



**BLACKS
 VETS**

At the heart of veterinary excellence

the PAWS POST

Winter 2017 / Spring 2018

WE DID IT!

We have some **OUTSTANDING** news to share...

Drum roll please... Blacks Vets are delighted to announce that we have been awarded **OUTSTANDING** by the RCVS for all FIVE of our branches in the area of Client Service. The news comes after each of our practices in Dudley, Lye, Sedgley, Quinton and Oldbury, were visited and assessed by a RCVS official inspector, who had nothing but positive feedback about his experience.

The Client Service award is part of the Practice Standards Scheme; a voluntary initiative run by the Royal College of Veterinary Surgeons (RCVS) to accredit veterinary practices in the UK. Through setting standards and carrying out regular assessments, the Scheme aims to promote and maintain the highest standards of veterinary care. It's certainly a tough test and one which we are proud to have excelled at!

The Client Service category centres on the experience clients have when visiting one of our practices and recognises how our team are trained, our standards of client care and our company's operational principles.

The inspector had the following comments to make about the Blacks ethos:

"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."

As a team, we are thrilled that our hard work and commitment has been recognised at all of our branches and are looking forward to welcoming even more clients to experience the Blacks difference this year.



Feel confident with our PRICE MATCH PROMISE

Here at Blacks, we always strive to deliver the very best care combined with the very best value, to ensure that we look after pockets as well as paws!

For complete peace of mind, we also offer a Price Match Promise if you manage to find a routine service cheaper. This includes services such as neutering, microchipping and vaccinations.

WE SIMPLY WON'T BE BEATEN ON PRICE!

Feel free to contact us for further information.





NEW FUR-BABY JOINING THE FAMILY? GET ESSENTIAL PRIMARY HEALTHCARE FOR JUST £50!

As the days are slowly getting lighter and we can see the first green shoots peeking through the ground, you may be thinking about welcoming a new pet to the family.

If the prospect of Spring sees you making plans for a new puppy, kitten or rabbit don't forget to book your Pet Starter Pack with your local Blacks branch.

This brilliant package offers essential, first healthcare and saves clients over £200!

The offer includes:

-  Full veterinary health check
-  Primary vaccination course (2 injections, 1 for rabbits)*
-  4 weeks of Pet Plan insurance
-  Initial flea, mite and worm treatment
-  Microchip and lifetime registration
-  Voucher for bag of Royal Canin food for puppies and kittens
-  Free 6 month nurse check
-  10% discount on neutering, or 1 month free if you join our Protect My Pet Club
-  Voucher to cover the cost of one emergency call out to Hospital if your pet needs Out of Hours attention in the 3 months after first vaccination. (Can be used towards your Excess if pet is insured). This has no transferable value and can only be used with a genuine emergency.**

* Does not include Kennel Cough vaccine or 3rd Parvo virus vaccine at 5 months.

** Does not include the consultation fee or the cost of any treatments.



OUR 'TIME TO SHINE' PARTY



Christmas is such a busy time for all five of our practices that we delay our Christmas party until January to allow more of our superstar team to attend.

Every year, we hold our Time to Shine party and encourage our team to dress up their finery and let their hair down. We always run a rota so that each year we have dedicated team who miss the party (and the following day!) in order to continue the excellent 24/7 365 day year care we are proud to provide.



WELCOME ABOARD



Dr Hannah Drury
MRCVS

In this edition's Welcome Aboard we'd like to introduce you to our new vet Dr Hannah Drury. The early part of Dr Drury's career was spent working in small animal practice where she developed a particular interest in Ophthalmology. She's amassed a good deal of experience and specialist equipment in this field and we are delighted to have her as part of the Blacks family.