

CONSULTING TIMES

Monday–Friday

8.00am—12.00 and 2.00pm—7.00pm

Saturday

8.00am — 5.00pm

(01442) 216048

www.bartonlodgevets.co.uk

PRACTICE SERVICES

- ◆ Emergency Service on site
- ◆ Prompt Appointments
- ◆ Wide choice of Appointment times
- ◆ Ample free parking
- ◆ Free Telephone Help Line
- ◆ Pet Health Plans
- ◆ Senior Health Scheme
- ◆ Dental Health examinations
- ◆ Behavioural Advice
- ◆ Vaccinations
- ◆ Ultrasound and X-ray facilities
- ◆ Blood Pressure Testing & ECG
- ◆ On-site Laboratory tests
- ◆ Surgery and Dentistry
- ◆ Home visits
- ◆ Insurance Advice

NURSE CLINICS

- ◆ Health Advice
- ◆ Nutritional Advice
- ◆ Bandage Changes
- ◆ Nail Clipping
- ◆ Removal of Stitches
- ◆ Weight Checks
- ◆ Administration of Worm Tablets

**24 HOUR EMERGENCY
SERVICE**

(01442) 216048



Announcing our Practice Pet Health Plan

On March 5th we are launching **Barton Lodge Veterinary Centre's Practice Health Plan**. Our **Practice Pet Health Plan** will provide an easy, money-saving way for you to give your pets the regular preventive treatment they need to stay healthy. We will be offering a significant discount on preventive care packages for your pets. You can pay for your **Practice Pet Health Plan** with simple monthly direct debit payments to spread the cost of your pet's care. Clients joining our **Practice Pet Health Plan** will also enjoy the benefit of significant savings on additional products and services provided at **Barton Lodge Veterinary Centre**.

Later this month, further information and **Practice Health Plan** brochures will be available from the practice, details will be on our website www.bartonlodgevets.co.uk and we will be mailing out more details of the plan to clients very soon. If you would like to express an interest in receiving a brochure as soon as they become available, please supply your details to reception or alternatively let us know by e-mailing your name and address to info@bartonlodgevets.co.uk

The Barton Lodge Veterinary Centre Staff Team

Roger and Cathy Wickenden, the Senior Veterinary Surgeons are ably assisted by veterinary surgeons Katie Ransom and Rachel Axelby. Our popular, experienced veterinary team, has a combined total of nearly 80 years of veterinary experience to call on! We each like to follow our own cases along but equally, we also encourage our clients to always see the vet of their choice. To allow this, each vet has appointments available daytime or evening sessions with varied availability and we try to meet your needs.

The nursing team now has a full complement of 7 RVN qualified nurses who have all trained here at Barton Lodge. As a registered Training Practice, we are really proud of their achievements. Student veterinary nurse, Bernie Cahill is with us on placement from Middlesex University. Our receptionists and admin team members are experienced and focus on providing excellent customer care and service. Staff at Barton Lodge Veterinary Centre thank you for your past custom and look forward to caring for your pets in the future.

What's new at Barton Lodge Veterinary Centre for 2012

The Senior Nurse team is delighted to announce that we now run 4-week **Puppy Party courses** for young puppies. **Puppy Parties** are a great way for puppies to socialise and interact together at meetings at Barton Lodge whilst clients gain valuable information on all aspects of puppy care from our experienced Senior Nurse team. They are proving so popular that we are currently running two series of 4-week **Puppy Party courses**. You can now see regular photo postings of all the puppies enjoying themselves at the recent weekly parties, at www.bartonlodgevets.co.uk and on our **Facebook Page**.

Our website has been re-launched with a new design so click on www.bartonlodgevets.co.uk and you will see there are more features to view and use. A brand new addition is the '**Symptom Guide**' which you can use to decide if your pet needs to be seen urgently at Barton Lodge. When you click on the '**Symptom Guide**' it takes you through a series of questions and answers from which you can get a good indication of your pet's health problem and if it is urgent. We are already getting feed-back from clients that they have used the guide and found it very helpful. **In case of an emergency outside our hours the service is always provided on-site by Vets Now at Barton Lodge Veterinary Centre, so you will never need to drive elsewhere.**

Our website has more articles and postings of interesting pet stories plus pictures taken at Barton Lodge which we want to share with you. You can also see pictures of each of us with our own pets. It is now easier to sign up for selected services on-line and you can request information more easily. Our **Lifelearn e-pet health** information gives useful pet care and pet behaviour advice, free to view or download in a printable version. You can still search the **Lost and Found** pages for a missing pet and **Ask the Vet** a question. Barton Lodge is now on **Facebook**, and you can link to our page from our website. We look forward to sharing more pet photos, stories and information and chatting to you there. We hope you will visit our page soon and 'like' us on **Facebook**.

Our new '**Welcome Pack**' is a free handy client information guide to services we offer, including a price guide for routine procedures. Although it was designed with new clients in mind, we have found the pack gives useful information to many existing clients about new services available at Barton Lodge Veterinary Centre. You can request a free '**Welcome Pack**' when you visit the practice, by telephone or via our home page www.bartonlodgevets.co.uk

There have also been other exciting developments to help us improve our communication to clients. Recently our computer system was upgraded to add a new appointment system. As part of the improved software we can now **text reminders** to clients regarding their appointment and if clients prefer we can text updates regarding their hospitalised pet. We are finding that many clients like this service and sometimes prefer a routine text to a telephone call if they are busy. Of course we would never text inappropriately and we do need your permission before we will provide this service. Other reminder services are available, for instance perhaps you would rather be notified about your pet's vaccinations this way. When you next visit or contact us at Barton Lodge you may be asked to state your preferences regarding receiving texts. If you know you would definitely like this service we would be very pleased to hear from you so that we can update your details in your pet's record. We will, of course, also be happy to continue to provide letter and telephone contact if you prefer it.