

# SUMMERLEAZE EQUINE VETS

Summerleaze Vets Ltd.  
Summerleaze Farm  
Axminster, Devon  
EX13 7RA

T 01297 304007

[summerleaze@summerleaze-vets.co.uk](mailto:summerleaze@summerleaze-vets.co.uk)



## Equicall – Out of Hours Provider

Following recommendations from the CMA, we are committed to complete transparency regarding our out-of-hours services.

Some of you may have met **Martin Rybar** and **Ellie Storey** from **Equicall**. Equicall provides an out-of-hours service to our clients. They cover **7 days on call** in 14 days, while our own Summerleaze vets cover the remaining 7 days.

The service provided by Equicall has **improved our vets' work load** and has also **supported recruitment** when we need new team members.

To ensure Equicall can perform a thorough clinical examination, they **have access to your clinical records** when working on our behalf. We also **share limited debt information** with them:

- Unregistered clients will be charged **£20** for telephone advice, or **£500** if a visit is required.
- Anyone who has not been seen in the last 2 years will be classed as **unregistered**.

Please be assured that our **commitment to providing a 24-hour emergency service has not changed**. We have been working with Equicall since **2022** to enhance the care we provide to our clients and improve our veterinary team's wellbeing.



Directors: Stuart Altoft BVetMed, CertAVP(ED) GPCert(EP) BAEDT MRCVS, Alison Daubney VN, DipPPM, SQP(E)

[www.summerleaze-vets.co.uk](http://www.summerleaze-vets.co.uk)

Company Registration Number: 10836453

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