

ARMSTRONG VETS

NEWSLETTER WINTER 2020



Welcome to our winter newsletter. I hope everyone had a wonderful Christmas break and we have made good inroads into the new decade.

STAFF UPDATE

We bid a fond farewell to Richard who has sadly left us; we wish him all the best in his future endeavours. Our new vet Amber joined us in December and is looking forward to the completion of her new build home. She brings with her a wealth of knowledge and experience which complements our Practice greatly. We have also welcomed Tracey to our Nursing Team and she is settling in really well.

BREXIT & PETS PASSPORTS

So, we have FINALLY left the European Union, and we have confirmation from the APHA that during the transition period up to 31st December 2020, pet owners can travel with their pets with no change to current procedures. If you have any queries, please contact us for clarification.

PUPPY HEALTH PLAN

Our Puppy Health Plan launched in December. This plan covers routine vaccinations and some treatments for puppies and is proving very popular. It is also wonderful to see these beautiful puppies at the Practice! If you would like more information, it is on our website or please ask a member of staff. Which leads us on to...

DOG HEALTH PLAN

Our Dog Health Plan is now available for our clients. The idea behind our plan is to enable our clients to pay a set amount each month to cover routine treatments for fleas/ticks/worms with the option of adding routine vaccinations. If you would like further details, please call the Practice, and information can be found on our website.

We are working on something similar for our feline friends – more news to follow!

RECRUITMENT

We are currently recruiting for a Veterinary Nursing Assistant and a Veterinary Receptionist. All details can be found on our website. We welcome applications from all interested; this is

a wonderful opportunity to join our dedicated team. For further details, please call Amanda, the Practice Manager on 01453 543516.

DENTAL HEALTH MONTH – FEBRUARY 2020

Did you know that February is Pet Dental Health Month. We would like to offer some pointers for our clients to “brush up” on your pet’s dental hygiene:

- A pet with healthy teeth means a pet with sweeter smelling breath!
- Tooth brushing is the best way to keep on top of tooth health but it is not always easy. Try to start when your pet is young so they get used to it.
- Caring for your pet’s teeth can help prevent other health problems from developing saving your pet discomfort, ill health and saving you money!
- Did you know that up to 80% of cats and dogs over the age of 3 have some form of gum disease?
- Dogs and cats are very good at hiding pain – sometimes until the disease is quite advanced!

If you think that your pet could benefit from a free dental health check, please call and make an appointment with one of our nursing team.

**WE ARE OFFERING 10% OFF ANY DENTAL PROCEDURE BOOKED
THROUGHOUT THE REST OF FEBRUARY AND MARCH!**

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. We have added a message facility for non-urgent calls should our Receptionists be unable to answer your call immediately. We will return your call as soon as possible. If your enquiry is not urgent, you can always email us on 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. You will be prompted to leave a message and our on-call vet will return your call as soon as possible.

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.

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