



Important Information Regarding Your Consultation

What to expect if you book an **in-person consultation** at one of our surgeries –

- When you arrive for your appointment and are parked up please contact the team on the relevant number below: -
 - Ripon: 01765 602396 or text to 07801 321225
 - Northallerton: 01609 622009
 - Easingwold: 01347 821377
 - Pateley Bridge: 01423 712080
 - If your appointment is out of hours please ring the bell instead.
- Expect to wait in/by your car while your pet is taken inside by a member of our team.
- Please bring your mobile phone with you and ensure it is charged up as the vet will be contacting you from the consult room when they have examined your pet.
- Please let the nursing assistant or our client care team know which number is the best to call you on.
- It may be a few minutes before the vet telephones or places a video call. Please ensure that your ringer is on and that you do not use your phone for other calls while you are waiting.
- It makes it easier if we can use PetsApp to communicate with you – ask us how to download this if you haven't already done so. Or from a smartphone or tablet (not a desktop) click on the following link which will take you to the AppStore for you to download PetsApp. Then install and add your pet's details <https://petsapp.com/bishopton-vets-ripon>
- For lameness or behaviour issues consider sending us some video footage beforehand ideally by PetsApp.
- Please pay for the consult by card in advance.

Thank you for your patience at this challenging time