

Small Animal Winter Newsletter 2024

Practice news

We would like to welcome two new RVNs, Lee and Georgia, a new receptionist Jordan, and new vets Sophie, George, Selina, and Róisín to the Newtown team. In Llanidloes we have two new vets, Tash and Stephen, a new receptionist, Stephanie, and a new PCA, Izzy. In Knighton we have one new vet, Lucy. We wish you every success and hope you will be very happy in the Hafren family. Please learn more about them in their intros on the other side.

October saw our RCVS Practice Standards inspection and following lots of hard work by the team we are very pleased to have been awarded a General Practice award across Small Animal, Farm Animal and Equine. We are very proud to be the only practice in Powys to have gained this accreditation across the three species.

Winter Worries

Surviving the winter months can be a challenge for many pets, so here are a few tips to keep your pet healthy at this time of year. Why not book a complimentary weight check and weight control advice at one of our nurse clinics.

Obesity alert: with the nights drawing in, the awful wet weather and the hectic festive period it can be more difficult to find the time to walk your dog and cats may be more inclined to stay in front of the fire rather than get out and about. Excess weight can have a multitude of adverse effects including heart disease and diabetes.

Arthritis alert: as well as checking weight we should keep an eye out for joint stiffness, difficulty in rising/jumping and pain which can be made worse by cold weather and by carrying extra weight. Our nurses can advise you on all aspects of weight control which will in turn help to keep our pets more active.

A few things to keep your eyes open for!

Though the festive period may be over, there are still hazards for pets to keep in mind during the winter months. Pieces of string, tinsel and turkey bones should be kept well out of reach to avoid an intestinal blockage and possible surgery. Chocolate, xylitol, grapes, raisins and sultanas (mince pies!) are all known to be toxic to our pets. Signs of poisoning in pets can be vague sometimes so owners need to be vigilant. Ethylene glycol is a common ingredient in antifreeze and is highly toxic. Please contact us at once if you notice your pet displaying any unusual signs.

**Welcome to the
Winter 2023 edition of
our newsletter,
bringing you seasonal
and topical information
and updates.** 

Just a polite reminder:

Payment is required at the time of treatment or on collection of your pet after surgery or hospitalisation. We will happily provide a written estimate but please bear in mind that any estimate given can only be approximate – often a pet's illness will not follow a conventional course.

In the case of pet insurance claims please be aware that it is your responsibility to settle your account and then reclaim the fees from your insurance company. Please be aware that there is an admin fee to process insurance claims. This is a fixed fee applicable to both new and continuation claims.

If you require a repeat prescription for your pet please give 2 working days' notice. If you are unable to give 48 hours notice an emergency dispensing fee will be applied. Your pet will need to have a repeat prescription consultation every 3-6 months (dependent on the pet's medication).

Hafren Veterinary Group

Newtown

01686 625344

Llanidloes

01686 413475

Knighton

01547 528292

Crossgates

01597 851500



New Staff Members!



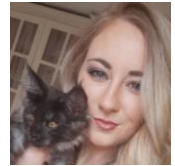
George works in our Newtown branch. He grew up in Cambridge. George enjoys small animal imaging and surgery. Outside of work he enjoys playing cricket, hunting and barbequing.



Sophie works in our Newtown branch. She grew up in London. Currently she's enjoying working with a variety of different animals and building her experience. In her free time, she plays cornet in the Newtown Silver Band. She enjoys walking outdoors.



Selina works out of our Newtown branch. She is from Lincolnshire. Currently she enjoys small and large animal surgery. In her free time, Selina enjoys sailing and is also a Scout Leader.



Róisín is our newest addition to the Newtown team. She's from Ireland and has been working as an equine vet for the past 18 months. She comes from a background of breeding horses and enjoys riding horses and competing mounted games in her free time.



Lee is one of our new RVNs in Newtown. Lee enjoys looking after the inpatients and recovering animals post-surgery to get them back on their feet. Outside of work, Lee is an avid DIYer and semi-professional gardener.



Georgia is our new RVN in Newtown. She's completed an Advanced Programme of Veterinary Nursing in Small Mammals and is currently working towards one in wildlife nursing. Outside of work, she enjoys going to gigs, working out and playing video games.



Jordan is our newest receptionist in Newtown. She recently made the jump to Hafren after completing her zoology degree with first class honours. She enjoys country walks with her dog Charlie and spending time cwtched up with her cats.



Lucy works at our Knighton branch and grew up on the North Wales border. At work she's looking forward to getting stuck into surgery.. Outside work, she enjoys hiking and horse riding and is hoping to play in a band or orchestra soon.



Tash works in our Llanidloes branch, where she is from! She's been enjoying all aspects of mixed practice. Out of work her and her partner breed and show Coloured Ryelands. She also enjoys horse riding, running and baking.



Stephen works in our Llanidloes branch and grew up on a small farm in South Africa. He currently is enjoying the small animal surgery side of things. He spends most of his spare time running and exploring around Wales.



Izzy recently joined the Llanidloes team as a PCA (Pet Care Assistant)! She's quite shy to begin with but once you get to know her you may regret it! In her spare time she spends time with her horse and Jack Russell.

And a special welcome back to Katie Palshis who you'll see on smallies in Newtown!

New Prescription Only Medicine Prescribing Laws

The Royal College of Veterinary Surgeons (RCVS) issued new prescribing laws in September 2023. The new guidance requests that a physical examination (consultation) of your pet has to be performed every time any antibacterial, antifungal, antiviral and POM-V antiparasiticide medicines are prescribed. The guidance is an important step towards ensuring responsible use and reducing the veterinary impact on the wider issues of global antibiotic resistance. Further diagnostic tests such as cytology and culture and sensitivity are now being advised to check that antibiotic treatment is appropriate.

Blwyddyn Newydd Dda i chi gyd!

We would like to wish all our clients and their pets a happy and healthy 2024!