

A DAY IN THE LIFE...

Ever wondered what it's like to work in a busy veterinary practice?

One of Blacks Vets' Client & Pet Care Advisors talks us through her day.



Annette Brierley, Blacks Vets

By Annette Brierley, CPCA at Blacks Vets, Dudley

Hi, I'm Annette and I am one of the Client & Pet Care Advisors here at Blacks Vets in Dudley.

I love my job, based front-of-house at our accredited Veterinary Hospital. It's my job to be the first

point of contact for clients and patients attending the practice, so I'm delighted to be able to show you around! One of my favourite things about my role is that no two days are ever the same, but here's an insight into some of the things my team and I are involved in on a daily basis.

7.45am

The early shift team arrive at the practice and begin getting ready for the first patients of the day. This is usually pets coming in for surgical procedures so we make sure that water bowls are taken off the floor and that treats are well out of sight. We get our Reception area ready by switching on the computers, opening the Pharmacy and ensuring that the waiting area is clean and tidy. Our hospital is open 24 hours a day, 7 days a week, 365 days of the year so there is always a team here caring for poorly pets and one of our talented vets is always on call. We pride ourselves on never outsourcing care and our hospital

is equipped to deal with a variety of emergency and routine procedures.

9.00am

At this time, the first consultations of the day begin and our patients start to come through the door. We know that for some, a trip to the vets can be a nerve wracking experience so our role is to make patients and clients alike feel calm and welcomed. Many pets visit us for routine treatment such as vaccination boosters. Bringing your pet in when they are well can really help them become accustomed to visiting the vets as this builds association with a positive experience. With your permission, we will always offer fuss and treats once their appointment has been completed. However, if a pet is very poorly, we find quiet space for them to wait and try to ensure that they are seen as quickly as possible to minimise distress.

11.00am

A large proportion of our time is spent on the phone so excellent



communication skills are a must. Many clients ring for advice when they are worried and we take calls throughout the day where we give guidance on the best course of action, making space in the schedule as necessary if urgent care is required.

We also manage our referral case load. At Blacks, we are fortunate to have several vets who are certificate holders which means they have additional expertise in areas such as cardiology, dermatology and orthopaedic surgery. Many local practices refer patients to us for challenging or unusual cases.

1.00pm

It's not uncommon for a member of the public to bring in a stray pet that they have found. Our front-of-house team scan pets for microchips and reunite them with their owners if a chip is found, the owner's contact details are current and identity can be

proved. Microchipping is now a legal requirement for dogs, but we would encourage owners of all outdoor pets to consider having this done. Cats, rabbits and tortoises all go missing too!

3.00pm

Throughout the day as consultations complete, we dispense medication from our in-house pharmacy and make sure clients understand how and when to administer. We check that all routine appointments are booked in for members of Protect My Pet Club, our brilliant pet healthcare plan that looks after pets and pockets! This is an easy way to stay on top of essential healthcare and covers flea and worming treatment, boosters and regular health checks as well as discounts on routine procedures such as neutering, microchipping and some dental work. You can find out more information on our website www.blacksvets.co.uk or feel free to pop in and have a chat with one of our friendly team.

5.00pm

Oops! Little accidents happen throughout the day so a fair amount of time is spent clearing up

whenever an unscheduled toilet trip takes place! This is often the case when our youngest patients visit us to take advantage of our popular Pet Starter Pack. New puppies, kittens and bunnies can all benefit from primary vaccinations, first flea and worm treatment, a microchip, an initial health check, a bag of Royal Canin food and 4 weeks' pet insurance, all for just £50! Getting to cuddle all those fur babies has got to be one of the best parts of my job and the CPCA team love meeting your new family members.

7.00pm

Our last appointment is 7.00pm and the evening team handover to the night-shift team who provide ongoing and emergency care overnight. I have a real sense of job satisfaction knowing that we're making a positive difference to the lives of Black Country pets and love meeting new people and supporting them through their pet-owning journey.

We are always on the lookout for dedicated and friendly CPCA's so if you have a passion for pets and would like the opportunity to join the Blacks family, email your CV to penelopefox@blacksvets.co.uk



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FOR PUPPIES, KITTENS & BUNNIES

- Primary vaccinations**
- Microchip for life**
- Flea, Worm & Mite treatment includes cover for lungworm**
- Full veterinary health check**
- 1 FREE emergency call out within first 3 months**
- 4 weeks FREE Pet Plan insurance**

PRICE MATCH GUARANTEE

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- Royal Canin food
- 10% off Neutering
- 24/7 access to the Blacks Veterinary Hospital
- Free pet toy

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