SURGERIES

Blackford
01934 712229
Redmans Hill
Blackford
Somerset
BS28 4NG

Wells
01749 670966
23 St Cuthbert Street
Wells
Somerset
BA5 2AW

Cheddar
01934 741292
Unit 1 Saxon Court
Cheddar
Somerset
BS27 3NA

Woolavington
01278 686971
Martlands Farm
Woolavington Road
Woolavington
Somerset
TA7 8ED

AXE VALLEY VETS
Caring for your Animals

SOP for Accessing Advice on Poisons

There will be occasions both in normal working hours, and out-of-hours where it is necessary to seek advice regarding potential toxicity of substances that an animal may have been exposed to, or regarding management in cases of known toxin exposure. There are three main ways in which advice can be obtained.

VPIS Veterinary Advice

The practice has a membership of the Veterinary Poisons Information Service (VPIS), which entitles us to 5 case advice requests per membership year. They will allow us to exceed this limit up to 7 cases per membership year, but if this number is exceeded then early renewal and upgrading to the next membership category will be encouraged. VPIS do not specifically 'charge' us per case, however, if we contact them for advice we pass on to the client a set charge of £89.70 (found on Robovet under 'Veterinary Poisons Advice').

To access the VPIS advice line, telephone 020 7305 5055 and select option 1. The branch codes are:

Blackford	1450/A
Wells	1450/B
Cheddar	1450/C
Woolavington	1450/D

VPIS Animal Poison Line

This is a triage telephone line as a service for pet owners, which will let them know whether they need to seek veterinary advice. If clients are concerned that their pet may have been exposed to something that could potentially be toxic they may be directed to call 01202 509 000. The line is open 24 hours a day, and calls will cost £20 from 8am to 8pm Monday to Friday (excluding Bank Holidays) and £30 outside these hours.

BSAVA

Staff can log onto the BSAVA website using the login credentials:

Username: loubrooker
Password: axevalley39

From here follow the links through the 'Resources' and 'Knowledge Bank' to find the Poisons Database.

All this information is found on the 'suppliers' database on Robovet (either under VPIS or BSAVA Poisons), and is also on the password-protected AVV Staff Area website.

RCVS ACCREDITED PRACTICE FARM ANIMAL PRACTICE

RCVS ACCREDITED PRACTICE SMALL ANIMAL PRACTICE