

Dear Client,

May we take this opportunity to wish our clients and patients a Merry Christmas and a Happy and Healthy 2015. Once again can we remind our clients that this time of year presents many potential toxic hazards to pets, so please take care over the festive season. Here's a reminder of toxic hazards that are often associated with this time of year: chocolate, grapes, raisins, sultanas, mistletoe, lilies, holly, poinsettias and antifreeze. If you believe your pet may have ingested something toxic then contact the surgery as soon as possible, a rapid response can be critical.

In November 2014 Emma Hensley, one of our Animal Nursing Assistants, left us to go on maternity leave. May we wish Emma and her partner all the very best for the safe arrival of their baby which is due mid-December. Yazmin Tunbridge will be jumping into Emma's shoes whilst she is away.

Lottie Bowden our Practice Manager is also temporarily flying the nest in the middle of January 2015 to have her second baby which is due in February 2015. Rosie Jones is joining the office team to help out whilst Lottie is away.

Yazmin and Rosie are both new to the Moorgate team, please give them a warm welcome.



PETS TRAVEL SCHEME

Changes to the pet travel scheme will come into effect from 29th December 2014. The changes are mainly designed to strengthen enforcement across the EU, increase levels of compliance and improve the security and traceability of the pet passport.

What's Changing?

1. A new style passport will be introduced from 29th December 2014. If you already have a passport for your pets, you do not need to get a new one.

2. If you travel with your pet in the EU you may be asked for your pet's passport when entering other countries. This is because all EU countries are required to carry out some checks on pet movements within the EU. You must therefore make sure that your pet is fully compliant with the rules of the EU pet travel scheme before you leave the UK.
3. From 29 December 2014 your pet must be at least 12 weeks old before you can get it vaccinated against rabies for the purposes of pet travel.
4. If you have more than five pets and wish to travel with them within the EU and/or return to the UK (unless you are going to a show or competition) you will need to comply with additional rules.
5. If you are entering the UK (or another EU country) by air on a flight that began outside the EU it may not be possible for you to physically accompany your pet, for example because it is necessary for your pet to be carried in the hold of the aircraft or you are unable to travel on the same flight. In such cases you will need to sign a declaration confirming that you do not intend to sell or transfer ownership of your pet. You must travel within 5 days of your pet's movement
6. The new EU Regulation specifically states that the only species of pet animal that can travel under the EU pet travel rules are: domestic dogs, domestic cats and ferrets.

For further information or advice on any of the points above please visit www.gov.uk/pet-travel-information-for-pet-owners or telephone the Pet Travel Scheme helpline on: 0370 241 1710.



PET CARE PLANS

Our Pet Care Plans covers your pet for all their basic health care needs, including preventative treatments and expert advice, giving you complete peace of mind. They allow you to spread the cost of caring for your pet throughout the year with easy direct debit payments.

Ask at reception for more details

PRODUCT OF THE SEASON



Flexadin Advance chewable tablets are a new joint supplement containing a unique form of collagen (UCII) that reduces the inflammation in arthritic joints by desensitising the immune system.

- Supports Healthy Joints & Flexibility
- Omega-3 Fatty Acids: switching lipidic metabolism toward anti-inflammatory mediators synthesis.
- Vitamin E: prevents cartilage matrix degradation.
- UC-II® Type II Collagen: an undenatured type II collagen that desensitises the immune system.
- Highly palatable and easy to chew
- Once a day administration
- For all dogs

We have had great feedback from owners whose dogs have been given Flexadin Advance on a ongoing daily basis. Even better is that if you notice no change to your dog's mobility within 8 weeks, using a Flexadin Advanced scoring sheet, then you will receive a full refund.

Price: £30.68 per pack (one month's supply).

Loyalty scheme available: buy 5 packs and get 1 pack free.

PRACTICE PET PROFILE



Rafael is our practice principle, Ulli Arnold, male Hermann's tortoise. Rafael is one of three Hermann's tortoises Mr Arnold cares for. Leonardo is another male and Donatello is their

female friend. Rafael, Leonardo and Donatello measure around 14cm in length.

Hermann's tortoises are small to medium-sized tortoises from southern Europe. Young animals, and some adults, have attractive black and yellow-patterned carapaces, although the brightness may fade with age to a less distinct gray, straw, or yellow coloration. They have slightly hooked upper jaws and, like other tortoises, possess no teeth, just strong, horny beaks. Their scaly limbs are greyish to brown, with some yellow markings, and their tails bear a spur (a horny spike) at the tip.

Did you know tortoises, turtles and reptiles are called chelonians?

Mr Arnold has a keen interest in all reptiles big and small and regularly attends courses to keep his reptile/chelonian knowledge up to date.

CHRISTMAS AND NEW YEAR SURGERY OPENING TIMES 2014

	Bovey Tracey	Moretonhampstead
Wednesday 24 th December	8am – 5pm	8:30am – 5pm
Thursday 25 th December	CLOSED	CLOSED
Friday 26 th December	CLOSED	CLOSED
Saturday 27 th December	8:30am – 1pm	10am – 12pm
Sunday 28 th December	CLOSED	CLOSED
Monday 29 th December	8am – 7pm	8:30am – 6:30pm
Tuesday 30 th December	8am – 7pm	8:30am – 5pm
Wednesday 31 st December	8am – 5pm	8:30am – 5pm
Thursday 1 st January	CLOSED	CLOSED
Friday 2 nd January	8am – 7pm	8:30am – 5pm

AS ALWAYS THERE IS A 24 HOUR EMERGENCY SERVICE ON: 01647 440441

It will always be a Moorgate vet that attends to your call

Please remember that it is Christmas and New Year for the Vets as well, so please make use of the surgery opening times whenever possible.