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# GLEBE VETERINARY SURGERY

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## SUMMER NEWSLETTER 2018



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At last it appears to have stopped raining! It seemed that winter would never end. It's great to feel the warm sun after months of dull, wet weather. Everything is later this year. The daffodils were late, the grass started to grow eventually after almost hibernating for months on end. We have noticed that our arch nemesis the flea made a very late breakthrough this year, waiting for the temperature to rise high enough before making his unwelcome appearance.

Warm weather always brings us adder bites to treat at the practice. Coming from the Emerald Isle where there are no snakes (it is true there are none - St Patrick did drive them all away!) I have always shuddered at the thought of receiving a bite from one of these venomous creatures. I have been lucky so far but every year a number of our patients are in the wrong place at the wrong time. Adders like to sunbathe but don't like to be disturbed whilst doing so and tend to lash out if woken suddenly by an inquisitive dog. Dogs are usually (but not always) bitten on the face and neck. Severe swelling of the affected area is the first sign. Small dogs are particularly vulnerable and susceptible to adder venom. Please telephone the practice immediately if you suspect your dog has been bitten.



Many of you have seen and met "Bramble" our resident cocker spaniel who lives with Fred, our head RVN. He continues to rule the roost behind the reception desk and keep us all in order. His favourite trick is to escape when all our backs are turned and disappear upstairs to examine the lunch box situation. He is a lovely gentle character and we are all very fond of him.

“Meg”, the Border Collie, has ventured out onto the farm and enjoys her days outside. She loves riding on the back of the quad bike when she is not racing it. She is picking up tips on herding livestock from the old collie “Tor”. Her favourite pastime is running away with toilet rolls and shredding them, Andrex puppy style. She is very friendly and loves meeting new people and dogs.



## **Ticks**

As summer approaches Public Health England have launched a tick awareness campaign warning the public about the dangers of tick bites and issuing advice on how to prevent them. It is not only our dogs who are at risk but their human owners as well. Ticks can carry nasty diseases such as Lyme disease - this can produce a bull's eye type rash on the skin, this is a very serious condition and medical help should be sought immediately. PHE have also started a monitoring scheme and are asking people to send in the ticks that they encounter. This is to learn more about the species of ticks that we have in the UK and their distribution. Details of this scheme can be found at [tick@phe.gov.uk](mailto:tick@phe.gov.uk).

Ticks are found in woodlands, moorland and grassy areas including parks and gardens. Walkers are advised to stay on defined paths and avoid dense vegetation, wear light coloured clothing as ticks are easier to spot and brush off, and wear repellants such as DEET.

Tick bites don't hurt so they remain attached until discovered later. They need to be manually removed with tweezers or tick hooks. Care must be taken not to leave the head embedded in the skin because infection may ensue. Don't cover ticks in vaseline or burn them off, this will cause the tick to regurgitate its stomach contents and cause infection. If you feel unwell having spent some time in the woodland and having been bitten please contact your GP. If you have any questions about tick protection for your dog or cat please ask one of our veterinary nurses. We have a variety of excellent products available in the dispensary and they will help you choose the most appropriate one for your pet.

## **Data Protection**

No doubt you will have all received a letter from the practice regarding the new changes in the data protection laws. Thanks to everybody who has contacted us, giving us consent to use their personal data.

The personal data that we store includes name, address, telephone numbers and email address. We use this data to contact you about vaccination reminders, appointments and if we need to discuss laboratory and investigation results with you.



Personal data is sent with insurance forms and also to referral practices if your pet is being sent for specialist care.

If you have not received a copy of the letter outlining these changes please let us know and we will give you a copy. Alternatively, please ask to speak to a member of the team if you have any queries or questions about our use of your personal data.

We will not use your personal data to try and sell you products or promote special offers.

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## **Farm Animal Work**



I am often asked whether we do any farm work at the practice. The answer is no, but occasionally my husband Tim drags me out to calve a cow or treat a sick lamb. Our RVNs and SVNs enjoy these excursions out on the farm as it makes a change from our usual routine. Last year there was a calf born with contracted tendons in his forelimbs. He was unable to straighten his front legs to stand up. This condition can be corrected by splinting the

forelimbs for a few days encouraging the tendons to stretch and the limbs to straighten. New born animals respond well to this technique. We have used this

method many times on lambs but this big calf was a new challenge. Fred and Evie got stuck in and fashioned 2 large splints out of some plastic cylindrical pipes, a huge amount of cotton wool and a week's supply of bandages. I am happy to report that "Loppy" as he is now known, is now over a year old and happily grazing with his peers out on the farm.

## **Prescriptions**

As instructed by the RCVS, all animals requiring medication will need to be examined by a veterinary surgeon every 3 months to monitor their condition. This is a crucial aspect of our duty of care. Animals on long term medication need to be checked regularly to ensure that their medication is achieving the desired effect and that the dosage required is appropriate. The standard charge for this clinical examination at this practice is £22.50 including VAT.

POM-V medicines can only be supplied if the animal is under our care. Clients may request the price of any medication prescribed. Those who wish to purchase POM-V medication elsewhere e.g. internet pharmacy may request a written prescription from the vet. The charge for this service is £15.00 including VAT. You may be asked to sign a form if your pet needs off-licence or human medication, the RVN on duty will explain the details to you.

Please order your pet's medication at least 24 hours before collection as we may need to order in certain medications from our supplier. Our wholesaler delivers Monday to Friday at about 8.30am, so most items are with us the next day.

Please allow up to 7 days for posted medication, we find that small packages can take longer to get to their destinations than letters. You can email us with your requests if you wish.

**Please note the wormers and flea products that we sell are prescription only medication and therefore need to be processed in the same way as antibiotics and other medicine. We cannot just hand them out over the counter. Therefore, we would appreciate it if you could phone ahead and let us know what you require and we will have it ready for collection.**

## **Terms and Conditions**

As part of the RCVS accreditation scheme, we are required to regularly inform our clients about our terms and conditions.

After your animal's treatment, you will be presented with an invoice and payment will be required at the time. We accept most credit and debit cards, cheques and cash. Bank transfers are also accepted at the discretion of the practice manager. Interest will be added to any outstanding balance at 2.5% per month if the account is not settled within 30 days. These terms and conditions can also be found on our website [inbox@glebevets.co.uk](mailto:inbox@glebevets.co.uk).