



Practice Newsletter

August 2017

The Ring of Changes

In order to improve a service it is usually necessary to implement changes, both in the way things are done and with the people involved to be able to offer a consistent level of service, no matter what. Animates is always wanting to progress and is always looking at ways in which we can improve our service and also expand on the facilities that we offer our clients, which has resulted in us introducing new people to the team.

Spot the Difference

We understand that as a client it is important to be treated with respect, listened to and be understood. As clients you want to know that whatever happens we will always be here for you and your pet. A pet owner said to us 'I want to go to a vet that understands where I'm coming from'.

To understand what a client wants, we need to develop a relationship. As a veterinary practice we need to prove that we are to be trusted with your pets health and concerns. We have to ensure we deliver what we have promised, and be there when you need us.

Did you know that Animates is the only practice in Bourne and the surrounding villages that manages its own out of hours? If your pet needed treatment urgently we would not ask you to travel to a different practice in another town, where the vet was unknown to you. In an emergency you will see Animates own vets in a familiar location where your pets medical records will be available to the on call staff. If your pet has to be admitted to the hospital there is a registered qualified veterinary nurse working on site at all times. No other practice locally provides this service.

Two of our management team, Katherine and Sara have both recently sat and passed further qualifications in emergency and critical care. This is all part of our promise to you to be the best practice to deal with an emergency. We also have a pet ambulance for home visits if necessary.



What's New

Recently we have been expanding our practice at Market Deeping by creating another consult room and re-organising behind the scenes to accommodate the new lab equipment and digital x-ray. Having digital x-ray means a quicker diagnosis should your pet require an x-ray and expanding the lab equipment enables the vets to run a wider range of in house blood tests which cuts out the time it takes to send off samples to an external lab, all with the view to improving our service commitment to you.

Thurby is having a facelift! To freshen everything up a local painter and decorator has been diligently painting the outside. We have also refreshed the consult rooms and waiting room and have been re-sound proofing the exotic consult rooms.



Our Team

We invest a lot of time and energy in educating our team, hoping that this will be converted to a professional and efficient service for you. We aim to employ people that believe in what Animates believes in. At Animates we choose to improve on our standards, be as driven as we can in providing the best care and set ourselves high targets that require hard work and dedication to maintain. We do these things not because it is expected of us but because we want to. From every level, from our reception and nurse team, through to our vet team.

Some of our clients have fed back to us that our staff have changed or are different. We have a stable core team of staff that have been here for many years but we have also employed new people. Mainly due to expansion, but also partly due to developing people to a point where sometimes they wish to explore new horizons.

Amelia one of our qualified nurses had an amazing offer to spend 12 months in a clinic out in Hong Kong. It is a wonderful development opportunity and we may well see her back in the months ahead. Hannah another of our qualified nurses went to work for a pet insurance company whilst still working for Animates at the weekends, but she realised that she missed nursing so has returned to us on a full time basis. Some of our team have not left but are on maternity leave and will be re-joining us shortly.

But whatever happens the Animates team is always here for you and your pet whatever time of day.

Our Commitment to You

The commitment we have to delivering excellent service has never faltered and sometimes on this journey mistakes are made. We always aim to deliver the best care we can and to ensure this we have a specific e-mail address and always welcome any feedback, feedback@animates.org.uk. Animates ethos is to review and learn so it is vitally important to us that our clients feedback to us not just when we do well but when we don't quite make it.

As part of our contract with you we endeavour to:

- Ask you from time to time to complete a questionnaire or fill in an on-line survey. All these answers are reviewed and acted upon.
- Show respect for your time. Making appointments at convenient times for you – opening until 7pm at both practices. Early admission times for hospital patients.
- Be prepared for your visit – our reception team will always try to help by asking you what your pet requires from their consultation, so that we address all your concerns.
- Listen to what you have to say.
- Return your calls and answer your queries efficiently. If a test has been recommended we will report the results in a timely manner.
- Communicate with you in a format you find most convenient e.g. e-mail or text?
- Provide options, a full range of life stage and prescription food, alternative treatments, Laser, Hydrotherapy.
- Be here when you need us.



Nomination

We are pleased to announce that we have been nominated for the Deeping Business Awards. We have been short listed for the 'Practical Excellence Award' The awards are voted for by the residents of Deeping and can be made on-line throughout July and August. If you believe we would be a good beneficiary of this award then please feel free to vote for us, on-line at the Deepings Business Club website. www.deepings.co.uk/business-awards

Apologies

Over the last few months we have moved communication suppliers. This was with a view to improve our telephone service, the speed of internet and overall performance. This clearly has not been the case and we have experienced some problems which we are dealing with as promptly as we can.

We are aware of the frustration that this has caused some of our clients when wanting to contact us.

We are extremely sorry for any inconvenience that you have been caused and would like to reassure you that we are working towards a speedy, satisfactory resolution and would like to thank you for your ongoing patience.

2 The Green, [Thurlby](#), PE10 0EB, t: 01778 420462, [Mon to Fri](#) 8am - 7pm, [Sat](#) 8.30am -12pm
4 Stamford Road, [Market Deeping](#), PE6 8AB, t: 01778 380111, [Mon to Fri](#) 8am – 7pm
