PDSA's limited resources are concentrated on those animals whose owners are most in need.

PDSA will only register clients who are in receipt of Housing Benefit or Council Tax Benefit. (Council Tax exemptions are not the same as Council Tax Benefit and do not qualify.)

Each PDSA PetAid hospital and PetAid practice has its own designated catchment area, defined by postcodes. PDSA cannot register pet owners who live outside this defined area.

To find your nearest PDSA PetAid service or to enquire about eligibility, phone free on **0800 731 2502** or visit **www.pdsa.org.uk**

How do I register my pet?

Eligible pet owners must register their pets with the PetAid practice in advance to guarantee free PDSA-funded treatment.

To register, fill out the application form provided by your PDSA PetAid practice. This will be signed by the vet and sent to the PDSA Administration Centre in Sunderland.

The application form must be accompanied by:

- a £3 postal order to assist with administrative costs
- photocopies of documents proving that you are in receipt of Housing Benefit or Council Tax Benefit.

If you cannot find your documents, a section on the application form can be used to obtain proof from your Housing Office that you currently receive Housing Benefit or Council Tax Benefit.

If your application is accepted, you will be sent a PDSA PetAid certificate that is valid for a fixed period (but only at your selected PetAid practice and only for the one pet you nominate). You should bring this with you each time you visit the PetAid practice as free treatment cannot be given without a valid certificate.

Are there any restrictions?

- PDSA PetAid services are restricted to companion animals kept in the home or in a hutch.
- Only one pet per household can be registered at a PDSA PetAid practice.



PDSA does not cover

- call-out fees charged by the practice to attend outside normal working hours.
- The following types of treatment are not funded by PDSA but may be available for a fee from the practice itself.
 - vaccination and neutering of healthy pets
 - supply of prescription pet food
 - laboratory tests not essential for diagnosis
 - referrals to specialists
 - health checks
 - pregnancy diagnosis
 - house calls
 - postmortem examinations.

Help us to help you

- Make an appointment. Even in an emergency, phone to warn the vet that you are on your way.
- Arrive a few minutes before your appointment time.
- Attend in person and remember to bring your certificate on every visit.
- Be patient and polite to staff at all times.
- Phone to cancel if you can't keep your appointment so that somebody else can use it.
- Inform reception of any change in your circumstances.
- Always follow your veterinary surgeon's advice.
- Please make a donation to PDSA to help towards the treatment of your pet.
- You may wish to join a PDSA fundraising group or help in a PDSA shop. For more information on volunteering, freephone **0800 854194**.



Responsible pet ownership

PDSA believes all pet owners, no matter what their circumstances, have a responsibility for the care and welfare of their pets.



A good diet, proper exercise regime, regular vaccinations, parasite control and neutering are considered essential components of responsible pet care. Ask your vet or nurse for further advice.

**Eligible owners must
register in advance**

Further information is also available in PDSA leaflets, through the PetCheck programme and on our website, www.pdsa.org.uk

Feedback

Please tell us if you are happy with our service or if there is any way we can improve. PDSA has a commitment to respond promptly to your comments.

If you have a complaint please speak to a member of the practice staff who will try to resolve any problem.

Should the problem not be resolved to your satisfaction, then you can put your complaint in writing and send it to the following address where it will receive prompt attention:

PDSA Client Services, 18 Fawcett Street
Sunderland SR1 1RH



To find your nearest PDSA
PetAid service or to enquire
about eligibility phone free

0800 731 2502



PDSA is Britain's leading veterinary charity, providing more than one million free treatments to sick and injured pets every year.

To find out if you qualify for free PDSA veterinary care, call freephone **0800 731 2502**.

PDSA relies entirely on the support of animal lovers to maintain its free veterinary services. To join a PDSA fundraising group or volunteer to help in a PDSA shop, please phone the National Volunteering Centre on freephone **0800 854194**.

For more information on the charity and its work
email: **pr@pdsa.org.uk**
freephone: **0800 917 2509**
visit: **www.pdsa.org.uk**

PDSA Head Office
Whitechapel Way
Priorslee, Telford
Shropshire TF2 9PQ