



Practice Newsletter

May 2017

Who Do You Call?

Animates has been providing excellent emergency care to pets for more than nearly 12 years and are committed to being here when you need us most. We operate our own out of hours service based from our Thurlby practice. We are now the only practice in Bourne and the surrounding villages to do this. This means that in an emergency you will see Animates own vets in a familiar location and 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 on site at all times. We also have a pet ambulance for home visits if necessary.



Pet emergencies can happen at any time, which is why our practice is always available every night, at weekends and on bank holidays, so we're ready and waiting to provide pet emergency care when you need us. Our purpose is to give you and your pet the care and support you deserve, at the time you need it most, whether it's during opening hours, four in the morning or in the middle of Sunday lunch.

What to do

If you are needing emergency treatment or advice during normal daytime hours, call one of our practices as normal. If you need help out-of-hours (during the night, at the weekend or on a bank holiday) contact us as normal and you will be transferred through to an out of hours nurse who will assess the situation and place a call to the duty vet if required.



What to expect

We are always happy to see you and your pet if you want us to. If you are concerned please phone the clinic and we can arrange for the vet to come in. If you are unsure if this is necessary we can provide advice over the phone and advise if we feel you need to bring your pet into the clinic for immediate treatment.

If your pet does need emergency care, we'll ask you to bring them to our Thurlby clinic where we have the personnel, equipment and medicine to provide this. The on call staff will discuss with you what will happen if they need to be hospitalised. Your pet will then be admitted, treated as appropriate, cared for and assessed on a more regular basis throughout the night by our on duty nurse. This gives you full peace of mind knowing that your pet is in good hands and not left on their own.



Practice Standards Awards

Because we believe we aim for best practice and gold standard service we decided to voluntarily put ourselves forward to be assessed by the Royal College of Veterinary Surgeons to achieve the New Practice Standards Awards that were introduced in 2016.

There are 5 categories;

- Team and Professional Responsibility
- In-Patient care
- Client Service
- Out-patient Consultation and
- Diagnostics



To achieving these awards requires an Assessor to be on site examining every part of the veterinary practice, looking at every area within the practice and talking to team members about what they do. They assess if we achieve the required level of care and service that warrants being an Award holder in the above categories.

We put ourselves forward for all 5 Awards, and are pleased and proud to announce that Animates achieved 'Outstanding' in all 5 categories. We are the only veterinary practice in Lincolnshire to achieve this and the 3rd practice in the country, so this is a huge accomplishment and means that all the work and effort that the Team put in on a day to day basis has been recognised.

We were invited along to the BSAVA Congress held in Birmingham for a special Award Ceremony. Pictured above are some members of the Animates team being presented with the Awards by the president of the RCVS.

So what does this mean for you and your pet?

It means you can be assured you and your pet are receiving the best possible service with a competent and caring team in a fully equipped and professional practice environment.

New member to the Animates Team

Sammy Keetley is a second year student veterinary nurse from Harper Adams University and joined Animates in April 2017 for her placement year.

She has a National Diploma in Animal Management and in 2007 she graduated from Nottingham Trent University with a BSc (hons) degree in Wildlife Conservation.

Sammy is particularly interested in rabbit care.



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
