



Welcome

to



Farr & Pursey

www.farrandpursey.com

Welcome



Hi,

Established in 2015, Rick Farr and Nikki Pursey set out to build a new kind of practice — one focused on preventative care, combining modern equipment with honest pricing and old-fashioned values, all while remaining completely independent.

From day one, that independence has allowed us to put patients before process. We genuinely care about our clients, patients, and our staff, and over the years we've come to think of everyone who walks through our doors as part of an extended family.

We don't believe in standing still. We're always open to improving, listening, and learning, and we strive every day to provide the very best service



Nikki & Ricky

Contents

About Us	Pages 4-5
Our Directors	Page 6
Meet the Team	Page 7
Meet the Support Team	Page 8
Our Mission & Values	Page 9
Services	Pages 10-11
Referrals & Second Opinions	Page 12
Insurance	Page 13
What We Offer	Page 14
How to Contact Us	Page 15



About Us

At Farr and Pursey Equine we are able to provide tailored care for both pleasure and competition horses alike. We offer a wide range of services in the field of internal medicine, surgery, performance analysis, nurse clinics and preventative healthcare.



We are a fully ambulatory practice...

At Farr and Pursey, we bring our services to you. We are a fully ambulatory practice, even for procedures such as ultrasound, gastroscopy, endoscopy and dentistry, eliminating the stress for both owner and horse caused by travel.

We provide a 24 hour, 365 day emergency service

When you call our number (01442 851921) during out of hours and press 1 on your keypad, you will be diverted to our vet on call. Our vets rotate who's on call, with every other week being covered by Equicall, who are a group of experienced, qualified vets who assist with our out of hours. However, even when they are covering, it will always be one of our own vets who pick up the call, so you will always have a familiar voice on the end of the phone.

Our Advantages Why Choose Us



Communication

All our vets' contact details are online.

Skilled Staff

We have certificate holders within the practice - extra expertise!



Teamwork

We work with referral centres and visiting surgeons and have regular internal clinical catch-ups.

Diagnostic Tests

Blood and test results within several hours with our own in-house lab and microscope.



Open 24 Hours

We come to you 24/7, 365 days a year.

Transparent Fees

We have had our fees online before it was required, and are always happy to provide estimates.



Fully Independent

"Independent veterinary care, with a modern approach, transparent costs and personalised relationships - our aim is to provide you with your own personal equine care partner"

We provide a broad spectrum of diagnostic procedures through in-house testing and the use of external laboratories. Our commitment is to provide quality veterinary care throughout the life of your horse. We want to offer you the best possible support from all aspects of our practice.

Taking Care of Your Horse

1,500+ satisfied clients, 2,000+ healthy horses, all cared for by our 4 vets

When you choose Farr and Pursey Equine to be your horse care partner, you can be assured your horse is receiving the most advanced veterinary care possible. Our aim is to make every aspect of our service as efficient as possible, from speaking to our office team to the vets arriving at your yard.



Our Directors



Rick Farr

BSc (Hons) BVSc MRCVS

Co-Director

Rick qualified from Liverpool University in 2006 and went on to work in equine first opinion practice. After holding various positions in general practice in addition to working at Cambridge University and Bishop Burton College he felt he could offer more to patients and clients in his own practice. His interests include biomechanics, lameness and a particular interest in the utilisation of AI in performance work.



Nikki Pursey

MA VetMB CertAVP (Equine Stud Medicine) PgCertVPS MRCVS

Co-Director

Nikki qualified from Cambridge University in 2007 and spent her first two years working as an equine vet in the wilds of Devon. In 2009, she moved to the local area, gaining a plethora of experience in equine first opinion practice, before deciding to join Ricky in the creation of Farr & Pursey Equine. Nikki holds an Advanced Certificate in Equine Stud Medicine but also has a keen interest in internal medicine and behaviour.

Meet the Team



**Christina Chionidou DVM
CertAVP MRCVS**

Veterinary Surgeon

Christina qualified in Thessaly, Greece in 2018 and holds an Advanced Certificate in Veterinary Medicine from the University of Liverpool.



**Emily Tillett BVSc
MRCVS**

Veterinary Surgeon

Emily graduated in 2018 with a BVSc from the University of Bristol.



Lisa Taylor VN

Veterinary Nurse

Lisa qualified as a Registered Veterinary Nurse in 2008 and has been in mixed first opinion practice ever since.



Chloe Round

Practice Manager

Efficient, methodical and precise - attributes of our very own practice manager.



Laura Whiteland

Administrator & Clinical Aid

A complete animal addict and our own office perfectionist.



Luca Campbell

Administrator

Our resident social media expert - every business needs a Luca!

Meet the Support Team



Dexter

Dexter is the resident office dog. The grandad of the practice keeping the young pups in line.



Snorkel

Snorkel belongs to Emily, who rescued her from Gambia in 2023, who's a very lucky lady!



Brodie

Brodie is Lisa's handsome Irish red and white Setter. Brodie loves running across the local hills alongside his mum!



Aristotl

Aristotl is Laura's wild-type Ax-olotl. He enjoys fast swims and tasty worms.

Our Mission & Values

Our mission is to provide quality veterinary care throughout the life of your horse.

Independent

We are a completely independent veterinary practice with no plans to change!

Preventative Care

We promote preventative healthcare, believing that prevention is the best medicine.

Diagnosis

We use a wide range of mobile medical equipment to help diagnose your horse's condition.

Adaptable

We want to work with you to give your horse the best possible care without the constraints of a corporate practice.



Services

We provide a wide range of services, from investigations to joint medicates, from reproductive packages to castrates. Here's a brief overview of some of the services we provide...



Emergency Care

When you call the practice out of hours you will ALWAYS speak to one of our vets. They can then give you direct advice on your situation and whether a visit is necessary. Every other week we also have an additional vet who helps us with our out of hours service.



Dentals

We offer routine dental treatments which are vital to make sure your horse's teeth are working efficiently. As well as this, we offer wolf teeth removal, remedial dentistry, dental radiography, dental surgery and have a dental camera to help visualise any issues.



Gastroscopy

We are able to scope horses on your yard, the whole procedure being quick and efficient and we only require them to be starved overnight. You can ask questions as you observe the whole procedure and we can send you all the images and videos for future reference.



Lameness Workups

Our lameness appointments range from visual assessments, nerve and joint blocks, to imaging on the yard. We also provide Sleip Gait Analysis which records, analyses and monitors your horse's gait to detect even the most subtle of irregularities.



Medical Investigations

Internal medicine is a branch that involves a wide variety of aspects of the equine body. We see many medical conditions, the most frequent of which are loss of weight, respiratory disorders, cardiology, pain management and ophthalmology.



Nurse Clinics

Our vet nurse Lisa, who has been qualified for over 14 years, is free on Mondays and Thursdays to visit your horse. She can weigh your whole yard using a fully mobile, wireless weigh bridge, perform worm egg counts, take routine bloods, give advice on weight and nutrition; the list goes on!



Laser Surgery

We are fortunate enough to have our own laser surgery equipment, which enables us to perform surgical removal of various skin masses and tumours right on your yard. With decreased infection risk and faster healing, this kit makes removing sarcoids, melanomas and more a lot more efficient.



Prescriptions

Routine prescription requests will be processed within 48hrs of receipt (within normal office hours). Prescriptions placed over the weekend will be processed the next working day. You can request prescriptions over the phone, email or via our website.



Vettings

We are happy to perform vettings for our own clients and on behalf of non-registered clients at the vendor's yard. We offer both 2-Stage and 5-Stage exams, can do x-rays and pre-purchase bloods as well.



Reproductive Services

We offer a range of services and packages to maximise your mare's fertility, whether you choose to send her to stud for natural mating or opt for chilled semen artificial insemination (AI).



Referrals & Second Opinions

Second Opinions



Here at Farr and Pursey, we are always happy to give you a second opinion on any issues with your horse. But it is important to note that, in order to do this, we will be required to contact your current/previous veterinary practice. This is because we will require previous clinical history in order to get the best picture of the current situation prior to your appointment with us.

The reason for this being so important is we wouldn't want to give your horse something which has previously been noted as ineffective, or something which your horse has had an adverse reaction to. It also prevents us from repeating tests previously done and, in the long-term, saves you time and money.

Referrals

There are some instances where we may need to refer your horse to an equine hospital. This could be for many reasons, including tests we cannot run in practice ourselves (e.g scintigraphy, CT and MRI). We are able to arrange these referrals for you and are kept up-to-date on their progress, often acting as an intermediary if details need clarifying or treatment needs to be continued back at home.



Insurance

Chloe deals with all things insurance within our practice and is always happy to help with your insurance needs



What is a direct claim?

This is where the practice would be reimbursed by your insurance company directly. Alternatively owners can pay for their horse's treatment and the insurance company will reimburse the policy holder directly after the invoice has been settled in full.

Please advise the practice as soon as possible if you would like to make a direct claim to cover the costs of your horse's treatment. We require a claim form to be received within 30days of the first invoice being issued. After this time, if a claim form has not been received, payment will be required from yourself in full and any invoices overdue by 30days will start to accrue interest on the account as per our terms and conditions of business.

A charge of £24 is invoiced to the client as an insurance documentation fee for processing claims. If your insurer requires a continuation form for any ongoing invoices relating to the claim an additional fee of £18 is charged for every continuation form completed. These charges are payable by yourself and are not covered by your insurer.

Helpful information to know on your policy when looking to make a claim:

- Your policy number
- The cover agreed on your policy
- The excess amount payable under an accepted claim (please check if your insurance company has a co-payment/percentage excess that forms an additional part of your excess)
- The process for making a claim with your insurance company, such as a signed claim form or an online form
- Whether your policy states you have any 'Capped' fees
- Any existing exclusions listed on your policy

When any claim is submitted a copy of your horse's full clinical history will be sent to your insurer alongside the claim form and relevant invoices to be assessed under the claim.

What can cause delays?

In order to assess a claim, insurers will request the medical history of the horse from any other veterinary practice that has clinically seen the horse whilst under the ownership of the policy holder. This will be requested by your insurer either directly to the relevant veterinary practice or yourself as the policy holder. Until the requested information is received the claim will not proceed to be assessed for the acceptance of the claim. Insurers may also require other information from the policy holder directly such as further details of the claim, copies of vaccination records, passport and vetting certificates. We request that clients are prompt in assisting insurers with any information requested.

What happens if a direct claim is declined?

If a direct claim is declined by your insurance company or only part paid, you will be liable for all outstanding costs. Once you have been notified of the outstanding amount due on your account you will have 30days to settle the amount. After a 30day period the account will start to accrue interest at the rate of 3% for any invoices outstanding for more than 30 days.

Contact Chloe

chloe@farrandpursey.com

What we offer



5% Prompt Payment Discount

We offer a 5% discount for payment within 24hrs of your appointment. If your appointment is on a Friday, this discount is still valid the next working day. It is the clients responsibility to contact the office within the 24hr window to claim this discount.

Free/Shared Visits

If you have an appointment at the same time as someone else on your yard, your visit fee is shared amongst you. We also give free visits for four or more horses seen at the same time.

Worming Package

We offer a worming programme which covers your worming needs for the year! This package includes:

- 3 Worm egg counts (WEC) often done during the grazing season (i.e Mar-Oct)
- 1 Worm egg count reduction test (FECRT) following a wormer given to check efficacy
- 1 Tapeworm Saliva Test (or blood test at an additional charge)
- 1 Small Redworm Blood Test
- 1 Nurse visit, use of the weigh bridge and body condition scoring system
- Advice on treatment
- Email reminders when tests are due and results are reported by email
- Free worming information posters and leaflets available on request

For more information, please speak to our vet nurse Lisa.

How to contact us

There are multiple ways of contacting us as a practice and you can even contact your vet directly. You can contact us anytime and you will get a response within our office hours (Mon-Fri, 08:30am - 5:00pm). When calling out of hours, call our practice landline to be put through to the vet on call.



Call us

01442 851921

Email

admin@farrandpursey.com

WhatsApp

07949 428131

Website

www.farrandpursey.com

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07885 456069
rick@farrandpursey.com

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Emily

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Christina

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