

Spotlight on Sedgley Branch!



By Dr Lindsay O'Driscoll, Blacks Vets

Looking for a new veterinary practice? Vet, Lindsay O'Driscoll, gives us the grand tour



Hello and welcome to Sedgley branch! We are one of five Blacks Vets practices located across the Black Country, along with our sister branches in Dudley, Lye, Quinton and Oldbury. It is my great pleasure to take you on a tour of our practice today and introduce you to our team, our facilities and our award-winning approach to customer care.

Animal lovers will know that being a pet owner can be one of life's most rewarding

experiences. At Blacks Vets, we believe that taking the best possible care of our four-legged friends is something we can do to show our pets how much they mean to us. We understand that when we treat your pet, we treat a member of your family which is why everyone that works here, from the clinical team to the reception and support teams, is passionate about animal care. This was recently recognised by the Chamber of Commerce, where we were honoured to win the Customer Commitment Award from both the Black Country and West Midlands Chambers. We have also been awarded a classification of 'Outstanding' for Customer Service by the Royal College of Veterinary Surgeons (RCVS). Good service for you and your pet is at the very heart of our practice!

At our Sedgley Branch, I am part of a team of three, highly skilled vets, each with our own special areas of interest. As a practice, we specialise in the treatment of dogs, cats and rabbits but also have a particular interest in the care of guinea pigs, hamsters and gerbils. In fact, my colleague, Dr Hannah Pegram and I are both proud guinea pig owners and we love to use our expertise in treating the many different breeds of these lovely animals. My colleague Dr Rachel Boneham also adds her considerable experience to the mix with her passion for rabbit medicine, giving our Sedgley practice a real edge when it comes to the treatment of what we in the veterinary world affectionately call, 'small furries'.



Dr Boneham & Dr Pegram

With family values very much at the heart of our practice it will come as no surprise that many of our team have been with us for a long time! Gloria and Angela are two of our brilliant Client & Pet Care Advisor team that have provided the warm welcome that greets every Black Vets' pet, for many years. Their calm and friendly manner immediately puts clients and patients at ease and their love of animals really shines through. Completing our CPCA team are Clair and Sarah. Clair has a dog and two beautiful kittens of her own and really understands the pet owning journey at all stages of life. As well as two horses, Sarah also has 9 cats and is therefore a mine of information about all moggy matters!

Our fantastic nurses Sara and Sue, are also long-standing team members and bring a wealth of experience to the practice. A talented artist, Sara also breeds and shows Kooikerhondjes in her spare time, which is a type of hunting dog originating from the Netherlands. Caring for animals is a true passion and her kind and gentle way always reassures pets in her care. Sue is a proud pet parent to Arnie the Staffy and Mona the Jack Russell and loves to welcome dog breeds of all shapes and sizes. She is able to build a rapport with pets quickly and gain their trust which helps makes for smooth and effective treatment.



We are proud to be an accredited Cat Friendly Clinic, which is a worldwide programme from the International Society of Feline Medicine. This means that our feline patients can benefit from an environment designed to reduce stress for cats including a dedicated, dog-free waiting area and treatment by both clinical and reception teams that have been specifically trained in best practice for cat care. We have a dedicated cat ward where cats don't have to face one another and warm, safe hiding boxes that our feline patients can retreat to whenever they feel the need. We use towels that are sprayed with a pheromone product that helps cats to relax and feel secure and we also provide catnip toys for our cat patients to play with.



Client and Pet Care Advisors, Gloria and Angela

Our Pets

We have a comprehensive range of in-house equipment enabling us to offer on-site X-rays as well as dental procedures and neutering, from our on-site operating theatre. We welcome all pets, old and young, and provide services tailored to meet the needs of animals at every stage of their life.

Recommended for all dogs, cats and rabbits is our brilliant Protect My Pet Club which provides 30-60% savings on routine care. From just £8.99* per month, your pet will receive a full annual vaccination programme, comprehensive worming and flea control treatments, a complimentary nail-clip, and two nose to tail health assessments to help you stay on top of your pet's health.** As a member, you also benefit from exclusive discounts on services such as dental scale & polish, tick prevention, neutering, Rabies vaccinations and nutrition**. Becoming a

Protect My Pet Club member provides real reassurance that you are taking the best possible care of your pet and are proactively helping them to stay happy and healthy.

So, if you're looking to get 2019 off to a flying start for your pet, come and see us and experience the award-winning Blacks Vets difference. We are open 8am – 7pm Monday – Friday and 11am-12pm on Saturday, with round-the-clock, emergency care provided at our accredited hospital in Dudley. Alternatively, please feel free to call us on **01902 670900** or visit www.blacksvets.co.uk

**Price dependent on species and size. Please contact your local Blacks Vets branch for further information. ** Terms and conditions apply. Please visit www.blacksvets.co.uk/special-offers for further details.*

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Health care for Dogs, Cats and Rabbits

from ONLY £8.99* per month

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- Comprehensive worming programme
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- FREE nail clip during 6 monthly nurse & vet check
- One additional FREE veterinary consultation

*Terms and conditions may apply.

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Kidderminster & District Branch



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Made any New Year resolutions?

Is one of them to give back to your local community and do you love animals?

Well if you answered "yes", we have the solution.

The Kidderminster & District branch of the RSPCA are looking for volunteers to help out.

In **2019**, we have a series of fundraising events planned, but we need helpers to make these events happen. **The help you give will be completely on your terms and can be as little or as much as you want.**

It could be meeting and greeting at our Golf Day, selling raffle tickets, marshalling at our dog show or dog walk or serving refreshments at these events.

All of the money raised at our events goes to helping out animals in the local area.

If you have any questions, please contact janis.rspca@btinternet.com

or call 07715201239
(between 6pm and 8pm).



We look forward to welcoming you on-board.