

'Tis the Season



By Dr Brian Hogan,
MVB Cert SAS MRCVS,
Partner, Blacks Vets

Blacks Vets look back on a fantastic 2018!

Can it really be that time of year again already? Yes, the festive season is upon us and another year has raced past. It's been a terrific year for us here at Blacks Vets and once again, we have thoroughly enjoyed serving the pet-owning community of the Black Country. As 2018 draws to a close, we would like to share with you some of our highlights from this year as we look forward to exciting prospects for 2019.

We're going to need a bigger trophy cabinet!

We have always prided ourselves on providing truly excellent care to our patients and customer service that is second to none. Our mission is to make Black Country pets the healthiest in the UK and it is this focus that underpins everything we do. It was therefore wonderful to learn that our efforts have been recognized by several awarding bodies, including the RCVS, Chamber of Commerce and the Society of Practising Vets. 2018 was the year that we learnt we had been awarded 'Outstanding' for Client Service by the RCVS across all five of our practices. We were also honoured to win a West Midlands regional Chamber Business Award for Customer Commitment and are now going forward to the national as well as the Black Country finals. At the time of press, we are waiting to hear if we have won and hope to make another announcement by the end of the year. We were also delighted to be announced as a winner at the Vet Wellbeing Awards in the large practice category. We were extremely proud to pick up this award as our team's wellbeing is at the very heart of our operation. Over the course of the last 18 months we have

invested heavily in facilities and systems that help support, nurture and develop our team members at whatever point they are in their career.

We helped even more pets stay healthy and happy

During 2018 we saw even more pets join our popular Protect My Pet Club. This is an easy, cost effective way for clients to provide their dog, cat or rabbit, the very best in preventative healthcare and offers amazing discounts on routine treatments such as boosters, flea and worming medication and services such as microchipping and dental work. The beauty of being a Protect My Pet Club member is that you'll also receive text reminders for treatment application and routine appointments, making staying on top of your pet's healthcare effortless. So, if one of your 2019 resolutions is to simplify your life, give us a call!

We helped spread the outstanding pet care message

Inspiring the next generation of vets, nurses and pet care advisors is one of the best ways to ensure that a passion for pet healthcare and a genuine love of animals is passed on. With this in mind, we have been out and about in the community sharing our enthusiasm for what we do with youngsters from across the region. We visited a local nursery school, took part in an open day at the Red House Glass Cone and judged several pet shows, all accompanied by our furry and four legged friends! We also improved our in-house training facilities meaning that we are equipped to host professional development sessions for vets

and nurses from the wider area. We believe education is key to promoting high standards within the industry and fundamental to the Blacks' philosophy of veterinary excellence and have really enjoyed doing our bit to spread the message.

Our brilliant team grew and blossomed

We also had lots of good news to celebrate amongst our own team with promotions and accreditations in plentiful supply. For the first time in our 50-year history we reached over 100 staff enabling us to offer even more local pets a high quality service. Our Head of Client Experience, Penelope Fox, stepped into the role of Group Practice Manager and has a packed 2019 lined up developing our services to offer pets and clients an even better experience. Our Head Nurse at Lye, Liz Jefferson, celebrated gaining a distinction in

her feline nursing qualifications, something we know she will adore putting into her everyday practice. Our nursing team was again strengthened with several of our trainee RVN's completing their training and gaining their formal qualifications. Our Insurance Claim Recovery Team also grew with two new members joining the Blacks family, bringing with them a wealth of external experience in insurance and administration to our set-up.

And finally, Matthew Howell was promoted to Client and Pet Care Advisor Team Manager, from his role in reception and will be spending time at each of our branches making sure our front of house team continues to their excellent standards.

The future is looking bright for Blacks and we can't wait to get cracking on another great year. We look forward to welcoming you and your pets in 2019!

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

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

BLACKS VETS

Blacks Vets
www.blacksvets.co.uk

OUTSTANDING CLIENT SERVICE
RCVS

Rated 5* by our clients on Vet Help Direct

WINNER bestUKvets 2016
VetHelpDirect.com - Independent Vet Reviews