



Busy Busy Busy!

Day to day life can be quite hectic at times, so it's not surprising that the odd thing or two gets forgotten! It is important though to maintain your pet's nose to tail routine care to help keep he or she in the best of health.

Our friendly, compassionate and professional team provide first class veterinary treatment for your pets along with advice for our clients. Find below our checklist to help you get done what needs to be done! If you would like further details on any item, just give us a call or pop in for a chat. We would love to see you!

Tick the List

✓ **Fleas, ticks & other irritating parasites** Maintaining regular and effective treatments will help keep these nibbling nasties away. We can suggest one suitable for your pet's lifestyle.

✓ **Worming** When was the last time you wormed your pet? Get rid of the wiggle with the recommended 3-6 months treatments.

✓ **Booster Vaccinations** Are they due or overdue? Call us now to book an appointment.

✓ **Kennel Cough Vaccination** If your dog goes to daycare, training classes or other events where he or she mingles with lots of canine friends or will be in boarding kennels, consider this intra-nasal vaccine for protection.

✓ **Time to Pop on the Scales**
An overweight pet can be at risk from heart disease, arthritis and diabetes. We can advise on diet, suitable exercise and provide regular weigh-ins.

✓ **Teeth** Regular checks and dental care helps prevent tooth decay, gum disease and keeps breath fragrant! Ask us about how to keep your pet's mouth in tip top condition.

✓ **Ears** Notice any excess scratching, head shaking or a nasty odour? There could be a problem brewing! Book an appointment so we can take a look.

✓ **Nails** Time for a manicure? One of our trained nurses will be able to assist, and if your pet is very shy or scared to have a nail clip we are here to help he or she through the experience.

Last but not least.....✓ **Have you joined our Pet Health Plan?**
Our plan saves you time and money, so ask at reception for full details!

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

Celebrations!

Our lovely vet **Ruth Parker** has been at Glaven for 25 years.



We all got together with Ruth and her new puppy Mavis, to celebrate and say a big WELL DONE for all the hard work and care she has given over the years to our clients and their pets. Thank you for being part of our team, and **here's to the next 25!**

Welcome

When you visit our **Wells practice** say hello to **Julie** who has recently joined our reception team. We all welcome her to Glaven and are enjoying working with her.



Pet Health Club and Pet Insurance What's the difference?

It is always good to know what is on offer to help keep our pets in the best of health. With such a choice of care, it can be a little confusing at times, so below is some useful information to help you.

Glaven's Preventative Health Care Plan

We offer a great plan for your dogs, cats and rabbits. It enables you to spread the cost of certain routine treatments over a twelve month period. Items such as **vaccinations, flea and worming treatments, microchipping, six month health check** and even discounts on neutering and some long-term medications are included in the plan.

Pet Insurance This is something **completely different** to health plans. **Accidents and illness** can happen when you are least expecting them, so if your pet has an injury or gets poorly, this is when pet insurance can help to cover the cost of treatment, **but** you must take in to account the **many different types of insurance available** and exactly what they cover. Please do your research so you **choose the right policy for you and your pet** and always read the small print before signing on the dotted line!

There are three main policies to look for:

Lifetime Policies Cover is provided up to a set amount for vet fees and refreshed each policy year. There are no time limits on how long you can claim for each illness or injury as long as the policy is renewed each year with no break in cover.

Maximum Benefit Policies Cover is provided up to a maximum amount per condition. There is a 12-month limit, meaning conditions will only be covered for the first 12 months, after that **the condition will be excluded from the policy.**

Accident Only No cover for illness and provides a fixed sum of money for each accidental injury. Some policies will have a 12-month limit meaning injuries will only be covered for the first 12 months. They often only cover a certain amount of accidents.

IMPORTANT Remember that if you are **considering switching pet insurance companies, any pre-existing conditions with your pet are unlikely to be covered** with a new insurance company, or restrictions may be put in place for a period of time.

Little Ones If your pet is aged between 6 weeks and 18 months, please ask us about **free 4 week insurance.**

We hope this has provided you with some key points regarding the difference between health plans and pet insurance. It is beneficial to have both running simultaneously, but if you have any queries or need advice, please feel free to pop in for a chat!

FIREWORKS!



For some pet owners this word conjures up the worst feelings ever! If you have a nervous pet, please do contact us **well in advance of the season** so we can help you both get through the whizzes, bangs and fizzes. We can't wave a magic wand, but we can certainly discuss the appropriate therapy that might just make the firework season a little more bearable for you both.

Building a safe haven for your pet in a room with the least windows is just one suggestion. This needs to be done quite a few weeks before the noises are due to start, so your pet can become familiar with the surroundings and learn that this is a safe place to be in. Cover any windows. Ensure they can easily get in and out. Place inside a cosy blanket, something that holds your scent and a favourite toy. Food, water and treats can also go in there and then encourage your pet to visit often.

Remember we are here, so call us for further advice.



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