



# WILLOWS<sup>W</sup>

We work in partnership with your own vet to offer emergency and critical care during the **night**, at **weekends** and over **Public Holidays**. Our friendly, highly trained and caring team of dedicated emergency staff aim to provide every patient with **the same level of care that we would wish for our own pets**.

**Telephone: 0121 712 7071**

Willows dedicated  
**Out of Hours  
Emergency Service**  
*in partnership with your practice*

*Committed to excellence*

# Out of Hours Emergency Service

## If you need to bring your pet to us in an emergency:

Please call us first on **0121 712 7071** and speak to one of our duty vets or nurses, who will agree an estimated time of arrival and provide you with the barrier code to access the car park.

On arrival please ring the doorbell outside the main entrance and we will come and meet you immediately.

You should be aware that a fixed emergency fee is charged if your pet needs to be seen outside normal opening hours. This is higher than a routine consultation fee and the duty vet will inform you of this in advance.

You will be expected to pay for all treatment costs at the time of consultation or upon discharge.

**Please note: No admission will be allowed without prior arrangement with the duty vet or nurse.**



**We are located a few minutes' drive from J4 of the M42:**

- Exit at junction 4 of the M42 and head North towards Shirley on the A34
- Turn right at the second roundabout - signposted 'Monkspath Business Park'
- In 200 yards, turn left at the next roundabout
- After a third of a mile turn left at the roundabout onto Highlands Road
- The Practice is 200 yards on the right, where ample parking is provided

Some satellite navigation systems will not correctly locate the practice using our postcode B90 4NH. Should you experience difficulties pinpointing Willows correctly on Highlands Road using your sat nav, you may find that using the postcode **B90 4NG** (which is actually incorrect!) may place Willows at the correct Highlands Road location.

### Willows Veterinary Centre

Highlands Road Shirley  
Solihull West Midlands B90 4NH  
Telephone: 0121 712 7071  
Facsimile: 0121 712 7077

[www.willows.uk.net](http://www.willows.uk.net)

### Out of hours opening times

Monday - Friday  
6.30pm - 8.15am

Weekends  
12pm Saturday to  
8.15am Monday morning

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