

nüVET nüws



IN THIS ISSUE

nüVET
is now



awarded
**Cat friendly
status**



For families and their pets

01733 333 444 www.nuvet.co.uk

ISSUE 5

Since we opened in 2009, we have treated thousands of the pets of Peterborough.

We now have four vets - Marwan, Alice, Helen and Maddie - and six nurses - Jo, Becky, Jenni, Nikita, Sam and Nicole. Whilst our head nurse Jo is on maternity leave, we will also be joined by two part time, fully qualified nurses (Emma and Emma!)

We have lots of new faces, but our key values are just the same - we still pride ourselves on our different approach to pet care, combining cutting edge technology and techniques, including our keyhole surgery with a caring, personal service.

Although our vet staff are the most visible part of pet care here at NuVet, our nurses are just as important.

NuVet is very unusual in that five of our six permanent nurses

nuVET
is now


years
old

are fully qualified and our sixth - Nicole - is in training. Our nurses are essential to the smooth running of NuVet - they are involved in preparing for theatre, monitoring anaesthesia, and giving personal care to our hospitalised patients. They also run daily clinics - giving free advice on weight management, dental care and mobility.

Their clinics also provide nail clipping, emptying anal glands and help giving medications.

If you are interested in seeing one of our nurses, please let us know.



*Marwan
and the nuVet team*

Nuws in brief...

Here's a brief roundup of what's been happening at NuVet:

- 🐾 Helen passed her ophthalmology exam and now has her Certificate in Ophthalmology
- 🐾 NuVet is now an accredited Cat Friendly Clinic and we have passed our routine inspection to register as an RCVS Accredited Practice
- 🐾 Our Head Nurse Jo is on maternity leave and we wish her the best of luck. While Jo is away, we have two part time nurses (Emma and Emma!) helping with all of Jo's many duties
- 🐾 We have a new visiting specialist vet - Paul Hobson is a dedicated Pet Dentist who will be treating our most advanced cases e.g. Root canal therapy
- 🐾 NuVet are proud to launch our app - please see later in the newsletter for more information
- 🐾 We are always trying to share information about good pet care and health. We use our website and Facebook page to give people bite-size tips and facts. We now also have a YouTube channel where we will be putting videos about animal care as well as information about the practice. Why not check it out?

Milbemax Reminders

We recommend regular worming for all pets, often with the prescription only medication "Milbemax." When you purchase a Milbemax tablet from us, this sets up an automatic 3-month reminder to text or email you when your pet is next due.

Please make sure your details are up to date or you may not get your reminder. If the reminders are out of synch (you bought the tablet before using it, for example) you can update your information with our reception staff.



nü·VET awarded **Cat friendly status**

NuVet is officially a “Cat Friendly Clinic” as awarded by International Cat Care, part of the International Society of Feline Medicine. Very few veterinary practices have reached this standard. Cats are easily stressed and have different needs to dogs, and we believe in offering every species the best possible care.



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This is a rigorous accreditation scheme designed to demonstrate that certified clinics:

- 1 Understand the unique needs of cats and have made veterinary visits more cat-friendly**
- 2 Understand how to approach and handle cats in a gentle, empathetic and caring manner**
- 3 Have good standards of equipment needed to investigate and treat feline diseases**
- 4 Have a good standard of facilities and care for hospitalised cats.**

We have worked hard to achieve this status. All our clinical areas (hospital wards, theatres and consultation rooms) are designed to minimise stress for our feline patients, and we have a designated cat waiting area in reception. We ask clients with dogs to avoid this area, to avoid cats becoming more stressed than necessary.

Here at NuVet we have:

-  **A cat friendly waiting room**
-  **A separate cat ward for hospitalised patients**
-  **A Cat Advocate to answer any questions you have**
-  **Cat scales available in every consultation room**

nuVET App

We are pleased to announce that we now have a practice app for smart phones and tablet computers.

You can find out more about the app (including an introductory video) and download the app from the **PetDialog** website www.petdialog.co.uk or from iTunes



This app has been designed to help your pet stay happy and healthy, and includes many fun features for you to use:

- **Keep track of your pet's weight and activities**
- **Check in, record and share your pet's walks**
- **Calendars to record appointment and medications**
- **Pet profiles to record all your pet's vital information**
- **Wellness quizzes to help keep your pets healthy**

To activate the app you need the NuVet code:

NUVET2009



New Staff

Maddie Garnish *Vet*

MA VetMB MRCVS

Maddie is the newest member of the NuVet team. She qualified from Cambridge Vet School in 2007. She has worked in several practices all around the UK, both in mixed and small animal practice, and has now moved to Peterborough with her partner, Paul.

Maddie particularly enjoys feline medicine and problem solving cases, but enjoys all aspects of general practice. We are very proud to have Maddie as part of the NuVet team, and she has already proved to be a great addition to our practice.



Helen passes Opthamology Exam

Helen Bateson *Vet*

MA VetMB GP Cert (Ophthal) MRCVS

In December 2013, Helen passed her General Practitioner Certificate in Ophthalmology. Helen spent a whole year travelling down to Swindon for lectures, filling out case reports and studying very hard to pass this exam. We are all very proud of her!

This certificate is a qualification for GP vets which shows Helen has a particular interest and skill with eye cases (and has sat the exams to prove it!)

Helen deals with our more challenging eye cases including eye surgery to treat ulcers and in turning eyelids (entropion).



All about **nü**VET

a different approach to pet care

CONVENIENTLY LOCATED

We're really easy to find: just follow signs for the Cresset Theatre and then take the fourth exit at the Bretton Way island – when approaching from Bretton Gate (A47 junction 16).

AMPLE CAR PARKING

We have spaces for twenty cars plus two disabled spaces in our own private car park.

OPEN 7 DAYS A WEEK

We're open for appointments every day of the week, so you can plan your visits to suit both you and your family. We're open Monday to Friday 8.30 am – 7 pm (8 pm on Wednesdays) Saturday 9 am – 12.30 pm and Sunday 10 am – 12 pm.

IN AN EMERGENCY

We're here whenever your pet needs us – if you need to see a vet urgently, please call the usual surgery number:
01733 333 444

