

Hillsiders Autumn 2008

This autumn marks 10 years managing Hillside Veterinary Centre. It is 19 years since Anne and I came to Nantwich, and in that time we have seen a lot of changes. We aimed to achieve an accessible and friendly service providing best care and understanding to patients and clients. A customer survey earlier this year confirmed that you thought we had achieved this too. Thank you.

As happens, we say farewell to Paul. After several years working with the Practice and three years full-time, he leaves for a life of *locum tenens* and deep-water diving.

Congratulations to Tanya. She has passed her Animal Nursing Assistant certificate.

Elizabeth and Carly have both been accepted to train as Veterinary Nurses; this is through teaching at the Practice and at Rodbaston College.

STRESS BUSTER

There is a new compound available to help reduce stress and anxiety in dogs and cats. It is not a sedative, it is not addictive, and its effect does not reduce with use. It is suitable for going into kennels, moving house, or even visiting the vets. Firework night is approaching. Time to get your DAP plugged in and look at ways of reducing stress this October.

WARNING. A few dogs have been poisoned with rat poison that they have found in fields whilst out walking. This has been accidental. Please be vigilant what your dog is retrieving. We have also seen several cases where the owners have place rat bait in the wrong place. The new poisons can persist in their system for a month!

Payment issues.

Please could you settle your account promptly and preferably by debit card. This keeps down our costs and is easier to track payment. It would be ideal if cheques were not issued for under £10. This will keep the bank charges down. Simply, we wish payment at the time of treatment. We have paid for the drugs; and paid the staff wages promptly; and we wish the same courtesy to be shown to us. Chasing payment ties up nursing time, increases costs and ultimately will result in higher fees. None of which we want to do, we prefer to respond to animals: that is why the staff and I have chosen this vocation.

Insurance also takes up an increasing amount of time. This can be reduced if the first part is filled in correctly and the form is signed by the person who took out the insurance. Blank forms in the post are beyond our powers of deduction. Some insurers are taking much longer to settle than the majority. (Over six months with one insurer – the average is 16 days!) We will, now, be asking for settlement by the client at the time; and for them to pursue the claim. This currently applies to DBI, Sainsbury, Direct Line, Churchill, Tesco and E&L. We are still happy to be paid directly by the other insurers.

If there is a difficulty with the fees due, please contact us at the earliest opportunity and we may be able to find a solution. There is a notice displayed setting out the Practice policy on accounts.

Thank you again for helping us to make this practice great!

