

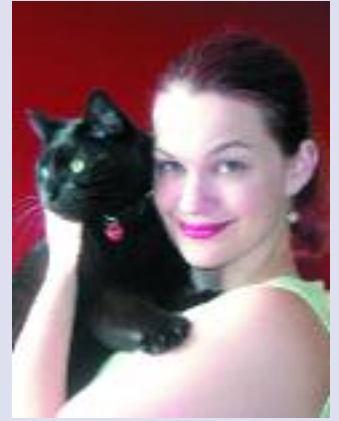
Welcome to Clare and Liorah



Clare

Clare is the first face you will often see at our front desk, and voice you will hear when you ring us. As we have become busier, having a full time receptionist has taken a lot of pressure off our vet nurses, and we are lucky to have Clare, who is quickly learning about life in a vet clinic!

It is with great pleasure that we welcome Liorah Atkinson to our team. The Kelburn Vet Centre and Liorah go back a long way - the Atkinson family are clients, and we have cared for cats Merlin (who has recently passed away after doing well for a long time with kidney and heart disease), and Blitz (elderly but still going strong!) It seems only yesterday that Liorah was a vet student seeing practise at our clinic, but she graduated from Massey in 2000, and has worked in both Australia and Auckland before returning home. We are excited to have Liorah on our veterinary team, and she is enjoying getting to know all of our Kelburn clients.



Liorah

A microchip tale

A few weeks ago a client rang us to say that she had found a stray dog. She brought it to the clinic, where we scanned the dog and found it had a microchip. We looked on the internet microchip database, and contacted the dog's owner, who promptly came to retrieve their pet.

More recently, another client brought in a beautiful Kelpie that they had found running on the road. We scanned this dog, but he didn't have a microchip. We kept him at the clinic all day, fed him and gave him a walk. We rang the lost pet phone line, but no one had reported him lost. He was getting bored and barking, and was disrupting our patients. We rang the pound (he was wearing a registration tag), but they will not give out owner's details, so we had to let the pound take him away.

Microchipping is an easy, safe and permanent way of identifying pets. When injured animals are brought to us, we are always relieved if they are microchipped, as we can immediately ring their owner to make decisions about the best care for the pet. If you would like to know more about microchipping, talk to one of our veterinary staff.



Microchip shown actual size

Nurses in consults

In the near future we will have our new consultation system in place. This involves one of our nurses taking you through to the consultation room, taking a history from you and performing a basic examination on your pet. Along with the increased number of consultation rooms (see in our alterations above!), this aims to streamline your visit, and reduce inevitable delays caused by road-accident victims or other emergency cases. Most importantly, it also means that you will have more 'quality-time' with the vet!



Nurse Lee Burrell with patient Zoe

This model has worked very successfully in many other vet clinics. We have all been through intense training for this new system, and are excited that it will greatly improve our client service.

Pain - we don't let your pet suffer

In recent years, the understanding of how pets feel pain has grown enormously, and pain management is one of the rapidly progressing areas of veterinary science. The range of safe and effective drugs available for pain relief, or analgesics, has also expanded. This includes medication for long term care, such as for arthritic dogs and cats, and also for more short term acute pain, such as following surgery.

An important finding in the management of surgical patients is that pre-emptive pain relief is the most effective - in other words, stopping the pain from being felt in the first place. At our clinic all surgical patients are given pain relief medication before their surgery, and for most procedures are also sent home with analgesic tablets or liquid. In more painful procedures, in particular orthopaedic cases, the pet also has an analgesic drug patch placed on the skin prior to surgery. This releases a potent morphine-type drug in a continuous flow, and provides a higher level of pain management than can be offered by the usual non-steroidal tablets.

Pain management has been proven to have a significant impact on the recovery of pets after surgery or other trauma, and speeds both emotional and physical healing. Owners often comment how happy and rapidly mobile their pet is with good pain management, which takes a lot of stress out of caring for them at home.

Clinic alterations

We have plans to alter the clinic that will be going ahead in the next few months. This will include updating the consult rooms, as well as our surgery and cage room space at the back of the building.

In order to be able to keep operating we will be carrying out this work in stages, but we still envisage we may need to work out of our Pet Drs clinic for a short time. We will keep you updated on these plans - we hope that our clients will not be inconvenienced too much, but also ask for your patience during this time. We are very excited about the new facilities, that will provide a better work place for our team and facilities for our clients in the very near future.