



Practice News



We are pleased to say that all our Receptionists are members of the BVRA. BVRA stands for British Veterinary Receptionist Association.

BVRA's mission is to recognise and raise the status of the veterinary receptionist. The Receptionist Team take pride in the service we provide to you and we are always looking to continue to improve. We are now proud to be members of an accredited association and be helped along with training to continue to grow within the veterinary field. Veterinary Receptionists need the skills and knowledge not only in customer service but also for all your furry friends, and having a good knowledge of certain areas within the veterinary field is key. We endeavour to be the best we can. The Hambleton Team are pictured here with their Bronze Award certificates and are feeling very proud. (L-R) Kim, Emma (Team Leader) Debbie & Jayne.

No job is too much trouble with this 'crack team' they are answering the phone from 8 in the morning until 6.30 pm at night, making your appointments and fielding your queries to the right person. They are doubling up their skills with the administration work that is required too! They complete and submit your insurance claims, process your food orders and repeat prescriptions. Their favourite task though is cuddling the delightful pets that come through the door... it is a tough job, constantly multi-tasking in a busy reception but all in a days' work.

Team Moy – The Receptionists



Emma, Team Leader at Hambleton

Emma has been with Moy Vets since 2008 and has worked at both sites throughout this time. Emma has a husband and three children who she likes to spend her spare time with.



Debbie, Receptionist at Hambleton

Debbie has been with Moy Vets since the opening of the new branch at Hambleton and has quickly settled in with her colleagues. Debbie is married with three children and has a dog called Murphy.



Tracy, Team Leader at Thornton

Tracy has taken over the role of Reception Team Leader. She has quickly settled in and bonded well with her new Team. Outside of work Tracy enjoys camping and adventure, she also likes to settle down with a good book too!



Chloe, Receptionist at Thornton

Chloe has been with us over a year, most of you will know her with her cheery smile and readiness to assist you. Outside of work she loves camping, walking and spending time with her pets. She has a Labrador, two cats, a Tortoise & 12 rescued ex battery chickens



Kim, Receptionist at Hambleton

Kim has been with Moy Vets for three years and I think most of you who use the Hambleton branch will know her quite well. Always friendly and smiling, eager to help. Kim has two sons and the new edition of a grand daughter.



Caz, Receptionist at Thornton

Caz has been with the Team for quite some time and we are pretty sure most of you will have met her on your visits to Thornton. Caz likes to spend her spare time with friends and family.



Jayne, Receptionist at Hambleton

Here with have Jayne pictured with the very cute Misty. Jayne has been with Moy Vets for over five years. Jayne is married with two children, she has a Birman cat called Jasper and a Tortoise. She enjoys reading and Yoga.



Belinda, Receptionist at Thornton

Belinda is our newest addition to the Team only starting with Moy Vets back in January but has quickly settled in. Her home and social life is busy with three children, two grandchildren and her husbands' three grown children. She enjoys the outdoors, kayaking, films and a good book when possible.

Keep your pet in tip top condition. Why not join our Pet Health Plan the 'Platinum Paws Plan'?



TO SIGN UP TO THE PLATINUM PAWS PLAN PLEASE SPEAK TO ANY MEMBER OF THE MOY VETS TEAM OR SEE MORE DETAILS ON OUR WEBPAGE
<http://www.moyvets.co.uk/platinum-paws-plan/>

Be sure to insure!



Pet insurance is something that we advise all our owners consider for their animals. We know that vet bills are often unexpected and can mount up over time, so having a good policy will really combat the worry of being able to afford their care; whether it is a one-off misadventure or an on-going illness.

There are lots of companies offering pet insurance and picking one out can be daunting! Here are some tips: • Choose a 'lifelong' policy – this should cover your pet for the whole duration of an illness, even if it is a permanent problem. • Ensure there is a substantial amount claimable for every condition. • Look at other benefits offered – these can include third party cover (vital if, for example, your dog slips the lead and causes a car accident), • Check-out the potential for premium increases – some companies will increase them after a claim, whereas others will remain the same.

So – if you would like further information on the benefits of insuring your pet, please don't hesitate to contact a member of our team.

Could my pet have tooth ache?



It is important for your pet's teeth and gums to be checked regularly to look out for any signs of problems.

A healthy mouth usually has pale pink gums, and bright white teeth. When your pet eats, the sugars in the food mix with bacteria in the mouth to develop a substance called plaque. Accumulation of plaque will lead to *inflammation* and reddening of the gums (gingivitis).

This is frequently accompanied by the accumulation of calculus (tartar) on the surface of the teeth and very bad breath! Worse still, if left unchecked, this will progress to severe gum disease, tooth ache and eventually tooth loss. However the good news is that dental problems can be prevented!

Don't let gum disease and toothache ruin your pet's life – please let us advise you on caring for your pet's teeth and gums.



Healthy mouth



Gingivitis and calculus



Severe gum disease

Booster time!

Your pet's yearly check-up and vaccinations are VERY important! Both to protect them from deadly diseases and also to ensure they are well in themselves.



Dogs are shielded against Parvovirus, Distemper, Hepatitis, Adenovirus and Leptospirosis in routine boosters.

All of which are unfortunately still regularly seen and although intensive treatment can be successful, sadly not all patients will survive. We can also protect them against Kennel Cough, which although not as serious, is highly infectious. The length of protection for each disease varies, so what we inject will change annually.

Cats are usually protected against Cat Flu, Feline Enteritis (a cat form of Parvovirus that can be very damaging to unborn kittens), and Feline Leukaemia. Cat Flu is an extremely common virus, especially in youngsters, and Feline Leukaemia, although more unusual, is a fatal condition.



Rabbits are vaccinated against Myxomatosis and VHD (Viral Haemorrhagic Disease) both of which are untreatable, and can kill in a matter of hours.



Your pet's yearly visit is also a chance for our vets to give them a complete check-over from nose to tail! Animals are very good at hiding signs of illness and we often pick up problems like dirty teeth, heart disease and arthritis, even in our younger patients. It is also a great opportunity for you to be able to chat to our team about any concerns or questions you might have.

So – if your pet hasn't been to see us for a while, call us today!