

We are now entering our third year and have grown from 2 clients with 4 pets to being a full time and busy practice. Managing this growth while at the same time wanting to continue to deliver the benefits of a single vet, mobile service has however, lead us to needing to refine how the practice runs and this newsletter is to bring these changes to your attention.

Staff

We are soon to be joined by Louise Rodman who has many years experience working in the veterinary sector. Louise will complete our flexible team of 4 support staff.

Prescriptions and deliveries

A lot of our time is taken with deliveries and we hope you value this part of our service. Ernest will be less involved in deliveries and Sue, Eleanor, Julie and Louise will be taking over this role.

To help make this system efficient we would like to make as many deliveries as possible on Wednesdays. Please give us sufficient notice for food, repeat prescriptions and flea / worm treatments to make this possible. Deliveries can be arranged for other days but last minute requests can stretch our ability to respond. In last minute or urgent instances we may ask that you collect from the clinic or that items be posted to you.

Appointments

We strive to see you when you want to be seen. Because we have to allow travel time we sometimes have to be less accommodating when slotting in last minute appointments but we always respond to emergencies promptly. For those clients booking ahead we offer very flexible appointment times during the week. We are also available on Saturday mornings however we finish routine visits at 12 noon on a Saturday.

Time off and holidays.

We would like to thank all those clients who have expressed concern over Ernest never seeming to have time away from work.

Ernest has had holidays and breaks away and during those times we have employed, and will continue to employ, a locum vet to cover his absence. We thank you for your support in helping our locums cope with the unique way in which we offer our veterinary services.

We like to be there as much as possible for our patients but as we have become busier this 24 hour commitment can be hard to meet with one vet only. Rather than ignore this issue and work till we finally drop we have made provision for some weekend time off. This is not however, always possible to arrange with locum cover as it can be very hard to find locum vets to cover for small periods such as a Saturday night or a Sunday.

Evening and weekend emergencies.

We offer a 24 hour, 365 day service for urgent cases during the evenings and nights and between 12 noon on Saturday and 8 am Monday morning.

Ernest will continue to cover all weekday evenings and the majority of weekends too.

We have arranged for the local Animal Hospital to provide cover for emergencies during what will be Ernest's occasional night or weekend off.

On these occasions our telephone service will provide you with details of when Ernest is back on duty and the number to contact if your pet needs attention before that time.

Please note that for this to be manageable for staff at the Animal Hospital, you will be expected to attend at the hospital with your pet, rather than being seen at your home. The Animal Hospital is conveniently located in Stinchcombe, Dursley, is easy to find and is staffed 24 hours a day.

New clients

To maintain our level of service there is a limit to the number of patients we can care for without overstressing ourselves.

We do have a waiting list of people wishing to register. We are delighted for you to continue to recommend our service but new names will be added to our list and can only be registered as and when we are able to accommodate more clients on our list.

The ongoing success of our practice is firmly based on your loyalty. We would hope that the reasons for changes we have had to make to maintain our service are reasonable and understood by our clients.

If you would like to speak to us about any of the above items then please feel free to contact us.