



Dear Client,

Welcome to our winter edition of our companion animal newsletter. May we take this opportunity to wish you all a Merry Christmas. What a year it has been! Who would have guessed that this time last year we were at the start of a global pandemic? This year has been a challenging year for many of us and we will be pleased to welcome 2021.

We had big plans for 2020 as at the end of 2019 we saw the completion of the major refurbishment work at our Bovey Tracey surgery. To celebrate we were planning an open day and various other events throughout the year. Hopefully 2021 will allow us to hold some events for you all to attend, we will keep you posted!

Our team has continued to provide care to your animals 24 hours a day 7 days a week throughout the pandemic and we faced many different challenges, much like you all. Our vets and the rest of the team have shown such hard work and dedication throughout the year but particularly through the first lockdown. During which time they had to adapt quickly to ever changing protocols and many worked around the clock to ensure animals were always cared for without the safety of their colleagues or clients being compromised.

In early August this year our Practice Manager of 12 years, Lottie Bowden sadly left the practice. Lottie made the incredibly difficult decision to leave after a particularly hard few years and now focuses on having an improved work/home life balance. Shortly afterwards we welcomed Heather Gibbs to the team to become our new Practice Manager. Heather has plenty of managerial and business experience outside of the Veterinary sector, as well as having had her own smallholding and pets. We look forward to working with her and seeing what she can bring. We also welcomed Claire Fleming BVSc MRCVS. Claire joined us on 10th August after graduating from the University of Bristol. She has a keen interest in both small and farm animal work and is enjoying exploring Devon in her spare time after moving down from Scotland. We hope you will join us in giving Claire and Heather a warm welcome to the practice.

In January 2021 India Perkins one of our Veterinary Nurse Assistants will begin her training to become a Registered Veterinary Nurse with the help of our Clinical Coach Kathy Downs RVN. May we wish India the best of luck with her course, we are sure India will be dedicated to her work as always and put her all into her training.

KEEP PETS AT THEIR BEST WITH PREMIER PET CARE PLAN

After a difficult year many of us are having to budget our monthly income more than ever. Our Premier Pet Care Plans are 12 month contracts that allow you to spread the cost of caring for your pet over the year. It covers your pet for all their basic health care needs, including preventative treatments and expert advice, giving you complete peace of mind.

Our Pet Care Plan works perfectly alongside your Pet's Health Insurance, meaning that all their preventative needs and unexpected costs from illnesses or accidents are covered by monthly Direct Debit payments (with just your insurance excesses needing to be covered).

The cost of maintaining the general health of your pet is discounted and then divided throughout the year into monthly Direct Debit payments. You will also qualify for additional discounts on other items and services in the practice.

Each Premier Pet Care Plan is tailored to your pet's individual needs, so why not ask a member of our team today for a no obligation quote.



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WITH PREMIER PET CARE PLAN

COVID-19

We continue to ask clients to contact the practice by telephone in the first instance. For non-urgent enquires you are welcome to email us on admin@moorgatevets.co.uk. Please listen carefully to our team's instructions, as our guidelines will change from time to time. For the time being

we do not have an “open door” policy so that we can continue to reduce and monitor the amount of clients coming into the surgeries. Signage is displayed at entry points and we ask that you follow the guidelines shown.

If your pet is unwell and requires our care and you are self-isolating please let us know as soon as possible. We can advise you on how we can still care for your unwell pet. We ask that you do not leave your home to attend the surgery. We would recommend that everybody prepares a list of family, friends or neighbours who would be happy to take their unwell pet to the surgery or to collect medicine prescribed should self-isolation mean that you are unable to do so yourself.

As things like repeat prescriptions take a little longer than normal, please allow plenty of notice when ordering your pets repeat prescriptions. Coming up to Christmas we ask that you make sure you have enough in stock to see your pet through the festive period and take note of our Christmas opening times. For ease repeat prescriptions can be requested online, by email or by telephone. Remember we have to have seen your pet in the last 6 months to continue to prescribe prescription medicines.

BIRD FLU – PROTECT YOUR BACKYARD FLOCK

At the time of writing this newsletter there have been six confirmed cases on Avian Influenza (bird flu) in poultry and other captive birds in England since early November. If you keep poultry, whether commercially on a farm, as pets in your garden, or rearing game birds, you should keep a close watch on them for signs of disease. All bird keepers in England are now required by law to take a range of biosecurity precautions. For further advice on these biosecurity measures visit: <https://www.gov.uk/guidance/avian-influenza-bird-flu#biosecurity-advice>

Remember you should register your poultry, even if only kept as pets, so that the Animal Plant Health Agency can contact you during an outbreak with advice and regulations. This is a legal requirement if you have 50 or more birds.

The main clinical signs to look out for are:

- swollen head
- blue discolouration of neck and throat
- loss of appetite
- respiratory distress such as gaping beak, coughing, sneezing, gurgling, rattling
- diarrhoea
- fewer eggs laid
- increased mortality

These clinical signs can vary between species, with some species (for example ducks and geese) showing minimal signs. So remain vigilant and if you have any concerns about the health of your birds, we ask that you seek prompt advice from our team.

If you suspect any type of avian influenza you must report it immediately by calling the Defra Rural Services Helpline on 03000 200 301.



CHRISTMAS OPENING

We will continue to provide an emergency service 24 hours a day, 7 days a week throughout the festive season.

We ask that you make use of our opening times for non-urgent appointments, orders and all other enquiries.

	Bovey Tracey	Moretonhampstead
Thurs 24th Dec	8am – 5pm	8:30am – 3pm
Fri 25th Dec	CLOSED	CLOSED
Sat 26th Dec	CLOSED	CLOSED
Sun 27th Dec	CLOSED	CLOSED
Mon 28th Dec	CLOSED	CLOSED
Tues 29th Dec	8am – 7pm	8:30am – 5pm
Wed 30th Dec	8am – 7pm	8:30am – 6:30pm
Thurs 31st Dec	8am – 5pm	8:30am – 3pm
Fri 1st Jan	CLOSED	CLOSED
Sat 2nd Jan	8:30am – 1pm	10am – 12pm