



Milfeddygon Tysul Vets
The Surgery, Pencader Road, Pontwelli,
Llandysul, Carmarthenshire. SA44 4AE
01559 363318



Our Practice

Welcome to Tysul Vets, we are a mixed practice serving a large area from the Llanllwni Mountains to the Cardigan Bay coast, including Newcastle Emlyn, Llanybydder and surrounding areas.

We are a long-established independent practice providing services in the area for over 75 years and remain a locally owned Independent family business.

We aim to provide the highest level of service and treatment to the farming community, equine owners and pets of the area. We have been awarded RCVS accredited practice status in small, farm animal and equine standards.

We pride ourselves in our standards of care, and as an accredited veterinary nurse Training Practice we ensure the next generation of nurses share the same principles. The vets and nurses of the practice have a wide range of interests and specialities for both small and large animals and enjoy sharing their knowledge. They are committed to bringing you the best possible service for you and your pet, whether it be in times of ill-health or in maintaining good health with regular vaccinations and health checks.

Pets Opening times: Pets

Monday- Friday: 08.30 –18.00 and Saturday: 09.00 -13.00



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**** Emergency Out of Hours Service -Pets ****

MiNight vet, Carmarthen Veterinary Centre, Llysonnen Road
Llanllwch, Carmarthen, SA31 3SA

Directions - *Carmarthen Veterinary Centre and Hospital is situated just off the A40, to the west of Carmarthen.*

- Our out of hours emergency care is provided by Carmarthen Veterinary Centre. MiNight Vet
- It is an accredited hospital and has a dedicated 'Out of Hours' team consisting of an experienced vet on-call and a nurse on site at the hospital 24 hours a day – including nights, BankHolidays and during the weekend. It is the closest practice that has the facilities to provide the 24hour care that your pet would require in an emergency
- We believe this will give you and your pet the best level of emergency care, if required, outside of our normal opening hours.
- Fees will be paid directly to MiNight Vet and an indication of the consultation, surcharge and any ongoing fees will be provided by them

If you have an emergency outside of our normal opening hours, please telephone 01559 363318 and choose 2 for Pets or phone them directly on 01267 220404 (See our website for a map and further information

www.tysulvets.co.uk

**** Farm and Equine out of hours emergencies will continue to be covered by our own large animal vets and can be contacted on 01559 363318 and selecting Option 1. ****



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Consultations

Consultations are by appointment only:

Monday to Friday: 09.00 – 12.30 and 2.00 to 6.00 pm

Saturdays: 09.00 - 13.00

*Emergencies will be given priority and may carry a surcharge

After 6.00 pm weekdays and after 1.00 pm on Saturdays and on Bank Holidays our Emergency Out Of Hours Service will apply for pets

Our routine consultations are up to 15 minutes, however we also advise longer extended appointments for certain conditions that require more time - you will be advised of this when booking. Some appointments are carried out by our nurses.

Nurse Consults

Our nursing team are all registered RVNs or on an approved training course.

They can do a range of nurse appointments including completion of vaccination courses, injections, nail clips, express anal glands, apply medications as well as weight, elderly pet and diabetes management clinics.



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Home Visits

In most cases your pet will receive better treatment if they are brought into the surgery where we have everything in place to be able to treat your pet fully, including diagnostic facilities. It also means that we are not taking veterinary surgeons and nurses away from the practice, which would reduce the number of appointments and procedures we can offer.

Unless there are exceptional circumstances we will not be able to offer home visits.

Telemedicine

We are able to offer alternative methods of consultation where it is appropriate. These can be either a telephone or video consultation and may include the review of photographic and video information. You will be advised of charges for these services. Please note they may be a solution when a visit and examination aren't possible but they are exceptional rather than routine.



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End of life care

We understand that it is difficult to say goodbye to one of your pets. We always aim to treat you and your pet with compassion and respect and no more so than at this time. Sadly there will come a time when you may need to consider that your pet is at a stage where you need to decide whether it is time to let them go. It can be a difficult time and decision for owners and our team will support and advise you once the time approaches. Whether this is a result of all other options having been exhausted or when your pet is suffering too much.

Final services

We always aim to make such appointments at our quiet time of the day, enabling you to have more privacy and time to say goodbye.

We appreciate that there are times when such care is best provided in your own home and are always happy to carry this out by arrangement where we are able. This is always considered an exception to the home visit rule.

Our team will always advise you of the options available including those of home burial, cremation and choices of caskets or scatter tubes. We also provide additional support by directing you to the Pet Bereavement Support Service on 0800 0966606. *(Further information is available from the practice on request)*



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Operations

We will generally carry out a pre-op check before the operation. On older animals, or patients with ongoing conditions we may recommend pre-op blood sampling. This will be at an additional cost. This will mean we are able to calculate the risks of an anaesthetic for your pet and be able to inform you of this prior to operating. It also means we can have further care in place during some operations such as the use of IV fluids, to help them metabolise the anaesthetic drugs.

We like to use pre-emptive pain treatment to encourage recovery. Patients are assessed during their recovery and may go home with additional pain relief as deemed suitable by the operating surgeon.

Our team of Veterinary surgeons and nurses will look after your pets during operations with multi parameter monitoring to assist in the safety of our patients.

Inpatients

If your animal needs to stay with us overnight, then you will be advised of the level of care available. We do not have a nurse or veterinary surgeon at the practice all night. For patients needing continuous overnight care we will advise you to transfer to our dedicated out of hours provider in MiNight Vet in Carmarthen, where they have hospital facilities and 24 hour care in place.



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Medication and Prescriptions

We can only provide medications to animals that are registered with us and considered 'under our care'.

Under veterinary medicines regulations certain prescription only medications (POM-Vs) can only be prescribed when an animal is not only under our care but has also been examined by a veterinary surgeon. These medications include anti-biotics and anti-parasitics such as some flea and worming treatments.

The policy of this Practice is to conduct medication reviews at least every 6 months and a prescription consultation fee is charged. Please note that depending on the condition being treated this is subject to variation and re-assessment may be more regularly than every six months and is subject to the discretion of the Veterinary Surgeon.

POM-V flea and worming medicines will be supplied for 12 months without requiring a further review once your pet has been seen by a Veterinary Surgeon, either at vaccination or another consultation. If your pet does not need a consultation for treatment, then we can offer a flea and worming consultation for the purpose of prescribing parasite medications only. Your pet will still need to be in good health and their accurate weight will be important to ensure continued correct medication is given.



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Ordering repeat prescriptions

We ask that you give us at **least 2 working days'** notice when ordering repeat prescription drugs. All drugs must be approved by at least one of the Veterinary Surgeons before being signed off and dispensed by a nurse or receptionist. In some cases we may have to order the drugs into stock so please do allow enough time.

You will be informed, on request, of the price of any medication that may be prescribed for your animal(s).

Written prescriptions

You may ask for a written prescription for drugs and obtain these from another veterinary surgeon or online pharmacy. ***A prescription may not be appropriate if your pet is an in-patient or immediate treatment is necessary.*** The same regulations for prescribing apply as stated above.

The fee for Small Animal Prescription is £20.00 (including VAT) and £10 per additional item.

Referrals

If your pet requires referral to a specialist for treatment unavailable at the practice, we will fully discuss the options with you. The costs incurred



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from referral will remain your responsibility, and we ask that you kindly pay for any outstanding work with us before proceeding.

By registering with the practice you agree to the terms and conditions.

Fees

- Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of drugs/diets. If we are unable to provide you with an invoice on the day of the transaction, we will invoice you as soon as possible.
- We expect all invoices to be paid promptly. All invoices will incur a credit charge of 1% of the outstanding amount after 30 days of invoice. Compound interest charges will accrue every 30 days thereafter.
- Where you are concerned about your ability to pay for recommended treatment or medication, you should ask to speak to a Manager/Director **BEFORE** proceeding. We do **not** hold a 'Consumer Credit Licence' so are limited as to what we can do but we are always happy to work with you to help navigate the finances and different options that may be available to you. We are less able to do this after the event.

Methods of Payment

Our preferred method of payment is by debit or credit card. We will also accept cheques, cash or bank transfer *by arrangement only*.



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Estimates

We will provide you with an estimate of the costs of treatment and procedures and will update you if costs are increasing due to any differentiating factors.

Instructions/consent

We will always provide informed consent, so that you are aware of all possible options, and side effects. We will advise you on what is best in the interests of your animal. In certain situations, we understand that requests will be made by persons acting as your agent, for example family members or kennels. We will assume, unless advised in writing by yourself, that they have your authority and are acting in your interest and on your behalf.

In giving instructions, either in person or by your agent, for an animal to be treated, you will be responsible for our charges.

We cannot accept instructions from anybody under the age of 18 years.

Reminders

The practice provides a courtesy text or email reminder service. However, it is your responsibility to ensure we have up to date contact details. It is a courtesy service and is not guaranteed. Due to the high cost of postage we no longer provide reminders by mail.



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Insurance

At Tysul we strongly recommend pet insurance, as it is impossible to plan for accidents and illnesses.

It is the policyholder's responsibility to submit claims to their insurer and to be reimbursed by them. Direct payment to the Practice may be accepted subject to the discretion of the practice and certain conditions being fulfilled, including; your insurance company has agreed to the claim in principle; all excess charges are paid in advance; the insurance administration charge has been paid. All other outstanding amounts on the account should also be paid.

We are unable to liaise or negotiate with insurance companies on your behalf but we are happy to answer any veterinary queries where necessary.

Please be aware that your insurance company will request the clinical history from us so make sure you have answered all questions on the claim or renewal forms correctly about any previous claims, treatments etc concerning. Tysul Vets accepts no liability if your claim should be rejected, either in part or full and will ask that any outstanding invoices be settled in full for any veterinary treatment we have given to your animal(s).

Further information is available on our insurance Information Leaflet



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Disputes and Complaints

We aim to provide a high standard of service to both you and your animals, we endeavour to meet these standards at all times but there may be instances where we may not meet your expectations. However, should you have any concerns, please speak initially to a senior member of staff, such as the Practice Manager, Senior Nurse or Veterinary Surgeon. In our experience most complaints arise through a simple misunderstanding and can be resolved through better communication.

Any dispute with fees/service presented must be put in writing to the Practice Manager within 3 days of receiving the invoice. Where any dispute is not proven and as a result the payment is late, then overdue accounts procedure will become effective. Therefore, clients are always advised to settle their account on time.

More serious complaints must be addressed, in writing, to the Directors of the Practice, with as much detail as possible to enable us to deal with your complaint effectively. We aim to acknowledge all correspondence within 5 days, and to respond fully once the matter has been investigated, where possible within 14 days of the complaint being made. Where investigations are likely to take longer we will inform you.

If you feel that your complaint has not been resolved satisfactorily following our investigation, you can contact the Royal College of Veterinary Surgeons at the following address: **Royal College of Veterinary Surgeons, Belgravia House 62-64 Horseferry Road, London SW1P 2AF**



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Data Protection

We promise to use client details only for the purpose of our business. We will not intentionally pass any details to third parties, unless specifically detailed below, without your permission. We may, from time to time, send you veterinary information that would be relevant to you.

We aim to maintain your correct details on our database. We ask you to provide us with correct and updated personal information to allow us to provide our services to you. These include name, contact details, animal details, details of owners or those looking after the animals and details of any other vet the animal has been registered with. A GDP form will be provided for you to ensure information is correct and also for you to state your preferences for contact by Tysul Vets.

Ownership of Records

Case records, x-rays, scans and similar documents are the property of, and will be retained by Tysul Vets. Even though a charge may be made for carrying out and interpreting the results, ownership of the resulting record (e.g: an x-ray or ultrasound scan) remains the property of the practice. Upon request, copies of records with a summary of the history of your animal(s) will be passed on to another veterinary surgeon taking over the treatment and care of your animal(s).



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By registering as a client Tysul Vets has permission to contact your previous vet(s) for any relevant medical history.

Behaviour

Please be aware that Tysul Vets will not tolerate any aggressive or abusive behaviour to any member of staff at any time. Any client behaving in this way will be asked to leave the premises immediately and will then be notified in writing that they need to find alternative veterinary cover.

Termination of Service

You can ask us to stop treatment of your animal(s) at any time, likewise we can stop treatment if you do not accept our advice, fail to pay your account within the agreed time period or if we are prohibited by law from doing any further work. Also, we will stop treatment, if, sadly, the relationship between you and us breaks down. On termination of work, we will invoice you for any work already done and expect immediate and full payment. .

Variation in Terms and Conditions of Business

No addition or variation of these conditions will bind the Practice unless specifically agreed in writing by the Directors of Tysul Vets. Additionally, no agent or person employed by or under contract with the Practice has the authority to alter or vary these terms and conditions in any way.



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Terms & Conditions may be revised from time to time and will be posted on the website www.tysulvets.co.uk

Please let us know what we are not getting quite right and how we can improve. Any suggestions and comments will be gratefully received.

You can contact us in the following ways

By email: vets@tysulvets.co.uk

By telephone: 01559 363318

On Facebook: <https://www.facebook.com/TysulVets>

On Google: You can find directions and opening hours and read reviews or [Leave a review](#) by clicking on the link or scanning the QR code



You can also visit our website www.tysulvets.co.uk

(updated November 2025)