

# SPOTLIGHT ON BLACKS VETS, DUDLEY

## Dr Brian Hogan gives us the grand tour of Blacks' RCVS accredited veterinary hospital

I am Dr Brian Hogan and it is my great pleasure to show you around today. If you know Dudley well, our hospital will be a familiar sight. We have been based on Hall Street for many years and have been proudly serving the Black Country since 1965.



Dr Brian Hogan  
MVB Cert SAS MRCVS

Over the years, our award-winning group has helped thousands of pets to stay happy and healthy and we pride ourselves on not only being a team of exceptional veterinary professionals, but also a group of true animal lovers. Paws and claws are our great passion and our commitment to care for our animal patients and their human families is at the very foundation of our practice. So, step this way and come inside to enjoy our grand tour!

One of the most important things to understand about our hospital, is that our veterinary team can be onsite 24 hours a day, 365 days a year. Put simply, we never outsource care. Whether a pet is brought in as an emergency case or is recovering from a routine procedure, they will be looked after here in the hospital, throughout the night, by our dedicated team. This means that your pet will benefit from the same high standards of care throughout their time with us and enables continuity and consistency to be the hallmarks of our patient's experience. Our clients tell us this is a real comfort in times of worry and is something we work hard to maintain.

Our comprehensive care is supported by an excellent range of veterinary equipment. Our onsite facilities are some of the best in the Black Country, with advanced X-ray equipment and dedicated operating theatres for Orthopaedic surgery and dental procedures. We have invested in the latest Endoscopy equipment which

can enable the removal of foreign bodies such as stones, sticks and toy fragments as well as providing capacity to conduct investigations into difficult-to-reach areas such as the stomach, intestines and nasal chambers, without the need for surgery.

Our first-floor laboratory is also available for our patients 24/7 and contains microscopes as well as apparatus for analysing organ function. Fast, accurate analysis can mean life or death to a sick patient in the middle of the night and having access to this across our veterinary team enables us to react quickly and effectively.



Dr Girish Thakral  
BVSc & AH Cert VC MRCVS

Our Ultrasound Scanning room is principally used by my colleagues, Dr Girish Thakral and Dr Fiona Allsop

who provide expert imaging services to our patients. Both are certificate holders in Cardiology and Medicine respectively, meaning that they have additional expertise in these fields, with complex cases from across the Midlands referred to see them. We are also able to offer MRI screening via a mobile unit which visits us every 6-8 weeks.

When a longer period of treatment is called for, we are pleased to offer dedicated dog and cat wards with nice big kennels and cat cages that enjoy underfloor heating. There are plenty of walk-in kennels for larger dogs to be comfortable and there is a pleasant environment for patients and the nurses that care for them. There is piped-in oxygen so animals with breathing difficulties can get extra support, blood pressure monitoring equipment and IV pumps for precise delivery of fluids and drugs to very sick patients and those recovering from surgery.

Our RCVS status is also something we are extremely proud of. A Veterinary Hospital is not the same as an animal hospital, as it is not RCVS inspected. There is a significant difference and we have worked very hard to ensure we comply with the exacting standards required by the Royal College. We were delighted to receive the following feedback from our most recent RCVS inspection, which sums up everything we are aiming to achieve:

*"This was a fantastic veterinary group that was obviously committed to providing the very highest in client service. There was a real team spirit / family feel to this group. The number of awards that this group had received was superb and a real testament to the group's lovely culture. Everyone who I spoke to were committed to the practice and helping to give an excellent client service."* - RCVS Inspector



Following our last RCVS inspection, we were awarded 'Outstanding' in the category of Client Service and have also been fortunate to receive awards for Customer Commitment and Workplace Wellbeing from the Chamber of Commerce. I was very honoured to be one of three finalists for Pet Plan Vet of the

Year and Kendall Clee from our brilliant reception team won this year's BVRA Receptionist of the Year award. It's always great to be recognised for doing what you love and we as a team are in our element when we are doing what we do best – helping Black Country pets to become the healthiest in the UK!

I do hope you have enjoyed our introduction to our Dudley Hospital. For more information on Blacks Vets, Dudley or any of our Black Country practices in Lye, Oldbury, Quinton and Sedgley, please visit [www.blacksvets.co.uk](http://www.blacksvets.co.uk)

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Blacks Vets

www.blacksvets.co.uk

OUTSTANDING CLIENT SERVICE

RCVS

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