

Amazing....
Brilliant...
Well Done!



We are so proud to report that **Louise** our Head Receptionist has made history by **becoming the first veterinary receptionist to have an article published in Vet Record**, the official journal of the British Veterinary Association (BVA). In the article Louise shares her career journey, involvement in pet healthcare projects, as well as the importance of customer service, highlighting her dedication to raising the profile of receptionists within veterinary care.

Louise joined Glaven Veterinary Practice in 2007, initially as member of the cleaning team, before moving to reception and advancing through various roles. She has since taken up numerous learning opportunities, becoming PHC Champion, Purina Nutrition Champion, and recently obtaining her International Society of Feline Medicine (ISFM) qualification as a cat-friendly receptionist.

After learning about the British Veterinary Reception Association (BVRA), which supports nearly 7,000 members through education and development, Louise completed bronze, silver, and gold training to become a **BVRA Accredited Veterinary Receptionist (AVR)**, and was later invited to join the **BVRA Council in 2022**.

As an active member of the BVRA, Louise has since contributed to articles and initiatives aimed at supporting receptionists across the veterinary industry, and her most recent publication highlights the vital role receptionists play in veterinary practices.

To read the full and very interesting article, visit www.bvajournals.onlinelibrary.wiley.com/doi/epdf/10.1002/vetr.5112

Shake it out!

Hands up those of you who have been the target of a wet dog body shake? Oh yes, if you are standing close to a dog whose coat is full of water then you are in for a bit of a drowning! **In a few seconds your dog can shed 70% of the water from their coat**, whether after a bath or a swim in the sea. A built in hairdryer!

A dog's skin is loose, so it can amazingly twist and whip around increasing in speed as it does a body shake. Dogs are great at getting dry quickly with this natural reflex, which comes from their wild dog ancestors who needed to stay dry, as being heavily wet for too long was a matter of life or death. Water sits in the coat and creates poor insulation. This causes a dog's body to quickly lose heat and drain energy reserves, so it was very important for wild dogs to keep dry to help them survive.

Dry Body Shakes These get rid of dirt, loose hair and parasites....another throwback to ancestors who slept outside on the dirty ground. Stress can be another reason... maybe from a visit to the vets!

A good body shake eases tension and resets the body, allowing the dog to say 'phew that's all over, now time to move on'.

After an excitable playtime with another dog.....helps again to reset their emotions.

Feeling uncomfortable.....a good shake does the trick.

Following a nap.....gets the body going particularly in the morning after a long sleep. A bit like us when we have a good stretch after rising from bed!

All in all take a leaf out of your pet's book. A body shake helps a dog move on to a better state of mind and a reset of emotions..... **so let's all have a good shake!**



GLAVEN SURGERY HOURS

We are open for pet healthcare and advice during the hours of

Holt 01263 713200

Monday to Friday
8.30am - 6pm

Saturday 9am - 12noon

Wells 01328 711022

Monday to Friday
9am - 12noon
3pm - 6pm

Consultations with our Veterinary Surgeons and Nurses are by appointment

**24 HOUR 7 DAY
EMERGENCY SERVICE
01263 713200**

What I find is mine!



Your pets are inquisitive creatures, so to play with and taste what they find is just too exciting to ignore! This curiosity though, could cause problems for your pets, as there are potential hazards out there!

Poison is a harmful substance that your pet may ingest or absorb through their skin. It can cause anything from a minor stomach upset to heart and breathing problems, and sadly could be fatal.

Signs of poisoning include

- Drooling - Frothing - Panting - Twitching - Muscle tremors**
- Breathing problems - Vomiting - Diarrhoea - Fits - Lethargy**
- Increased heart rate and temperature**

Suspect your pet has ingested or absorbed a poisonous substance?

- 1. Immediately** contact or go to your vet.
- 2.** Unless told by your vet, **do not wait** - time is vital.
- 3.** Try to identify what, when and how much.
- 4.** If possible take the pack/source of the poison with you.

Old Food A small food bin for council collection or a compost heap; decomposing food produces mould, which releases poisonous mycotoxins. Ensure your pet cannot reach the bin or compost!

Chemicals Spring creates DIY jobs - terrace, BBQ and glass cleaners, bleach, paint solvents, varnishes and wood preservers include chemicals that are potentially dangerous to your cats and dogs. Substances on their coats can be ingested when grooming.

Rat/Mice Bait Many varieties are **highly dangerous**, e.g. one type prevents clotting of the blood. If your pet should ingest this, it can cause internal bleeding, which may only become visible as your pet worsens and begins to pass blood in their urine or faeces. Other signs include vomiting, diarrhoea and bleeding from the nose.

Metaldehyde in snail/slug pellets is also extremely toxic to animals.

Safety Comes First

- 👉 Read safety instructions on home, garden, DIY and car products.
- 👉 Provide 'animal proof' storage.
- 👉 Remove pets from working area.
- 👉 Keep your cat or dog away from areas recently treated with chemicals.
- 👉 Become familiar with the types of products and natural problems that cause poisoning.

We are also available for advice.

Keep your Chips Hot!

Hot chips are just the best when you are hungry, but these are not the only 'chips' that need to be at their best to hit the spot. The microchips that identify your pets need to be hot too, and that means ensuring that all the details are up to date! If old details are stored, then you sadly run the risk of not being reunited with your pet should he or she become lost.

Have you **changed email address or phone numbers?**

moved recently?

updated these details on the national database?

It only takes a short time to amend and keep your pet's record piping hot, so check all is correct....now! If you are not sure how to do this, just give us a call and we will do our best to help.



Tickly Ears

All pets get the itches that need a good old scratch! You might notice that your pet is scratching a little too often, especially their ears, which could be a sign that something is up! Just take a moment to observe your cat or dog as they go to scratch.....is he or she.....

- Shaking their head/ears?
- Leaning their head to one side?
- Has a discharge from the ears?
- Flicking the ears?
- Showing discomfort?
- Scratching excessively?

.....your pet could have an earmite (otodectes) infestation.



Earmites are contagious and transmitted via close contact with an infected animal. These tiny parasites live in the ear canal and cause tickly irritation, inflammation and a dark smelly waxy discharge. Using a special instrument, we can look way down your pet's ears to see if ear mites are present. Fortunately they can be treated and soon your pet will be feeling a little less irritated. If your pet is showing any signs of ear discomfort, book your furry friend in for a check-up. For further information, please call our friendly team.



Is your cat chipped?

This became law in June 2024



Old Station Way **Holt** NR25 6DH
01263 713200

The Old Mill, Maryland
Wells-next-the-Sea NR23 1LY
01328 711022



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