



Practice News

Practice Manager of the Year 2019!



Huge congratulations to Rachel, our Practice Manager, who was winner of Practice Manager of the Year at the prestigious 2019 Petplan Veterinary Awards in April. An amazing achievement! The annual awards celebrate the nation's most outstanding veterinary professionals who have been nominated by their colleagues and pet owners for their hard work and dedication to their profession. Petplan received over 40,000 nominations this

year! There are five main awards, each judged by an independent panel of leading people from the veterinary industry, and in the case of Practice Manager category, the President of the Society of Practising Veterinary Surgeons (SPVS), the Junior Vice President of the Veterinary Management Group (VMG) and last year's winner of Practice Manager of the Year. The judges particularly praised Rachel's strong focus on individual and team support and development and all her investment into wellbeing at 387 Vets. You can see Rachel's finalist video, shown on the night alongside the other contenders' videos just before the overall winner was announced, at www.387vets.com/who-we-are. We're so thrilled she has won this award!



Good luck, Carole! It's with great sadness that we say goodbye to our vet Carole who is leaving to take up a position closer to her new home in Nottingham. Carole has been our longest serving vet behind Hamish, doubling the size of the vet team when she started here in January 2013! We're incredibly grateful for all her hard work, compassion

and investment into positive change at 387 Vets. Carole has helped us to measure and improve standards through the introduction of clinical auditing, and is particularly passionate about monitoring and relieving chronic pain in pets. After having acupuncture for her own aches and pains, she trained with the British Veterinary Acupuncture Association to be able to offer this complementary therapy to pets. She's also a keen supporter of life-improving charitable causes too. It was Carole who first registered 387 Vets (387 Va-va-voom!) for the gruelling Vet Charity Challenge, and in the 3 years we competed we raised an incredible £3,000. We will miss you Carole, but wish you and your family all the best in your new Nottingham adventure!

Best Vets in the UK 2019 – it's official!



Further to our 'Your feedback matters' feature in our Spring newsletter, we are delighted to announce that 387 Vets is winner of the 'best of's' Vets of the Year 2019 - as voted by you! Thank you so much for making this the 5th year running

we've retained this award! The annual competition is testimonial-driven, and the process is stringently regulated. This year, we won our category with 112 verified testimonials collected over the 12 months preceding 31st January 2019. Overall, we were 39th Best Business UK-wide. We couldn't have done it without you. Visit the testimonials page on our website to read our latest reviews.

NEW! Laser therapy now available at 387 Vets!

387 Vets has recently invested in a portable laser therapy unit to enable us to offer low level laser treatment for your pets. It's a brilliant way to speed up rehabilitative care, support pain management and to help relieve symptoms in a whole range of health issues. It's cost effective, gentle, non-invasive, quick and drug free. And could benefit so many pets!

What is low level laser therapy?



The treatment works by applying red and near infra-red light over injuries or lesions. Wavelength and density are set according to the health condition being treated, and a laser-emitting probe sends pulses or an uninterrupted light stream to the problem area. The body's natural healing process is stimulated to optimise wound and injury repair. Pets can get back to being themselves more quickly, or if suffering from long-term pain, enjoy a better quality of life.

What can the therapy be used for?

Healing: energy and cell protein production is increased leading to cell multiplication and growth and therefore faster recovery. This is really effective for encouraging bone re-growth in fractures and post-surgical healing, wound repair and soft tissue, tendon and muscle repair.



Pain relief: laser stimulates the release of natural pain inhibitors and wellbeing hormones as well as suppressing pain receptors. This reduces pain sensation and relieves symptoms of chronic pain conditions such as arthritis.

Immune system support: laser activates immune cells which improves the body's ability to fight infection and inflammation.



Will my pet tolerate laser therapy?

The simple answer is yes!

- Therapy is silent and without sensation
- There are no unpleasant after-effects: many pets feel very calm and relaxed post treatment
- There's no need for sedation or to shave the treatment area
- It's very safe: no danger of over-treating, or skin damage and there is no heat involved

Treatment packages will vary according to your pet's particular health issue. Ask us how laser therapy could benefit your pet!



NEW! Parasite treatment postal service – at no extra cost!

Never forget a tick, flea or worm treatment again!

Did you know that only 5% of fleas are on your pet and 95% of the flea burden (flea eggs, larvae and pupae) will be in your home? And that with central heating now in most homes, fleas are an all-year round problem? Did you also know that milder seasons and longer summers mean that ticks are on the rise? And that they can transmit disease to



your pet? And that worms can be contracted at any time too, often with serious health implications?

To beat the itch and stay healthy, it's important to provide all year-round protection for your pets. To help, we're now offering a monthly parasite prevention postal service which delivers your flea, tick and worming treatments to your door!



- Time saving
- Monthly delivery
- No forgotten treatments
- Optimum protection
- Spreads payments
- Free p&p

Speak to us for more information and let us help make your life easier!



To help your kitten be brave in the grown up world we're introducing new nurse-led free kitten socialisation clinics. We'll see you monthly after 2nd vaccination until your kitten is 6 months old, and give personalised advice on environmental enrichment and behavioural needs. We'll also do a weight and general health check, talk about preventative care and, of course, have lots of socialising cuddles and playtime fun too!

Increasing visits to the vets at an early age is actually good for your cat. Desensitising kittens to the pet carrier, car travel, the appointment experience and new faces is essential to making vet visits less scary in later life.

We're looking forward to seeing more of your kitten at 387 Vets!

Summer Loving

Warm sun-filled summer days sound perfect, but they can be challenging for our pets. Here are some top tips to help keep our furry friends happy and healthy!



Keep cool: Walk dogs at either end of the day when it's cooler. Take water with you so your dog can refresh on route. If it's feeling warm, avoid strenuous activity. Never leave your dog in a car or conservatory unattended, even with the windows open, as they can quickly overheat. Heatstroke alert: if your dog has noisy, laboured breathing, excessive pants, is weak or collapses, call us immediately! Make sure fresh water is always readily available for all pets. Put up a paddling pool for dogs in the garden. Water fountains encourage cats to drink. Move rabbit hutches out of direct sun and keep bunnies cool with frozen water bottles wrapped in tea towels and ceramic tiles.



Rabbit photo: iStockPhoto

Sunburn: White-haired or thin-coated pets are especially at risk. Ears are particularly susceptible to skin cancers which start as scabs and sores. Apply pet-specific high factor sun cream to ears and noses to reduce risk.

Flystrike: This occurs when rabbits have messy back ends, flies lay eggs, maggots hatch and then feed off the rabbit's flesh. Horrific and potentially life-threatening. Check rabbits' back ends twice daily and change bedding regularly. Talk to us about diet to ensure your rabbit is getting enough fibre to prevent sloppy fly-attracting poo.

Bites and stings: The sun can bring out adders on Cannock Chase! If you suspect a snake bite, ring us immediately. For wasp stings apply a compress of vinegar, and bee stings bicarb of soda and water. Mouth stings or severe allergic reactions require veterinary attention.

Grass awns: Grass seeds are a seasonal hazard. Groom dogs after walks, and check paws and ears in particular as they can become lodged and cause pain and infection.

Parasites: Summer is a pet parasite heaven! Is your pet up to date with preventative treatment? Keep your pet – and your home – a parasite-free zone. **Speak to us for best advice, and ask us about our new parasite treatment home delivery service.**



Ear tip of a cat showing cancerous changes – note the reddening of the skin. If your pet is showing signs of skin changes on their nose or ears, please call us.



Paddling pools are a great way for dogs to stay cool in the summer!



Grass awns of the summer grasses are a perennial hazard

NEW!

Kittens need socialising too!

It's common practice with a new puppy to expose them to new people and experiences to help them adjust to life in the big wide world. Did you know that taking the same approach with kittens will help reduce feline stress and anxiety in later life?

Kittens are naturally inquisitive, and up until around 6 months of age, are learning to acclimatise to the environments they are exposed to and things they should consider non-threatening in later life. So positive exposure to lots of people, noises, smells and experiences at this time is great for their long term wellbeing. Hamish's kitten grew up around the upheaval of building work and remains asleep on the carpet when the Hoover is out!

To help your kitten be brave in the grown up world we're introducing new nurse-led free kitten socialisation clinics. We'll see you monthly after 2nd vaccination until your kitten is 6 months old, and give personalised advice on environmental enrichment and behavioural needs. We'll also do a weight and general health check, talk about preventative care and, of course, have lots of socialising cuddles and playtime fun too!

