



Veterinary Centre

NEWS

387 Walsall Road, Great Wyrley,
Staffordshire, WS6 6DP

Caring for older pets – client evening class



We're delighted to announce plans to host our very first evening class this Spring! The session will focus on signs to look out for in older pets to keep them healthy, from lumps and bumps to achey joints and tips for general well-being. The event, sponsored by Norbrook Pharmaceuticals, will include a talk, a light buffet and the launch of our new vet nurse-led Senior Pet Clinics. It's a great opportunity for us to chat to you outside the consultation room too! Please call us on **01922 411755** to register your interest, so that we can gauge numbers and inform you when a date has been fixed.

Investors in People



As well as caring about you and your pets, we really care about our staff too. In May 2013 we enrolled with Investors in People to show our commitment to working with best practice principles of their framework. As well as reviewing management strategies, the framework focuses on supporting staff in their learning and development, and recognising how new initiatives and training have a positive impact on how the practice functions and how we treat your pets too! We're sharing lots of ideas and implementing lots of positive changes. Improving pain management, catching kidney disease early and Hamish's cutting-edge cruciate surgery were covered in the last newsletter. Find out about our dental radiography plans, nutrition, physiotherapy and people skills training in future newsletters. And find out whether we've been awarded our Investors in People Core Standard Accreditation!

Pet Blood Bank UK diary dates



Pet Blood Bank UK have allocated three Saturday collection sessions to be hosted at 387 Vets in 2014. These will be held on: 12th April, 9th August and 22nd November.

The charity is particularly keen to recruit new doggy donors with negative blood type. Breeds predisposed to this are: Airdales, American Bulldogs, Boxers, Dobermans, English Bull Terriers, Flat coated retrievers, German Shepherds, Greyhounds, Lurchers, Mastiffs, English Pointers and Weimaraners. Do get in touch if you would like your dog to donate.

Customer Satisfaction Survey – the results are out!

In September, we decided to run our first ever Customer Satisfaction Survey. With the practice constantly evolving, we wanted to gain your opinion about specific elements of our pet care. We asked you about booking appointments, your consultation experiences, whether you feel you get value for money and about your general overall experience at 387 Vets. Many thanks to the 195 of you who completed questionnaires. Here's what you had to say...



Our survey said...

- 95% of clients were 'very happy' with the overall service they received on the day
- 9/10 people said they would be 'extremely likely' to recommend us to their friends and family.
- 85% of clients felt they 'definitely' received value for money
- 91% of clients felt we offered 'excellent' appointment availability
- Once in consultations, on average, 95% clients thought the vet or vet nurse taking their appointment was 'extremely' friendly and approachable. Just a percentage less stated we were 'extremely' responsive to their pets' needs.
- 92% of you felt what was happening during the consultation process was explained 'extremely' clearly.



Where we're making improvements

Over three quarters of you said you were 'extremely' satisfied with your welcome on arrival. We want to make this even better! We appreciate reception can get busy at times, which is why we now try to have two staff present at all times to deal with queries, answer the phone and process payments. And to say hello to you and your pets too!



60% of you felt treatment costs and options were explained 'extremely' well, which meant 40% of you gave us less than the top score. Clarity is really important to us. We'll work harder to make sure you're completely informed, and please do ask if you have any unresolved queries.



See overleaf for more client feedback and ideas...

Customer Satisfaction Survey wish list. What did you choose?

We're constantly reviewing our services and hold regular meetings to ensure we share information about best practice and new possibilities. And as we're currently reviewing our business plan, we wanted you to have a voice and share your ideas too. Read on for some of your suggestions and our feedback:

Other services you'd like to see

Feeding/ diet advice and dentals:



We already offer these services so need to shout louder about them! Look out for our new practice literature flagging up our full range of services including a host of free vet nurse clinics in specialist areas. Check out our website at www.387vets.com for more information too.



Dog Behaviour Therapy:



We currently offer advice clinics on stress and anxiety management. Whilst we don't offer therapy as yet, we do have useful contacts we can share with you.

Vaccinations for life:



We've recently had a price review and have reduced charges for our puppy and kitten courses. However we don't run a vaccinations for life promotion. What we do give you, whatever your pet's age, is a full 15 minute consultation with every booster and a free health check. Charging honestly and fairly across our whole range of services is really important to us rather than discounting in some areas only to inflate costs in others.

Basic First Aid courses:



We love the idea of running first aid courses to give you top tips for helping your pet should an accident or emergency arise. As the summer can bring lots of potential dangers, with heat stroke, insect stings and snake bites to name just three, we're planning to host basic first aid courses in late Spring. Do get in touch now if you are interested, as places will be limited!

Pet Grooming:

Unfortunately we don't currently have the facilities to offer grooming. But never say never...

Horses:

When we set up in 2007, it was very much with the idea of providing a really high standard of dedicated care for companion pets. With this in mind, most of our staff are either solely trained in small animal medicine or this is where their specialism lies.

And finally....

We asked what you liked best about 387 Vets so we can make sure we continue to meet your expectations. Here's what some of you had to say:

- "Excellent, clean, friendly, feels like part of the family."
- "Complete professionalism allied with great friendliness."
- "Warm and gentle with my dog"
- "Excellent service, approachable staff. Always feel reassured by advice given."
- "It's a higher standard of vets than what I have experienced before at other practices."
- "Friendly and approachable. Easy to make appointments. Open to treatment methods other than surgery."
- "Friendly, reliable and genuinely care for pets and understand how the owners feel for them."
- "Can always get an appointment and everyone in the practice is always friendly to pet owners, and put my trust in them."
- "Explain in real terms so we can understand."



We welcome your feedback all year round!

If you missed out on completing our survey this time round, but would like to pass on your suggestions or comments, we'd love to hear from you. Simply jot your feedback down and hand to one of our reception staff, or complete a Best of Walsall testimonial card when you are next in.