

# ARMSTRONG VETS

## NEWSLETTER AUTUMN 2019



Welcome to our Autumn newsletter. The weather is turning colder, and the nights are drawing in. Bonfires and fireworks are coming at the end of October and if you need any advice if your pet is likely to become stressed at firework noise, please give us a call.

Our new vet Grace has been with us since August and has settled in well. She has risen to the challenges of her first job since graduating and is enjoying getting to know our clients and their pets as well as familiarising herself with the local area.

### **BREXIT & PETS PASSPORTS**

Since our last newsletter, we have a new Prime Minister, but we are no clearer over what could happen on our Brexit date of 31<sup>st</sup> October than we were before! Please be assured; as soon as we know something, we will let you know!

### **FLEA SEASON**

Our vets have reported an increase in fleas over the last few months so should you require any advice or treatments for your pets, please give us a call.

### **FLEA AND WORMING PRODUCTS**

We have been reviewing the provision of flea and worming products for the last few months and have decided that from January 2020 onwards, we will be making some adjustments to how we deliver these products to our clients. Of course, we still want to provide the best possible product and at the lowest price and delivering one treatment every month is not the most efficient way of doing this. The manufacturers provide flea and worming treatments in boxes of multiple treatments. For example, some spot-on's comes in a four pack and some tablets come in a three or six pack. At the moment, we often deliver one month's treatment every month and our driver Mike will make one trip per month. We would like to encourage our clients to buy the box of treatments which will mean that you have four or six month's worth of treatments delivered in one go. This will also be more eco friendly!

We are working hard on trying to reduce the cost of the four or six pack and will be offering a monthly plan to our loyal clients to help spread the cost to those who would be interested in this. More details will follow. You can, of course, still buy one month's treatment if you wish but this will cost you more in the long run.

We are very grateful to our clients who purchase their flea and worming treatment from us and do not wish to upset anyone – this is why we are giving lots of advance notice of this change.

Annie, who co-ordinates all reminders for these products will be in touch with clients who have just the one month's worth of treatments but in the meantime, please give us a call if you would like any further details.

### **ACCIDENTAL INGESTION**

As a nation, we all love our pets, but they can be naughty on occasions and eat things that can seriously damage their health. Over the last few months we have had pets eating entire packets of hair elastics, small clothing items like socks and tights, chocolate and medication not meant for them. If there is the smallest chance that your pet could eat something that they shouldn't, please put it securely out of their reach. The consequences of accidental ingestion can be harrowing and very costly so please, have a look around, and move anything that poses a temptation to your pet (especially to new puppies!)

### **SATURDAY MORNING RECEPTIONIST VACANCY**

Our Saturday morning Receptionist Ryan will be leaving us at Christmas to concentrate on his upcoming A levels, so we are seeking an enthusiastic, friendly person to join our team. Applications are welcome from anyone, but the vacancy will particularly suit a 16 plus student interested in pursuing a medical career, especially veterinary. Hours of work are 8.30am to 12 noon every Saturday. Please contact the Practice Manager for further details!

### **PRACTICE OPENING HOURS AND TELEPHONE LINES**

Our Practice is open from 8.00am to 6.30pm Monday to Friday, and from 8.30am to 12 noon on Saturday. We have two Receptionists ready to answer your call during the week and one on Saturday. Please bear with us if you cannot get through straight away as there are peak times for incoming telephone calls – mostly first thing in the morning. If your enquiry is not urgent, you can always email us on [practice@armstrongmobilevets.co.uk](mailto:practice@armstrongmobilevets.co.uk).

Outside of our opening hours, one of our vets is on call for emergencies only. Please call our usual number 01453 543516.

### **TERMS OF BUSINESS**

I would like to politely remind all our clients that full payment is due at the time of the veterinary service or product being ordered unless alternative arrangements are already in place.

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**Please remember our out of hours service is available – in an  
emergency call 01453 543516**