



Veterinary Centre

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

NEWS




Happy 5th Birthday 387 Vets!

We can hardly believe that 387 Veterinary Centre turns five in November. The practice has been on a long and exciting journey from its birth in 2007—from residential property, to house with vet practice alongside—to the expanded and improved dedicated premises we're using today.

And it's not just the building and car park that have grown. Hamish opened on Monday 12th November 2007 with Head Nurse Nicky and a part-time receptionist, and now the practice has two vets, three qualified nurses, a trainee nurse, a receptionist and a practice manager!

A huge thank you to all our clients, who have supported us over the past five years and have made 387 Vets possible. We have loved getting to know you and seeing a real diversity of pets—from giant rabbits and french bulldogs to ferrets, gerbils and sphynx cats. You have helped make every day interesting, exciting and rewarding and we hope you will continue our journey with us for the next five years and beyond!



Hamish remembers...

It was with a heady mixture of apprehension and excitement that I left my job in Scotland working alongside an orthopaedic surgeon, and moved in

to an empty house here at 387, without my family. All I had was an inflatable mattress, a sleeping bag, 2 deck chairs and a small coffee table, though I soon bought a fridge! Having meetings with the architect, the builders and then various drug reps sitting on deck chairs in empty rooms was a very odd experience! The only other 'furniture' was equipment I'd purchased at medical equipment auctions.

The builders arrived to start the conversion work on 9th September and began by changing the front garden into a car park. I had loved planning the project, which had started back in February when we offered to buy the house, and seeing the architect's drawings become reality was exhilarating. The builders turned out to be helpful, accommodating and a pleasure to work with. They found numerous horrors – dead rats in the attic, open holes into the cavity walls and unsupported lintels to name just a few, though all sorted now!!

Work progressed quickly, converting a double garage into a

waiting room and consulting room, a downstairs bedroom into the treatment room and a beautiful fitted kitchen into the kennelling area. My family arrived, we fixed an opening date and the countdown to 387 Vets began!

Nicky remembers...

I came to work on the Friday afternoon before we opened to look at the computer systems. Lee, the builder, was still here finishing off cupboards and worktops and I remember wondering how we would ever be ready to open on the Monday!



When we did open, it was all a bit of an adventure. There were no appointments booked that 9am, and whenever a car pulled up it was really exciting. There was lots of unpacking and decisions to make about housing stock, and I sterilised our theatre kits incase Hamish needed to operate, as we just didn't know. By closing time, we'd seen 7 clients and had even been on a house visit.

And in the coming weeks, in any downtime between surgeries, Hamish and I would get out the A to Z and pad the streets of Great Wyrley and Cheslyn Hay to mailshot local houses and publicise 387 Vets. Not part of a Veterinary Nurse's normal working day!



New receptionist for 387 Vets

As the practice continues to evolve, we welcome **Joanne Civil** who joins the team as a part-time receptionist. Joanne gained over 17 years experience working in a variety of roles in the financial sector before setting up her own boarding facilities for rabbits and other small animals in 2007. She has a wealth of administrative and customer facing experience, and is most excited about meeting our clients and saying hello to everyone's pets!



What's in a number?

The name 387 Veterinary Centre originated as we felt it would help people find us more easily on the Walsall Road. However, there have been other significant numbers for us over the past five years. Below are just a few!

1

Number of times we have appeared as the **leading headline** on the Express & Star's billboard.



57

Hours our practice is open for seeing pets and clients each week.



357

Number of Facebook 'Likes' at time of going to press.



4500

Number of clients who have registered with 387 Vets since 2007.



12

Date in November 2007 the practice first opened its doors.



3

Fully qualified Veterinary Nurses working here, including Amy who started as a trainee nurse and qualified after college and in-house training this year.



19

Puppies in quarantine—the most dogs we've ever had in kennels simultaneously following a parvovirus outbreak.



200

People who came to our first open day in February 2012.

460

Tonnes of topsoil removed in March 2011 to build the present practice car park.



31

Tonnes of concrete laid in 2011 for the existing waiting room and consulting room foundations - and now lying under your feet!



200

Number of pets we treat in an average week.



17

Dogs who attended Pet Blood Bank's first canine blood donation session hosted here in May.



2009

The year we gained Royal College of Veterinary Surgeons Small Animal Practice Accredited Status in recognition of our excellent standards of care.



149

Best of Walsall testimonials which led to us being voted Most Loved Vets in the UK 2012.



817

Number of bitch spays and dog castrates since we first opened.



12

Number of rooms now in the practice (excluding loos!) compared with four in 2007.