



# CROSSROADS

⊕ VETERINARY CENTRE ⊕

MAIN SURGERY: 54 West Wycombe Road,  
High Wycombe, Buckinghamshire HP11 2LP.  
Tel: (01494) 459095 Fax: (01494) 537271

Dear Client,

We are delighted to announce that from 7pm on Monday 19th September 2016, Vets Now will be providing **out of hours emergency care** direct from our practice at the 54 West Wycombe Road branch in High Wycombe. This means that Crossroads will be able to offer around the clock care for all pets requiring veterinary attention, 24/7, right within our practice.

For many years Vets Now have been providing an out of hours service for us between the hours of 11pm and 8am. If you had any problems or concerns you would have contacted them and would have taken your pet to their clinic in Maidenhead. They also looked after some of our more critical cases overnight who were transferred to their Maidenhead clinic for the night.

The great news is, first, by relocating the Vets Now clinic to our High Wycombe site, all out of hour emergency care and treatment of your pets can take place in a familiar environment in our very own practice from Monday 19th September 2016. Second, and we feel very importantly, we will no longer need to move pets who are more critically ill to Maidenhead for monitoring through the night. They will be looked after overnight at our practice.

Vets Now vets and nurses will take over all veterinary care from our Crossroads team at nights, weekends and bank holidays. They will be here every week night from 7pm until 8am the next morning and from Saturday 1pm right through to Monday morning at 8am. If you are concerned about anything, please give them a call and they will do their utmost to help.

Vets Now appreciate that emergencies can be stressful. That is why they have a dedicated and experienced team and why we at Crossroads trust them to look after our patients. If you need to be seen by one of their vets they will have access to your pets' clinical records, which, in addition to their experience will enable them to provide the best care for your pets. They will not have access to any other of your records.

If your pet has been seen during the day by our vets and nurses at Crossroads and requires overnight care, the Vets Now team will get a thorough handover briefing from us and will be there throughout the night watching and caring for your pet, ensuring they are safe and comfortable. They will follow our treatment plan and make sure your pet is well looked after. If you require an update during the night (even just to make sure everything is fine before you go to bed), please call them and they will be more than happy to update you.

To meet the Vets Now team please look at our website [www.vetswycombe.co.uk](http://www.vetswycombe.co.uk)

We at Crossroads hope your pet stays happy and healthy, but should they need to see our vets and nurses or the Vets Now team we are all here for you and we will ensure you and your pet have the best care.

Kind regards,

Malcolm Walters, Simon Cartwright, and Denise Kinnard  
Crossroads Veterinary Centre

HAZLEMERE SURGERY: 351 Amersham Road, Hazlemere HP15 7HL. Tel: (01494) 718700

WATLINGTON SURGERY: 36c Couching Street, Watlington OX49 5QQ. Tel: (01491) 612799

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