

# MAD ABOUT YOUR MOGGY?

*Us too! Find out how Blacks Vets are doing all that they can to make cats feel welcome in their practices.*



*By Liz Jefferson RVN ISFM CertFN Adv Phc, Head Nurse at Blacks Vets, Lye*



As veterinary professionals, we strive to ensure that a trip to the vets is as enjoyable and stress-free as possible for pets and owners alike. That's why we are immensely proud to be recognised by the International Society of Feline Medicine (ISFM) as officially cat friendly at our practices in Lye and Sedgley. As Head Nurse at our Lye practice, I am also delighted to have recently passed with distinction my ISFM Certificate in Feline Nursing and I guess it also helps that I am an avid cat-lover and mum to my own precious moggies Billy, Isabella, Chloe and Ellie.

So, if memories of your cat's last trip to the vet are bringing you out in a cold sweat, what can you expect from a visit to a Cat Friendly Clinic (CFC)? Well, our approach starts with a thorough understanding of feline behaviour. Cats are highly sensitive to new sights, sounds

and smells and as territorial animals, often feel unsafe away from home. They tend not to travel as well as dogs and can be extremely agitated even before they arrive. As a species, they are highly susceptible to stress and prefer quiet environments. Even if you have a very relaxed cat, most will still become exceptionally nervous when in proximity to a dog, so both of our CFC practices have dedicated cat-only waiting areas.

Our CFC accreditation means that our reception teams have also been trained in best practice for cat care, so from the moment you call, our team can ascertain how you and your pet can best be accommodated. For example, if your cat is very nervous you may be offered an appointment at a quieter time such as first or last thing or when there are several other cat appointments already booked in. We provide large towels to cover carriers as cats will feel more at ease if they are hidden and cannot see other pets. We can also email you helpful advice sheets in advance of your visit, with tips for helping to get your cat accustomed to their carrier and how to support them when they arrive.

When it's time for your cat to see the vet, we have strict procedures in place designed with the comfort and needs of your pet in mind. Towels are pre-sprayed with a product that mimics the pheromone cats use to mark spaces as safe. Cats will be lifted onto the

examination table whilst still in their carrier and the door will be opened so that they can emerge in their own time and when they feel comfortable. Where possible, cats are allowed to roam the consultation room freely throughout their appointment to further increase their familiarity with their surroundings.

Should your cat require further treatment, we have specialist equipment designed to fit a cat's body comfortably or less intrusively than some conventional equipment. Wherever possible, we prescribe easy-to-administer medication and recovery after their procedure takes place in a dedicated cat-only part of the ward. This is a quiet part of the practice where cats can recover in medium sized crates that face away from other patients, reducing the risk of contamination and further stress. Our highly trained nursing team are constantly checking on our recovering feline patients,

and heated pads and blankets are used throughout to make sure they recuperate comfortably and effectively.

When it's time for your cat to go home, our support doesn't end there! Our discharge procedure includes plenty of time to discuss your cat's on-going recovery, together with fact sheets packed with tips and information for supporting your cat over the coming weeks. Above all, our highly qualified team are on hand 24/7 for advice whenever you need it.

A trip to the vets needn't be a drama! Why not bring your feline friend to see us and experience the difference an official Cat Friendly Clinic can make? For more information or to make an appointment, visit [www.blacksvets.co.uk](http://www.blacksvets.co.uk) or call Lye branch on 01384 897632 or Sedgley branch on 01902 670900.

## NEW PET?

**Give your pet the best start in life**

### Pet Starter Package

**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**

Terms & Conditions apply. Please consult our website for further details.

**PRICE MATCH GUARANTEE**

**ALSO INCLUDES:**

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

BLACKS VETS

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[www.blacksvets.co.uk](http://www.blacksvets.co.uk)

Rated 5\* by our clients on Vet Help Direct