



Veterinary Centre



INVESTORS IN PEOPLE
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AUTUMN 2026

NEWS

PRACTICE NEWS

MUM'S THE WORD

Two of our 387 team members are embarking on new motherhood journeys this Autumn:



Our vet **Olga** had her last working day in practice at the end of July before going on maternity leave. We wish her and her partner all best wishes and happiness at this exciting time in their lives as they move from being a couple to a family of three!

We very sadly say goodbye to our Registered Veterinary Nurse **Renée** this Autumn. Currently on maternity leave after the birth of her daughter Nancy, Renée has decided not to return to work and to look after her beautiful family full time. Renée joined the 387 team in 2019 and has held a diverse range of additional responsibilities during her time here, including Radiation Protection Supervisor, Controlled Drugs Supervisor and student Clinical Coach. We are very grateful for her dedication, hard work and friendship. We will miss seeing Renée in practice but look forward to keeping in touch and watching her family grow.

GOOD LUCK!



We were very sad to say goodbye to our student nurse **Sian** this summer. Sian was with us for three years to undertake a Level 3 Diploma in Veterinary Nursing. We have loved supporting her and watching her skills, confidence and abilities

grow, and were delighted when she passed her course in May. Unfortunately, we didn't have the capacity to take on an additional registered veterinary nurse at the end of Sian's training contract, so she has started her new qualification in a new practice! Sian has already volunteered to carry out additional laser therapy training and has joined the practice's infection control team so has hit the ground running. We look forward to hearing how she continues to progress.

WELCOME TO THE TEAM

We were very excited to welcome two new faces to the 387 team this summer:



Veterinary surgeon **Kathryn Carder** joined us in July and takes our qualified vet team to a new total of eight. Graduating from Bristol University in 2010, Kathryn worked in several practices before taking up a Head Vet position in 2013 at a new small animal practice set up by a Midlands-based veterinary group. Kathryn was sole-charge vet, seeing consultations and carrying out a diverse range of operations whilst building up a strong client base and overseeing team

and practice efficiencies. As holder of a Certificate in Exotic Animals, she also guided the practice to Rabbit Friendly Vets status. Kathryn used to work with Carlos and three of our registered veterinary nurses before they came to 387 Vets, and carried out a week's locum work here many years ago so came with excellent credentials. We're delighted she's now a permanent member of the 387 and West Midlands Cat Clinic team!



Amy Hardy joined us at the end of June as a new student nurse. Following a series of sales and administrative managerial roles, Amy moved into the veterinary sector in 2021, taking up a position as veterinary receptionist at a three-site small animal vet practice in the West Midlands. Great with client care, Amy also loved meeting everyone's pets and, keen to move into veterinary nursing, sought to help and observe

the nursing team as much as she could. Her passion to become a nurse was clear at interview, and Amy is already doing a brilliant job in kennels and cat ward – and on reception too! Exciting times ahead as she starts her level 3 diploma later this year.

NEW PORCH

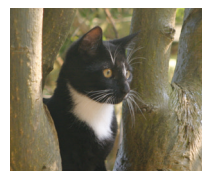
If you've been to 387 Veterinary Centre recently, you will have noticed a change at the front of the practice. We now have a new wheelchair-



accessible enclosed porch. The addition will help to keep our 387 reception area and waiting room more temperate and visitors better sheltered on arrival. It also provides an extra door between the waiting room and

the forecourt which is better for pet safety in the event a dog should accidentally slip their lead.

Microchipping – simple, safe and essential!



A microchip is a tiny device, about the size of a grain of rice, implanted just under the skin between your pet's shoulder blades. The procedure is quick, safe and well tolerated, and each chip contains a unique identification number that can be read by a scanner.

Microchipping gives you the best chance of being reunited with your pet if they become lost or stolen. In the UK, puppies must be microchipped by eight weeks of age and cats by 20 weeks. A microchip is also essential for travelling abroad as part of the pet travel requirements and provides permanent identification of your pet. Veterinary practices, the police and animal charities routinely scan stray animals for microchips. If your pet goes missing and is found, a registered microchip provides the best chance of them being quickly identified and safely reunited with you.

Just as importantly – don't forget to keep your contact details up to date with the microchip database and notify them if any contact details have been changed.



Flash, Bang, Worry?

As the evenings grow darker and Bonfire Night approaches, fireworks can become a major source of stress for many pets. Unfortunately, noise phobias often worsen over time, so planning ahead is important.

The best long-term approach is sound desensitisation during the quieter summer months. This involves playing recordings of fireworks at a very low volume and gradually increasing the sound over time, helping your pet become less sensitive to the noise.

By firework season, however, the focus is on helping them cope. If possible, walk dogs earlier in the day before fireworks are likely to start and keep anxious pets indoors during the evening.



Create a safe, comfortable hideaway where your pet can retreat. Close the

curtains and use the television or radio to help mask outside noises. Food puzzles or favourite treats can provide a useful distraction.

Stay calm and offer quiet reassurance if your pet seeks comfort, but avoid repeatedly fussing over them, as this can sometimes reinforce fearful behaviour.

Many stressed pets will also benefit from calming pheromone diffusers (Adaptil for dogs and Feliway for cats). These can help pets feel calmer and safer in their environment. They should be plugged in at least 48 hours before fireworks are due to start.

If you're worried about how your pet will cope with fireworks this year, don't wait until Bonfire Night! Contact our team for advice – we're here to help you and your pet enjoy a calmer, less stressful season.

Taking environmental responsibility seriously

In 2022, the Royal College of Veterinary Surgeons (RCVS) introduced an environmental sustainability module into their practice standards accreditation scheme to encourage veterinary practices to consider ways to reduce their carbon footprint and their clinical impact. But what does this mean practically?

Here are just a few examples of how we've been making positive change at 387 Vets:

ADDRESSING CLIMATE CHANGE: We've installed 52 solar panels to generate renewable energy; our air con is set between 19 and 21 degrees for best efficiency; our heaters have timers so we don't waste energy; our new porch helps reduce heat loss; we've planted around site and on our roof terrace to support wildlife and absorb atmospheric CO2.

RECOGNISING OUR IMPACT: Anaesthetic gases are potent greenhouse gases: stringent usage protocols, training and regular discussion and review all helps with safe and responsible usage. Did you know pet parasiticides can be detrimental to wildlife if they get into the water system? And that over-prescription of certain medications is leading to dangerous global resistance? We risk assess and treat every patient individually and prescribe mindfully. There's no 'blanket dispensing' approach.

REDUCING WASTE: In 2025, our combined clinical and domestic waste costs were significantly lower than in 2024: we've improved our recycling efficiencies, use fewer disposables and have implemented new drug management protocols so, despite being bigger and busier, we produce less waste. In a bid to go paperless, we no longer routinely print invoices – please ask us to e-mail these instead.

ENCOURAGING GOOD PRACTICE: We display posters in the waiting room and share articles to raise awareness about how we can work together to be more environmentally responsible. We've changed our wellness plan parasite treatment delivery strategy to keep subscription fees low and reduce vehicle journeys and hence pollution. We've set up a practice eco team dedicated to implementing positive change in practice, and have an eco jar for general team suggestions.

NOW WE'D LOVE TO HEAR FROM YOU! If you have any ideas for helping 387 to become even more environmentally friendly please do let us know. Look out for the suggestions box in the 387 waiting room, or send us a WhatsApp or an e-mail to feedback@387vets.com with your ideas.



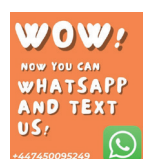
DON'T FORGET...

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



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.



SAVE TIME. MESSAGE US!

Our WhatsApp 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 to you as soon as we can. Also great for us to send you specific pet care or condition information and in-patient photos! Scan the QR code to access. If you're not on WhatsApp, you can also send us an SMS on **+44 7450 095249**.