

## HEARTLANDS VETERINARY HOSPITAL

## PROPOSAL FOR PURPOSE-BUILT HOSPITAL

**HISTORY**

Heartlands Veterinary Hospital was first established by Dr Tracey Thornton in York in 2008. In 2010 the practice expanded to include a branch clinic in Brookton and in 2011 a hospital in Toodyay. Having grown from a practice that initially operated with one vet and one vet nurse, it now employs 21 local people across the two hospitals.

Heartlands Veterinary Hospital provides mixed practice veterinary care for large and small animals, both from the hospital sites as well as on property, with the ambulatory large animal vehicles.

Afterhours the practice provides an emergency service through the York hospital, also travelling to clients' properties if required. Heartlands provide the service across a large area of the Avon Valley and Wheatbelt, at times travelling over one hundred kilometres to reach a large animal patient. In addition to servicing our own clients Heartlands provides afterhours emergency cover for Northam Veterinary Centre, Bakers Hill Veterinary Clinic, Merredin Veterinary Hospital and Wheatbelt Vets, with clients travelling to York from these regional areas in the event of an emergency with their animal.

**MISSION**

To create a centre of clinical excellence in the Avon Valley and Wheatbelt regions that treats all animals, both large and small.

**PROPOSED FACILITY**

Since its inception in 2008 Heartlands Veterinary Hospital (York) has operated from the same premises in Avon Terrace. The caseload has increased to such an extent that the existing premises are no longer suitable.

We are in the process of looking for suitable premises to locate a purpose-built facility to continue to grow the business. The land at 13 Avon Terrace seems as though it could be a suitable option.

This purpose-built facility would include;

- Designated client & staff parking bays
- General reception/waiting room area
- Three consulting rooms
- Designated surgical theatre
- Designated treatment room with intensive care area for monitoring of extremely sick patients
- Radiology area (for taking x-rays & performing ultrasounds)
- Lockable pharmacy area

**HEARTLANDS YORK**  
148 Avon Terrace, York 6302  
Ph 9641 1383  
[enquiries@heartlandsvet.com.au](mailto:enquiries@heartlandsvet.com.au)

**HEARTLANDS TOODYAY**  
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**HEARTLANDS BROOKTON**  
42 Lennard Street, Brookton 6306  
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- Indoor kennel area for housing day patients as well as animals hospitalised for ongoing care
- Kitchen amenities area for staff
- Office areas for staff
- An area where staff are able to stay overnight if patients require very intensive care
- Laundry
- Storage room for supplies
- Drive through access for people with horse floats
- Undercover horse crush to facilitate safe examination of horses (and to provide protection from the weather)
- Grassed day yard to allow observation of patients (horses/sheep/goats/alpacas)  
(Note – long term hospitalisation of horses would not be at this property. They would be housed at the practice stable facilities out of town)
- 2 – 3 outside dog runs for large dogs (these would be used during the day only)
- Ramped access at the front and rear for easy access for elderly clients / people in wheel chairs

### **Lot 13 Redmile Rd & Lots 2, 3, 4, 5, 6 Avon Terrace**

For the last 2 years we have been searching for a suitable site in York which has proved to be very difficult, both because of the required zoning but also because of the size of block we require. The location at this site is central to the main arteries coming in from surrounding towns and is close to the town centre making it easy for our clients (particularly the elderly) to access us. The corner block location is ideal for clients driving through with floats/trailers. We acknowledge that the site is contaminated but feel that it has enough merits to still pursue it as an option.

### **SECURITY**

The block would be fenced with lockable gates.

The building itself would be protected by a security system. All medications would be stored in locked areas (and safes) as per the Poisons Act.

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## **WASTE DISPOSAL**

Disposal of any sharps would be via bulk cremation as we do currently.

Any deceased animals would be disposed of via bulk cremation which would be sub-contracted to the pet cremation company, Lawnswood, as is the practice now.

All our hospital waste would be double-bagged and disposed of in the normal rubbish collection.

## **OPENING HOURS**

The business would be open for trading from 8:30am to 5:30pm Monday to Friday and from 9am to 12noon on Saturdays. Outside of these hours our normal afterhours emergency service would operate which is on an as-needed basis. During this time the vet who is on-call may also come back into the hospital to check inpatients as required.

## **SPECIES TREATED AT THE HOSPITAL**

Small animals (dogs, cats, rabbits, pocket pets (mice/rats/ferrets) as well as exotics (birds, marsupials etc) would be treated inside the hospital.

Large animals, which would include horses, donkeys, goats, sheep and alpacas would also be seen outside at the practice and may be housed in the day paddock for observation if required. Cattle would not be treated at the practice and would be seen on-farm.

## **AFTERHOURS EMERGENCY CENTRE**

Since 2007 Veterinary Surgeons in Western Australia have not been obliged to provide an afterhours emergency service. In the city this occurred following the establishment of several small animal emergency centres which have allowed practices to “turn their phones over” at night. These emergency services see the animals overnight and then transfer them back to their regular clinics the following day.

Nothing like this has been available in regional centres and, with many vets choosing not to provide their own afterhours emergency service, this has meant many clients, particularly those with large animals that cannot be transported, have been left without veterinary attention, or, have had to drive to the city.

York is the ideal location to develop an afterhours emergency centre for vets, being surrounded by practices that are upwards of 35km away, which cannot or do not wish to provide an afterhours emergency service. Discussions with these surrounding practices has already confirmed that they are keen to continue to refer their afterhours emergency work to Heartlands Veterinary Hospital and our past experience suggests that clients are most definitely willing to travel to York, rather than drive through to Perth.

A purpose-built facility would allow us to further expand this emergency work.

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## CONCLUSION

Heartlands Veterinary Hospital has operated for 10 years from its current location. Despite concern raised by the Shire when we first opened regarding noise, waste disposal, smell etc we have not had a single issue or complaint during that time and have developed a loyal client base.

I hope the council will look favourably at this proposal which would allow the business to continue to provide excellent veterinary service, to all creatures, across the Avon and Wheatbelt regions.

Dr Tracey Thornton

Owner/Veterinarian



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Lots 2-6 (36) Avon Tce, Diagram 2623, Volume 484 Folio 137 & Lot 13 (15) Redmile Rd, Deposited Plan 29848, Volume 1103 Folio 377



