

valere referrals



Welcome... from Referrals Manager Laura Dickenson

Hello and welcome to our special COVID-19 Newsletter.

During this truly difficult, stressful and challenging time, we are finding the importance of ensuring our support to our 1st opinion colleagues is now, more than ever, meeting your needs and expectations.

We have been propelled into a remote way of communicating and delivering advice and support as well as remotely managing some cases by ways of our new Telemedicine Service.

We are continuing to see cases at our hospital and will discuss and plan all referrals with you, to deliver treatments to pets, while ensuring human life is protected as much as possible.



Laura Dickenson

Our team is here and taking referrals as usual. We are carrying out many of our consultations by telephone or video chat. We are then able to admit the patient with minimal contact with our owners, doing a swift hand over in our car park. The response to our new process has been gratefully received and we are delighted to be able to continue being able to see cases and meet owners via video conferencing.

Inside the practice the management team have worked hard to assist the teams working with adequate PPE and have placed floor markers as reminders to try, where possible, to socially distance. Keeping staff morale up has been a big focus and we have been proud of our teams for their flexibility and adaption of all new policies. Our new normal is challenging but we could not do it without such a great team.

Our message to you is:

We're open and here to give advice and take your referrals if needed!



Trying to look ahead post COVID-19 is a little challenging, however, we envisage our industry will have built a strong online presence with telemedicine being more widely accepted and requested by 1st opinion teams.

We would like to "Thank You" for your continued support and referrals to our hospital, and wish you and your brilliant teams to stay safe, and together, we look forward to working with you in less challenging times to come.

We had hoped to go green and only have email newsletters however the new GDPR laws set out in 2018 have made trying to keep in touch with remote teams tricky, please sign up to our mailing list to ensure you receive our latest emails and newsletters.

Social Distancing
Will Save Lives

**PLEASE WAIT
HERE**

Thank You!

vale vets valere referrals
24 hour Animal Hospital

Marvellous Mabel

A distressing emergency in the middle of lockdown for Vale Referrals.

Mable presented to Vale Referrals one week into lockdown when they were in the middle of trying to adapt to new ways of working with social distancing, small team working and managing our teams' worries and anxieties around Covid 19. Very challenging times for the practice.

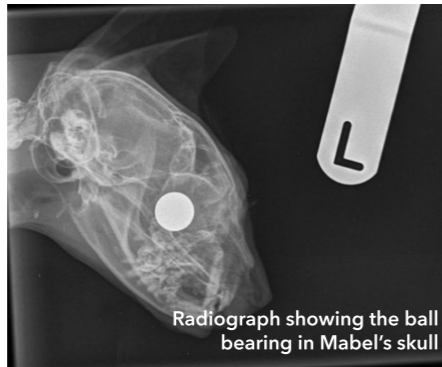


Mabel

After presenting the referring vet with a small wound between her eyes and bilateral bloody nasal discharge after being missing for 24 hours the referring vet contacted Vale Referrals to discuss their xray findings.

The referring vet performed a sedation and a series of skull xrays which to their horror revealed a radio-opaque object within the skull - consistent with a ball bearing.

Mable is a beautiful cat that is extremely gentle and friendly and her owner feared that this was perhaps her downfall in this case.

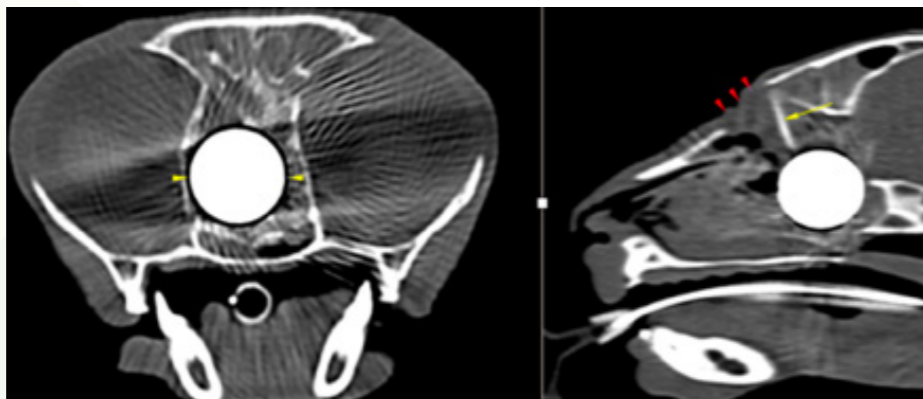


Radiograph showing the ball bearing in Mabel's skull

A CT of the skull was performed at Vale Referrals which confirmed the suspicion of a metallic foreign body of the ethmoidal



Ventral view of Mabel's head



CT images taken to assess further damage

region consistent with a ball-bearing.

The CT also picked up other multiple injuries to the skull and cranium - a large defect within the dorsal maxillary bone consistent with a ballistic entry point, multiple fractures of the skull (bilateral fractures of the medial orbital wall, comminuted fractures of the presphenoidal bone with resultant stenosis of the choanae and rostral nasopharynx)

Perhaps most concerning was that the CT confirmed that the entry of the ball bearing had resulted in fractures the calvarium - the bony casing of the brain and fractures the cribriform plate (a delicate wall of bone in front of the brain) and the ball bearing was sitting millimetres away from the brain itself, which could have resulted in catastrophic brain damage.

After much discussion it was felt that surgery should be performed to remove the foreign body as the potential for infection and extension into the brain was significant if left in place

After a three-hour delicate surgery and complex anaesthetic, the surgical team at Vale Referral successfully removed the ball bearing. Surgery involved enlarging the entry point and carefully debriding and removing the internal bone fragments. The ball bearing was then visualised and gently elevated from within the skull before lavage and closure.



Visualisation of the ball bearing in surgery



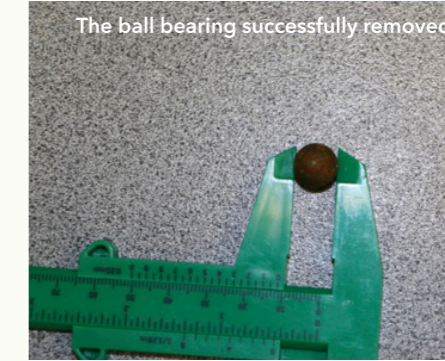
Removal of ball bearing

We are pleased to say that Mable has made a full and remarkable recovery and was discharged 48 hours after her operation and her owners are delighted to have her home.

Richard Artingstall Clinical Director of Vale Referrals:

'This was an extremely challenging and distressing case for us all at Vale Referrals at a time of extreme pressure.'

'It is a real testament that in the middle of a national lockdown every member of our team was able to give the exceptional care and support that Mabel and her owners needed.'



The ball bearing successfully removed.

Vale Referrals continues to be open for business taking referrals across their disciplines (www.valere referrals.co.uk) via telemedicine, email, phone and physical referrals

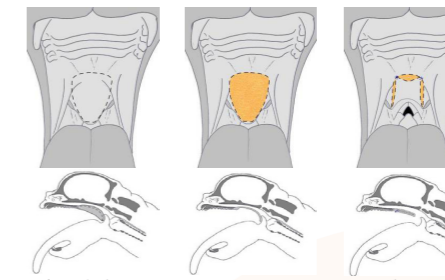
Advances in BOAS treatment

Folded Flap Palatoplasty as a more effective method for treatment of brachycephalic obstructed airway syndrome (BOAS).

Overlong or elongated soft palate is a major part of brachycephalic obstructed airway syndrome (BOAS) - a common and widespread condition seen in brachycephalic dogs. BOAS not only results in respiratory compromise (stertorous breathing and collapse) but is often associated with gastrointestinal signs (e.g. reflux or regurgitation) due to an underlying oesophageal dysmotility and/or hiatal hernia.

Recent studies have documented the role of medical management in the control of some of the common gastrointestinal signs and an improvement in the overall prognosis of the condition, however surgical relief of upper airway obstruction still constitutes the cornerstone of BOAS treatment.

We all will be seeing more and more BOAS patients as the summer months approach and we are happy to assess and talk through management of these patients with you and your owners.



Acknowledgement: Fingji L, Dupre G. Vet. Med. Austria / Wien.Tierärztl. Mschr. 95 (2008), 56 - 63

At Vale Referrals we now routinely perform a technique called the folding flap palatoplasty - this is advanced procedure routinely on all brachycephalic dogs that present with signs of BOAS and elongated soft palate. We find that this is a highly successful procedure with some significant advantages over traditional soft palate resection

To hear more and learn about this technique and the advantages join our team for a live discussion on Facebook Wednesday 3rd June from 1pm.



Seasonal Cases

It is coming around to that time of year again where we start to see an increase in foreign bodies.

This was certainly the case for Lily.

When 8 year old Lily presented with a 3 month history of an intermittent vulval discharge, we were concerned for what we might find.

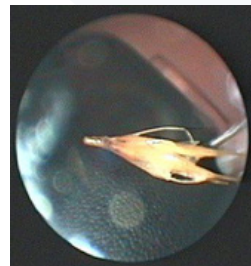
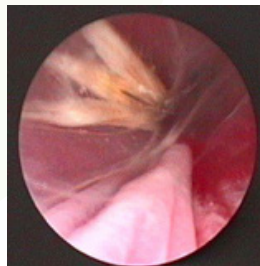
Her owner reported her to constantly lick her vulva (often stopping on a walk or whilst eating to do so) and there had been no change to her pattern of urination. She had been spayed 4 years previously and her referring vet had already measured her anti-mullerian hormone, in case of an ovarian remnant.

Ultrasound examination of the abdomen and digital examination of the vagina was unremarkable. Urinalysis was performed on a sample collected by cystocentesis, which showed no evidence to support cystitis.

After discussion with her owner, cystoscopy was performed to assess the vagina and urethra in more detail. And we had a small surprise....

It turned out Lily had been harbouring a grass seed in her vagina!

With careful assessment of the foreign body and endoscopic forceps, we were able to remove the grass seed and Lily's (slightly embarrassing) troubles were resolved!



To refer a case

Call: 01453 547934

Email: referrals@valevets.co.uk

www.valereferrals.co.uk/request-form/

For advice or to discuss remote case management

Call: 01453 54734

Email: referrals@valevets.co.uk

www.valereferrals.co.uk/telemedicine/

Client Testimonial

Client referred to us by White House Vets

"We would like to start by saying a massive thank you to Richard, Michelle and all the team at Vale Referrals for looking after us during these unprecedented circumstances with exceptional care and support.

After being referred by our usual vet, it was discovered that our Springer Spaniel had Hyperparathyroidism. Richard consulted with us via telephone and was available to answer any questions we had. We were kept informed of his progress following surgery and during his hospitalisation, even receiving an update on his progress on Saturday evening which was lovely. Once again, thank you all very much and stay safe".

Would you prefer to receive your newsletter by email?

Please email marketing@valevets.co.uk to be added to the email list.