387 Veterinary Centre & The West Midlands Cat Clinic

We are a Cat Friendly Clinic 2020 catfriendlyclinic.org GOLD

INVESTORS IN PEOPLE™ We invest in people Platinum

WINTER 2023 NEWS

PRACTICE NEWS

Double celebration

Huge congratulations to our Lead Receptionist **Beth** who recently passed her final exams to become a Suitably Qualified Person (SQP). The 12 month programme of study and assessment covered the basics around veterinary medicines regulation, storage, distribution and the fundamentals around disease management with a focus on companion animals. Beth's qualification has already made a big difference to reception efficiencies. She can advise on and put up flea, tick and worming products and can double sign medications to speed up the dispensing process, which means less time needed off desk to defer to clinicians. Maintaining SQP status requires the completion and logging of a certain amount of approved training each year, so you can be assured that Beth will stay up to speed with the latest information on how to keep your pets parasite-free.

Beth will be taking a break from her reception responsibilities from early 2024 as, very excitingly, she is expecting her first baby which she has confirmed is going to be a boy. We can't wait to meet him. Wishing you and your growing family all the best over the coming months, Beth.

Pastures new

Our receptionist **Holly** is reverting to being a client at 387 Vets as she leaves us at the end of 2023 to embark on an exciting new career. Holly has been accepted by the police as part of their Corporate Resources Unit where she will be responsible for directing appropriate police resourcing to incidents Midlands-wide. Whilst we will all miss Holly at 387 Vets, we think she will be brilliant in her new role: picking up new systems quickly, communication and people skills are Holly's real strengths. We look forward to hearing how she gets on when she brings her cockerpoo Willow in for appointments!

Welcome back Selenia!

We are delighted to welcome our vet **Selenia** back from her maternity leave in January, when she will return to working a 2-day week. As holder of a Postgraduate Certificate in Small Animal Dentistry her main ops focus will be on companion animal dentistry. We look forward to promoting her additional restorative dentistry skills: as in many cases, with the right restorative dental training, damaged teeth can be repaired instead of extracted and this a new service we're keen to develop at 387 Vets.

Selenia's return will bring our vet team back up to a tally of six as in October, we sadly said goodbye to Monica in her pursuit of a change in career focus to more of a student and new graduate advisory role.

Gold Cat Friendly Clinic Re-accreditation for 387 Vets!

387 Veterinary Centre has held Gold Cat Friendly Clinic status with the International Society of Feline Medicine (ISFM) since 2016. Even though we now have our fantastic interconnecting West Midlands Cat Clinic facility, it's still just as important for us that our 387 side is as stress-minimising for cats as possible, as cats still come to see us here too. You can imagine our delight when we received confirmation that 387 Vets has been reaccredited as a Gold Cat Friendly Clinic until 2026. We wouldn't want to settle for anything less!

ISFM-approved cat friendly clinics implement minimum accreditation standards at either Bronze, Silver or Gold level. Approved practices take into consideration the difficulties involved in cats coming to the vets including travel issues, stress triggers, a preference for quiet and solitude, nervousness around dogs and the importance of gentle cat friendly handling. Achieving gold standard includes having additional feline-stress mitigating waiting room facilities, a separate cat ward with larger cage sizes, dedicated cat consulting rooms, 15 minute consultations and a higher level of operating theatre and feline-friendly equipment in house.

Being Gold standard doesn't mean we've reached our feline friendly plateau. It's a great springboard from which to continue to implement new feline supportive initiatives and to keep feeding our passion for cats!

DON'T FORGET...

Additional ways we can support you when you need advice about your pet

VidiVet	**SAVE MONEY AND GET PEACE OF MIND** VidiVet is a vet triaging service, available 24/7 (bank holidays included), that lets you know if you need to see a vet and how urgently. Free to our registered clients, send a text, video-message or photo via the VidiVet App for a comprehensive video response from a qualified vet in minutes. Check communications from us for your access code or contact us to re-request. You can use VidiVet for medication and post-op queries too.
pets app	**SAVE TIME. MESSAGE US!** Our PetsApp messaging facility is great for requesting appointments, repeat prescriptions and for general queries. Staffed during our open hours, message us at your convenience and we pledge to respond as soon as we can. Also great for us to send you specific pet care or condition information and in-patient photos! Download PetsApp App and select our practice to get set up.

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NEW!

Your Pet Our Family Wellness Plan

WE'VE GOT YOUR PET'S HEALTH COVERED

With the current cost of living crisis, we've introduced a brand new wellness plan to help you budget for your pet's healthcare. Keep up to date with preventative care worry-free, and never pay a consultation fee again!

WHAT'S INCLUDED?

- ✔ Unlimited consultations with our vets
- ✔ Unlimited consultations with our Registered Veterinary Nurses
- ✔ Puppy and kitten vaccination courses
- ✔ Annual booster vaccinations (including kennel cough if required)
- ✔ Monthly flea, tick and worming protection for dogs and cats
- ✔ Delivery of parasite treatments direct to your door

WHY JOIN?

- ✔ Removes financial barrier to booking a consultation when your pet needs to be seen
- ✔ Allays pet health worries quickly: there's no plan limit to number of consults per year!
- ✔ Boosters are budgeted for to keep pets on vaccination track and protected against preventable, in some cases fatal, disease
- ✔ Keeps cats and dogs parasite free all-year round which also protects you and your house too!
- ✔ Makes life easier as it removes the need to call in at the vets for flea and worming product

The plan is open to cats and dogs under eight years old and rabbits under five years old to join. But once a member, pets can stay on the wellness plan for life.

COST?

Members are required to pay a monthly fee: **£35 for a dog**, **£32 for a cat** and **£15 for a rabbit**. It's a flat fee regardless of pet size or breed. Choose to sign up all, some or just one of your pets - or none if you prefer to pay as you go. It's completely up to you to decide!

FOR MORE INFORMATION, TERMS AND CONDITIONS AND TO SUBSCRIBE:

VISIT
www.387vets.com/wellness-plan
OR
www.wmcatclinic.co.uk/wellness-plan

Winter worries!

With the onset of colder wintry weather, we take a seasonal look at some top tips to keep your pets fit and well at this time of year.

Winter walks: With the colder, wetter and darker days to come, it's still essential to make sure your pets get adequate exercise. Dogs will benefit from a warm waterproof coat for walks, especially dogs who are older and possibly arthritic. High-vis coats for owners and dogs is a good idea with the darker nights.

Outdoor pets: Pet rabbits and guinea pigs can also be prone to the cold with bad weather. Ensure there

is plenty of warm bedding available in a dry and draft free 'bedroom area'. Sometimes covering over an outside hutch can improve insulation. Consider a wrapped warm water bottle for the bedroom area so they have the option to snuggle against it. Rabbits would normally live in a burrow which stays around 10°C, so rabbits and guinea pigs are ideally brought into a heated garage or shed, or moved inside. Check your small furries at least once a day to make sure they are bright, eating and well. If you have a rabbit or guinea pig who lives alone, now is the ideal time to think about getting a friend of the same species so they have someone to cuddle up with!

Festive alert: With Christmas on the horizon – it's the time of year for indulgence and perhaps different foods in the house to normal. A reminder that chocolate, grapes, raisins, onions and the sweetener xylitol are poisonous; these are often in abundance in festive foods. Please ensure they are kept safely away from your pets – it's surprising how many dogs can sniff out delicious treats and then help themselves! Flowers like Lillies are especially toxic for cats. Even the seasonal favourite, the Poinsettia, can cause irritation if eaten.

Tinsel, food scraps, bones or even turkey string can all be hazardous. Bones can get stuck. String and tinsel can cause a linear foreign body which can be very serious and life threatening.

It is worth being mindful of how festive items and unwanted food are disposed of, since you don't realise how much of the world is edible until viewed through the eyes of a Labrador! A cautionary thought!

So – if you would like any further information on caring for your pets in the colder weather and festive season – we are here to help, please don't hesitate to ask a member of our practice team.

Rabbit photo: Warren Photographic

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