

# ARMSTRONG VETS

## NEWSLETTER OCTOBER 2020



Welcome to our October update. We are now getting back to providing a full range of services and our most heartfelt thanks to our amazing clients for having patience with us while everything has taken much longer and involved significant waiting times during the last few months. The situation we find ourselves in continues to challenge us, but we are doing our very best to provide excellent veterinary care.

### COVID-19 UPDATE

We are committed to keeping our staff and clients safe and must, wherever possible, maintain social distancing; this still means that it is impossible to examine pets whilst their owners hold them. This, together with the limited space in the practice means we have decided to continue to only have staff and pets inside. When coming for a consultation, we would ask that all our clients park in our allocated parking bays so that we can identify our clients and so as not to inconvenience our neighbours. Finally, so as to avoid handling cash wherever possible, could all clients please pay via card or bank transfer.

### STAFF UPDATE

Jen, one of the Reception team welcomed a healthy baby girl and Chloe, one of our Nursing team will shortly start her maternity leave. We have welcomed Angie who greets arrivals in the car park. We wish our vet Grace good luck as she leaves us at the end of the month for pastures new. Our vet Tania is taking a break for personal reasons but will be back with us when able.

We welcome Sophie as an experienced qualified Veterinary Nurse who will be sending information out soon regarding some upcoming Nurse Clinics and her role within the Practice.

We are actively recruiting a replacement for Grace - further information to follow! Until then, Ernest, Pepe and Amber will be here to look after your pets. If you would like to see a particular vet, please ask and we will book your appointment with them.

### TELEPHONE CONSULTATIONS

Following advice and seeing how successful this has been in other veterinary practices, we will be providing the option for telephone consultations to our clients when appropriate. An example of this may be when a client wants advice regarding a particular concern, but a physical examination may not be necessary. We will be charging a reduced consultation fee of just £20 plus VAT for this service. Please call and speak with one of our Reception team for further details.

### WORMING

**LUNGWORM** – we have seen a few dogs who have become seriously ill with a lungworm infection following ingestion of slugs or snails. Lungworm can even be fatal. For protection against lungworm, a worming treatment needs to be administered every month instead of the usual three-month interval traditionally used for routine worming for dogs. Additional information can be found on our website or from <https://www.wormwise.co.uk/wormopedia/lungworm>

## **RABBITS: Triple Protection, One Vaccine**

Until now, current practice required two annual vaccines to protect rabbits against myxomatosis and both strains of Rabbit Haemorrhagic Disease. Recently launched is a triple vaccination offering all round protection which can be given from 5 weeks of age. Vaccination against these diseases is very important as they are very contagious and usually fatal.

## **PETS PASSPORTS**

We will be finally leaving the European Union at the end of December this year. Although we do not yet know the details of how this will affect pet passports, we have produced some information about possible outcomes, and this is available on our website.

## **VOLUME OF WORKLOAD / PHONECALLS**

We have a dedicated and expanded Reception team to answer our phones but occasionally we experience peaks of incoming calls. We have the facility of leaving a message, but if you feel you have a dire emergency and cannot get through to us on the phone, please come straight to the Practice and we will always accommodate you. We have an emergency parking bay just outside the front door and we have a vet on the premises each weekday between 8.30am and 6.30pm, and on Saturday's from 8.30am to 12 noon. If your call is not urgent, please email us at [practice@armstrongvets.com](mailto:practice@armstrongvets.com) – please note that this is not suitable for emergencies.

## **REPEAT PRESCRIPTION MEDICATION REQUESTS**

If your pet has regular medication for an existing health concern, we can continue to supply this to you. If your pet has not seen the vet for six months, it is normally necessary for the vet to check with you how your pet is doing. This interval has been extended in the last few months and some pets are overdue their check-up. Requests for medication will be referred to a vet, who will then decide if they need to see your pet or if they can simply prescribe medication. These medications can then be paid for over the phone and collected, posted or delivered to you.

## **ROUTINE BOOSTER VACCINATIONS FOR DOGS AND CATS**

After the delays to routine booster vaccinations, we aim to be up to date by the end of December.

## **...AND FINALLY**

After receiving advice, we have changed our name to **ARMSTRONG VETS LTD**. We would like to reassure our clients that part of our service will always be to visit our clients' homes (temporarily suspended due to COVID except for extenuating circumstances) but we have been conducting consultations and procedures at the Practice for some time. Guidance received indicates that "mobile vets" more accurately describes visiting vets with no premises or surgery facility, whereas we provide so much more.