

Branch neutering payments for cats in care

What is changing?

By **31 July 2024** branches will pay vet practices directly to neuter cats in care, as well as for any trap, neuter and return (TNR) of feral and community cats carried out by branch volunteers. From this date, you **should not use neutering vouchers** when neutering these cats at your veterinary practice.

Why we are making this change

The change to the neutering payment process will mean that branches can pay veterinary practices directly for branch cats in care and branch-led TNR/feral cat work.

What will our branches be doing differently?

For **TNR cats and cats in care**, branches will now pay vet practices directly for all treatment, including neutering for cats in care and branch-led community work with feral cats. Branches will no longer need to use vouchers for their own in-care and feral cat neutering activity.

Cats Protection would like all kittens to be neutered before they are homed. However, we accept that this is not always possible, and for **kittens adopted before they are neutered**, branches will need to provide assurance to adopters that the cost of neutering will be covered by Cats Protection. Branches should provide a **Post Homing Neutering Agreement form** for each kitten, which owners will take to a veterinary practice when the kitten is neutered.

What we'd like your veterinary practice to do

Veterinary practices will need to provide invoices for the treatment, including neutering, and forward these directly to branches for payment. The invoices should clearly itemise each individual cat and treatment undertaken. This will enable invoices to be paid by the branch within 30 days from the date the invoice was issued. So that it is clear which treatment relates to which cat, branches will provide practices with unique identifiers for each cat in care and for each feral cat.

Many practices already have separate accounts for Cats Protection work. We would ask all practices to have two separate accounts on their system for Cats Protection cats.

- An account to record treatment for all cats in care (where you will add the neutering charges for cats in care)
- An account to record all treatment for branch-led TNR/feral cats (including neutering)

This will allow us to account for VAT as we cannot claim for treatment costs against feral cats.

Neutering of owned cats via vouchers should still go on a neutering account and be sent to the Cats Protection Neutering Finance team (neuteringfinance@cats.org.uk).

Note: Please refer to our '[Feral cat veterinary care – summary](#)' to guide you through the veterinary care of feral cats as part of a trap, neuter and return project.

Will veterinary practices need to have anything else set up?

Your practice should have a Cats Protection wholesaler account set up to order vaccines and medications for cats in care, as this allows our branches to take advantage of preferential pricing for these products, to help maximise the number of cats we can help.

If your local Cats Protection branch has not set this up with you yet, please contact veterinary@cats.org.uk for assistance.

Ordering microchips for cats in care

Branches should use their 'cats in care' wholesaler account to order microchips and Metacam for cats in care. If this is not available and your practice has a national subsidised neutering scheme account set up, this wholesaler account can be used to order microchips instead.

If neither Cats Protection wholesaler account is in place, branches can continue to order microchips for cats in care as they normally do.

Support for veterinary practices

- Cats Protection [Veterinary Guide](#)
- Cats Protection [Minimum Vet Standards](#) infographic
- Information about [Cats Protection veterinary discount schemes](#)
- You can find Cats Protection veterinary protocols, advice for adopters, CPD Academy and information about our EMS placements [here](#)
- Our team of Field Veterinary Officers are available to discuss cases and offer additional support. They can be contacted by emailing veterinary@cats.org.uk

