

# WE DID IT!

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



By Penny Fox, Head of Client and Team Experience, Blacks Vets

Drum roll please.....Blacks Vets are delighted to announce that we have been awarded **OUTSTANDING** by the Royal College of Veterinary Surgeons (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 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 follows a similar approach to the Ofsted system of inspections and accreditation, that runs throughout schools and colleges and provides a thorough framework for examining how a practice is really working. 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."**

Overall, the inspector commended us for our commitment to developing each of our team members to reach their highest potential by providing a programme of regular, in-house training for vets, nurses and support staff alike. Our inclusive culture of inductions and mentoring for new vets and our dedication to continually learning from client feedback, were also highlighted as points of excellence.

At Blacks, we have always understood that in addition to providing first class pet healthcare, we must also look after our pet owners by ensuring that they are always well informed, well assisted and above all, welcomed at any of our branches. We pride ourselves on our ability to really listen to what our clients tell us and to react and adjust where appropriate. We know that the pet owning journey can be joyful, but at times sad, and aim to offer support and understanding every step of the way. All team members complete a Compassion Understood training course which focuses on supporting pets, clients, and team members through end of life care, helping to ensure that a heart-breaking time can be handled in a manner that respects the many different ways that people react to grief.

The inspector praised our individual branches commenting that our Lye practice was "A



lovely branch with excellent facilities" and that Oldbury "...was a very friendly branch" and "showed a real commitment to provide great client service."

At our Quinton branch, he remarked "The reception team were most impressive at this branch where I viewed some excellent client service with one of the clients" and of our Sedgley branch noted our new refurbishment and lovely, welcoming team whilst also commending our cat friendly status.

Commenting on our Accredited Veterinary Hospital in Dudley, the inspector continued "This was a very nice site with good parking and a great exterior. The interior was of a very good order with an excellent waiting room and reception area. There were extensive clinical areas all maintained to a good standard... This hospital was very well organised indeed."

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. If you have a new pet joining your family soon, why not see for yourself and try our popular **Pet Starter Pack?** This includes, primary vaccinations, microchip, flea and worming treatment, a free veterinary health check and much more, all for just £50! Full details are available on our website [www.blacksvets.co.uk](http://www.blacksvets.co.uk).

## 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**

**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

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

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