

Dear Client,

May we take this opportunity to wish you a Merry Christmas and a Happy and Healthy 2018. We have lots planned for 2018 which we really hope will not only benefit the smooth running of the practice but most importantly improve the care and service we provide to you and your pets.

In October we welcomed back Becky Harvey to our Bovey Tracey surgery. Becky Harvey left us in November 2016 to have her baby Mazie. Becky has come back to a new role as receptionist, working alongside Erica and our nurses to provide a first point of contact at our Bovey Tracey Surgery. Becky has taken over from Jo Elliott who sadly left us in September to focus on her illustration work.

We are excited to announce that in January we have a new vet starting at the practice. Polly Vogel, who qualified from the University of Liverpool in July 2017, will be joining our team as a full time vet working with all animals. Some of you may have had the chance to already meet Polly as she carried out some of her extra mural studies at the practice. Whilst she was with us Polly showed great dedication and

compassion to all animals and clients so we are really looking forward to working with her.

A whole twelve months on we are now pleased to say we have finally gained planning permission for a small extension onto the side of our Bovey Tracey surgery. The building work that is scheduled to take place in 2018 will see our ground floor being completely refurbished. This will enable us to improve our facilities and flow. This work will of course be no easy feat and we will do our very best to keep disturbance to the bare minimum. Your patience will be appreciated during this time. We also hope to be able to reduce waiting times, as we understand this is an issue.

CHRISTMAS OFFER

20% OFF PET TAGS

ENGRAVED WHILST YOU WAIT

Available throughout December only
Tags are always included in our puppy package

CHRISTMAS AND NEW YEAR SURGERY OPENING TIMES

	Bovey Tracey	Moretonhampstead
Saturday 23rd December	8:30am – 1pm	10am – 12pm
Sunday 24th December	CLOSED	CLOSED
Monday 25th December	CLOSED	CLOSED
Tuesday 26th December	CLOSED	CLOSED
Wednesday 27th December	8am – 7pm	8:30am – 6:30pm
Thursday 28th December	8am – 7pm	8:30am – 6:30pm
Friday 29th December	8am – 7pm	8:30am – 5pm
Saturday 30st December	8:30am – 1pm	10am – 12pm
Sunday 31st December	CLOSED	CLOSED
Monday 1st January	CLOSED	CLOSED

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.

CHRISTMAS DANGERS

Christmas is a time to indulge and have fun. We all want our pets to be part of the celebration but 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.

Chocolate can be very toxic to dogs, in general the higher the cocoa content the more toxic the chocolate. Additionally, there are now several reports confirming that dogs eating even a small amount of **grapes, raisins or sultanas** (including Christmas cake, Christmas pudding & mince pies) can develop renal failure. Many pets also love chewing house plants, however many of these are toxic to pets. Remember to make sure you keep **mistletoe, holly and poinsettias** away from pets as both their leaves and berries, if eaten, are extremely toxic. Remember **Lillie's** are also toxic, especially to cats.



Please take care with your pets whilst Christmas presents are being wrapped and trees are being decorated. Cats and dogs like playing with **tinsel and ribbon**. It is not un common for cats to eat long pieces of ribbon!

Don't be tempted to feed your **pet bones**. Turkey and chicken bones especially splinter when chewed. Bones may splinter and cause damage on their way to the stomach. They may cause a blockage, vomiting and a sore abdomen. This can result in an operator removed. **String from meat joints** can also cause an obstruction if eaten.



Feeding food to pets that they are not usually given can result in tummy upsets. Vomiting and diarrhoea may occur. Several foods taken from your plate maybe toxic. **Onions** contain a substance that destroys red blood cells and can cause anaemia. **Garlic** contains a similar substance in a lesser amount. We are stocking several Christmas treats for your dogs and cats which are perfectly healthy (in small quantities of course) and allows you to give your furry loved one goodies over the festive period.

We all hope for a white Christmas, but as the weather gets colder remember Ethylene Glycol, used as **antifreeze** in car radiators, is a potential hazard for many pets at this time of year. It is ; and very palatable to both cats and dogs, but also very toxic. If ingested, even small amounts can cause serious kidney failure and usually death. We have sadly seen many suspected and confirmed cases of Ethylene glycol poisoning. Although it is near impossible to stop free-roaming dogs & cats coming into contact with antifreeze, please take care at home to keep both new and used antifreeze in a sealed container out of reach of pets. Clean up any spills of antifreeze on driveways and other hard surfaces.



PET INSURANCE – TOP TIPS WHEN INSURING YOUR PET

Make sure you choose an insurance company that is right for you from the start, when you first get your pet. Insuring older pets or changing pet insurers at any stage, will result in conditions being excluded and increased premiums.

- Choose an insurance company that offers 'lifelong' policies.
- Companies that offer flexible excesses are great as the policy can be adapted to suit your budget
- Policies where excesses are only taken once per unrelated condition are good. Some insurers take an excess each policy year per condition.
- Check the benefit levels. Many insurers quote a benefit level that applies to the total of all conditions. Look for policies that offer benefit levels that apply per condition per year.
- Check out the insurance company online before taking a policy out with them. www.reviewcentre.com is the place to look.
- The cheapest policy isn't always the best. Speak to the insurers, look for the above points and don't just look on price comparison sites.

Practice Facilities

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

