



Hoylake Veterinary Surgery
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We as a practice try very hard not to keep our patients waiting for their appointments. However, unplanned difficulties in treatment procedures may result in longer waiting times, therefore estimated waiting times are all approximate.

However frustrating for the patients waiting, this is not an excuse to use verbal abuse towards any member of our team.

We ask you to PLEASE be patient as you maybe the person in the future who is the recipient of extra treatment time.

Due to the derogatory behaviour of a very small number of patients, we feel it necessary to advise you that we have a zero tolerance policy to verbal or physical abuse towards any member of the team.

Any patients we consider to be using abusive behaviour, will be asked to leave the surgery immediately and all further appointments will be cancelled.

Many Thanks For Your Co-operation