

Dear Client,




May we take this opportunity to wish our clients and patients a Merry Christmas and a Happy and Healthy 2016. 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.

At the end of November, Senior Animal Nursing Assistant, Tracy Laban left to go on Maternity Leave. We would like to wish Tracy the best of luck with the arrival of her baby and hope she gets a chance to put her feet up and relax before her baby makes an appearance. We also said goodbye to Rosie Jones who left the practice at the start of November, after covering our Practice Manager Lottie Bowden's maternity leave. Rosie also leaves to have a baby! All the best to Rosie.

PUPPY PARTIES

We are very excited to announce that we are now running puppy parties. Puppy parties are not only great fun for your new family member but they are great for socialization which is a key part of training.

Our puppy parties will be held one evening a month at our Bovey Tracey Surgery and will offer:

-  Basic health advice and demonstrations
-  Chat to our nurses and fellow puppy owners
-  Play time for puppies

If you and your new puppy would like to join us at our next puppy party then please register your interest with a staff member.



CHRISTMAS AND NEW YEAR SURGERY OPENING TIMES

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

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.



NEW VETERINARY CARE ASSISTANT

We would like to welcome Becky Harvey to our Nursing Team at the Bovey Tracey surgery. Becky joined us at the end of November to help cover Tracy's maternity leave. Becky is originally from Leicestershire and moved down to join her husband who is from a local farming family.

Becky has a springer spaniel called Forrest and has carried out a wide range of voluntary work at animal care organisations including Drayton Manor Zoo.

LOST STETHOSCOPE – Mr Arnold lost his stethoscope whilst out on his rounds at some point during the start of November. If you can help us locate it please contact one of the surgeries.

PET HEALTH INSURANCE

Each year 1 in 3 pets is injured or becomes ill* and needs urgent veterinary treatment. Insurance can help you cover the cost of these unexpected bills leaving you free to concentrate on helping an important member of your family recover.

Moorgate Veterinary Group recommend having your pet insured and are accredited as an Appointed Representative of Vetsure Pet Insurance®. Through working relationships with the veterinary profession Vetsure aims to offer the best value for money premiums and access to the highest standards of treatment through their network of trusted practices.

We promote Vetsure Pet Insurance® because...

Vetsure make it simple: We are part of the trusted Vetsure network. This means that Vetsure are happy for us to settle the bill directly with them when you make an eligible claim. After treatment you simply pay us the policy excess.

Vetsure for tailored cover: Pick and choose from a range of benefits and benefit levels to suit your budget. To further adjust your monthly premium, you can choose from a range of excess levels (£69, £109 or £149).

Vetsure cover for life: If your pet develops an ongoing condition like arthritis or diabetes, the vet treatment benefits offered will recharge every year for each condition**. Vetsure also only charge the excess once per unrelated condition – many insurers charge the excess every year – which can soon make costs add up.

For more information about Vetsure Pet Insurance - or to obtain a quote – visit the Vetsure website www.vetsure.com or call 0800 050 20 22.

Alternatively, ask a staff member to arrange a call from the Vetsure team at your convenience!

*source: Datamonitor - UK Pet Insurance 2008.

**provided your premiums are kept up to date and your policy remains in place.

TEXT COMMUNICATIONS

We are now setup to send text messages from our computer system

Please let our reception staff know if you DO NOT wish to receive communications via text message

PET CARE PLANS

Our Pet Care Plan covers your pet for all its basic health care needs, including preventative treatments and expert advice, giving you complete peace of mind.

It allows you to spread the cost of caring for your pet throughout the year with easy direct debit payments.

Ask at reception for more details

Practice Facilities

- Appointment System
- Parking
- 24 Hour Emergency Service
- Modern Surgical Facilities
- Nurse Clinics
- In-House Laboratory
- Digital X Ray Machine
- Pet Care Plans

BOVEY TRACEY SURGERY

Mill House, Station Road,
Bovey Tracey, Newton
Abbot, TQ13 9AL
TELEPHONE; 01626 833023

MORETONHAMPSTEAD SURGERY

31 Court Street,
Moretonhampstead,
Newton Abbot, TQ13 8LG
TELEPHONE; 01647 440441

CHRISTOW SURGERY

Old Mines Road, Christow,
Exeter, EX6 7NS
For appointments/repeat
prescriptions etc.
telephone; 01626 833023

FOR OUT OF HOUR EMERGENCIES PLEASE

TELEPHONE : 01647 440441

