



**PARAGON**  
VETERINARY REFERRALS



Your vet has referred  
your pet to the Paragon  
Medicine Service.

**What can you expect?**



## A passionate team

The Medicine Team at Paragon deal with a wide range of problems.

We have a wealth of experience in all areas from chronic, low-grade conditions to patients that are critically unwell and everything in between.

We work together as a team to provide a friendly, thorough, and exceptional quality service to both you and your pet.

Your pet's best interests are our priority at all times.



# Meet our medics



## **Andrea Holmes**

BSc BVSc(Hons) DipECVIM-Ca  
MRCVS

Head of medicine  
and Specialist  
with a particular  
interest in infectious  
diseases.



## **Lizzy Conway**

MA VetMB MVM DipECVIM-Ca  
MRCVS

Specialist in  
internal medicine  
who enjoys  
managing  
conditions related  
to the immune  
system and blood  
clotting problems.



## **Adam Bell**

BSc BVSc CertVC CertSAM  
MRCVS

Internal Medic and  
Imager who loves  
endoscopy and  
ultrasound.



## **Jane Scott**

BVSc CertSAM MRCVS

Advanced  
Practitioner in  
internal medicine  
with a keen interest  
in treating cats.



## **Ben Safrany**

BVetMed PgC in Small Animal  
Medicine MRCVS

Advanced  
Practitioner and in  
training to be an  
internal medicine  
specialist who  
enjoys liver/kidney  
disease.



## **Sophie Aspinall**

BA VetMB MRCVS

In training to be a  
specialist in internal  
medicine who  
enjoys all aspects of  
internal medicine.

# What to expect from a referral?

## MORE INFORMATION



Before your appointment we ask your local vets to send us all of your pet's clinical notes, test results, and any scans or X-rays, so our vets can review in-depth what has been done already.

Once we have this information, we will arrange for you to have either a telephone consultation or we may ask you to come directly to the hospital with your pet. We will gather further information from you, discuss what we know already from the tests your vets have completed, the possibilities for what may be going on, and the options for further tests or treatments, giving you the opportunity to ask any questions you may have.

## Why do we like phone consultations?

For chronic cases, and animals who do not need to stay in the hospital overnight for treatment, the medicine team like to do the initial consultation with you over the phone. We recognise that many owners have to travel a long way to get to Paragon, and not knowing what to expect when you get here can be worrying, in particular uncertainty over whether your pet will need to stay overnight for all the tests they may need, and whether they will need a general anaesthetic.

We appreciate that veterinary care can be costly, and we always try to tailor our suggested plan to what is manageable financially for you. Doing our initial consultation over the phone allows us to make a plan for your pet's investigations and care that works for you, both practically and financially, and to get prior approval from your insurance company if needed. It also gives you a chance to think things over rather than feeling pressured to make decisions because you have already travelled to the hospital.

Following the initial phone appointment, we normally arrange for you to bring your pet to the hospital on a mutually convenient day, usually within the next few days to a week. We try, wherever possible, to schedule all the tests for a single day, to save the worry of your pet spending a night away from home.



## Why have I been asked to come for a face-to-face appointment at the hospital?

If your pet is critically unwell and needs in-hospital care or emergency treatment, we will ask you to bring them to the hospital for their initial appointment. This means we can start stabilising them with supportive treatment such as painkillers and intravenous fluids straight away while we arrange their tests.

If you have a phone consultation scheduled and are worried your pet is getting worse, please take them to your usual vets for a check-up; they will contact us to arrange an emergency appointment sooner, if required.

We will work with you to create an investigation plan that is tailored to the best interests of your pet and within the budget you are working with. We will spend time explaining conditions and ensuring you understand what it is going on.

We will help you make the correct treatment choices for you and your pet and will support you every step of the way.





## Peace of mind

We recognise the importance of communication and keeping you informed throughout your pet's care.

Meet our client account support, Amy Holloway *and her much loved companion, Summer!*

Amy is dedicated to looking after the owners of pets that are in the hospital. She regularly liaises with our clinical team and pet owners to ensure there is complete clarity around costs and the continued treatment for the duration of your pets stay with us.

Amy enjoys getting to know our clients and their pets and understands how worrying this time can be.

For our long stay in-patients, if we have permission to take photos, you can usually expect to receive a pet postcard from Amy to let you know how they are doing!

**“Ben Safrany explained everything clearly and took his time when gathering information. He made a fuss over Eddie and kept me informed regarding Eddie’s results”**

Eddie’s owner, Paragon client

**“The standard of care for Mimi is exceptional. She absolutely loves being there even when she is poorly which is very reassuring. Adam Bell and the team are totally dedicated to providing the best care possible. We are so appreciative”**

Mimi’s owner, Paragon client

**“Staff are amazing. They genuinely care for and love animals. Our vet Adam Bell is brilliant, and I can’t thank him enough for the care he gives Bobbie. Thank you also to reception staff, nurses, and all those behind the scenes”**

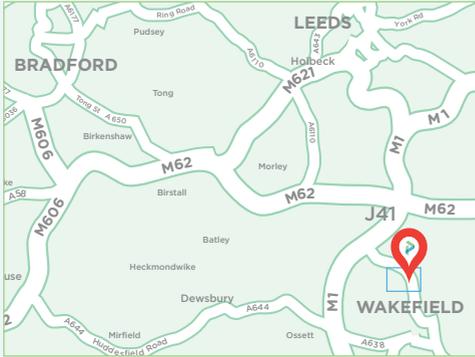
Bobbie’s owner, Paragon client

**“We have been bringing Lexi to Paragon for 2 years now and really appreciate how well she’s looked after; we cherish every day we have her with us thank you”**

Lexi’s owner, Paragon client

**“Friendly welcome. It makes a difference. Compassion and understanding. Explaining every step. Keeping me up to date with everything and most of all I felt very at ease leaving Lulu in your care”**

Lulu’s owner, Paragon client



## Directions

Paragon Veterinary Referrals is located at Paragon Business Village off the A650, just 5 minutes from junction 41 of the M1 and minutes from Wakefield City centre.

## By public transport

Paragon Business Village is 1.5 miles from Wakefield Westgate Railway Station, which has a taxi rank. Route 111 from Wakefield Bus Station runs past the Business Park.

## By car

From Junction 41 of the M1 take the A650 heading towards Wakefield. Head straight across at the first roundabout, then at the next roundabout take the third turning on to Paragon Avenue. At the next roundabout take the third exit on to Red Hall Avenue. At the T-junction turn right on to Red Hall Crescent then the first left into our car park.

Satellite navigation details WF1 2DF

## Feedback

We positively encourage feedback to continuously build and improve our service. If you would like to pass on any comments, please email: [clientcare@paragonreferrals.co.uk](mailto:clientcare@paragonreferrals.co.uk)



Paragon Veterinary Referrals, Paragon Business Village,  
Red Hall Crescent, Wakefield WF1 2DF

T 01924 908333 W [paragonreferrals.co.uk](http://paragonreferrals.co.uk)

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Committed to excellence

iCat Care accredited  
Cat Friendly Clinic  
Gold Level

