



Your Right to a Second Opinion

Information for Clients

At our practice, your pet's health and your peace of mind are our top priorities. We understand that sometimes you may want another veterinary surgeon to review your pet's case.

We fully support your right to seek a **second opinion**, and we're here to help you every step of the way.

Why ask for a second opinion?

Clients request a second opinion for many reasons, including:

- wanting reassurance about a diagnosis or treatment plan
- wanting another view on a long-term or complex condition
- exploring different treatment options
- simply feeling more comfortable hearing from another vet

Whatever the reason, we will always respect your choice.

How to request a second opinion

It's easy. Just let any member of our team know. You can:

- tell your vet during a consultation
- speak to reception
- call or email us info@stoleysvets.com

We will always respond politely and supportively.

Seeing a vet at another practice

If you prefer to get a second opinion **somewhere else**, that's fine. You are free to choose any veterinary surgeon you like.

We can help by providing your pet's clinical records.



Your pet's clinical records

To ensure the second vet has all the information they need, we can provide:

- consultation notes
- test results
- X-rays / scans
- treatment history
- any other relevant information

We will send these securely, usually within **24–72 hours**, and only with your permission.

Will this affect my pet's care?

No. Requesting a second opinion will **not** change how we treat you or your pet. We will continue to provide care until you tell us otherwise, and your pet's welfare will always come first.

If you decide to return to us afterwards, we'll continue your pet's treatment and happily discuss any recommendations from the second vet.

Costs

There is **no charge** for requesting a second opinion. Normal fees still apply for consultations, treatments, and for preparing copies of records if required.

Your privacy

Your personal and pet information will always be handled securely and in line with UK data protection laws. We will never share your records without your consent.

Any questions?

If you'd like more information about getting a second opinion, just ask. We're here to support you in making the best decisions for your pet.