



## EQUINE VETERINARY SURGERY

### **Season's Greetings**

We'd like to wish all our wonderful clients a very Merry Christmas and a Happy New Year.

Here's hoping 2017 brings you lots of horsey-fun without too many vet's bills!

As always, if you need us in an emergency, we'll be here for you 24/7.

Our office opening hours over the Christmas period will be:

24<sup>th</sup> December – 9am-4pm (Emergency Line May Open Earlier)  
25<sup>th</sup>-27<sup>th</sup> December – Closed. Emergencies Only Call 07894 682937  
28<sup>th</sup>-30<sup>th</sup> December – 9am-5pm  
31<sup>st</sup> December – 9am-4pm  
1<sup>st</sup>-2<sup>nd</sup> January – Closed.

### **Petplan Veterinary Awards 2017.**



We have always been extremely grateful for the support our wonderful clients have given in nominating us for the Petplan Veterinary Awards. The nominations are now open for 2017, and we'd love to call on you all once again. If you've been pleased with the service provided from Paton and Lee over the past 12 months, it would be great if you could take the time to let Petplan know about your experience. You can nominate for the following categories: Practice of the Year; Practice Support Staff of the Year; Vet Nurse of the Year and Vet of the Year. Thank you so much!

<http://www.petplan.co.uk/vetawards>

### **Terms and Conditions Reminder**

Over the years we've made important changes to our terms and conditions of business. Full terms and conditions are available online and can be requested from the office. As a reminder, here are some of the more important points:

- We no longer offer account facilities – payment is required at the time of your appointment and we reserve the right to take payment in advance via debit/credit card.
- Where the directors do agree to invoicing, payment is due within 30 days. A reminder will be sent at 14 days and at 30 days a late payment fee will be added to your invoice.
- When making an insurance claim there is a £15 fee for processing each claim. This fee and any policy excess must be paid before a claim will be processed.
- Prescriptions can be requested from the practice for any medical treatment. The current fee for a prescription is £15 including VAT, for up to 3 months of medication at the vet's discretion.

If you have any questions regarding our veterinary fees or terms and conditions, please feel free to contact us and speak to one of the directors via [info@patonandlee.co.uk](mailto:info@patonandlee.co.uk) or 01376 513369.



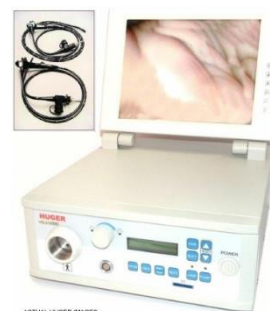
## Christmas Baubles.

### Hang a Bauble for Brooke

We have a selection of paper baubles at the practice you can write your own special message on and hang or give as a little gift. The baubles cost £1 each and all money raised goes towards Brooke – Action for Working Horses and Donkeys. Thank you.

## Portable Gastroscopy.

In addition to the gastroscopy service based at our main Rivenhall clinic, Paton and Lee now offer portable digital video gastroscopy, allowing you to diagnose gastric ulcers in your horse without having to transport them to the practice. Equine Gastric Ulcer Syndrome (EGUS) is a common condition in horses which can be associated with a variety of symptoms including abdominal pain, behavioural changes, poor performance, diarrhoea, weight loss and loss of appetite. Gastroscopy is the only way to diagnose the condition. If you are suspicious that your horse might be suffering from EGUS or would like to book an appointment, please call and talk to one of our vets today. We even have a handy Gastroscopy Questionnaire that you can fill in with us, to assess your horse and plan any diagnostic tests that may be required.



# WINTER FEED APPEAL

Paton and Lee are proud to support the fantastic work of Essex Horse and Pony Protection Society. During the long winter months, their resident horses and ponies chomp through thousands of bales of hay. If you can help them this winter, any donation would be appreciated and will go directly towards feeding their horses. Just cut out and send off the form below.

Thank you.

I would like to contribute towards the EHPPS' rescue horses' Winter Feed Appeal and enclose my cheque/postal order in the sum of £ \_\_\_\_\_ being a donation towards winter hay and feed

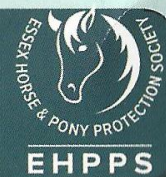
Name \_\_\_\_\_

Address \_\_\_\_\_

Post Code \_\_\_\_\_

If you are a UK Taxpayer - please tick here \_\_\_\_\_ in order that we can claim Gift Aid on your donation - THANK YOU

Cheques/postal orders should be made payable to "EHPPS" and sent to "Winter Feed Appeal", Essex Horse and Pony Protection Society, Pitsea Hall Lane, Basildon, Essex SS16 4UH



[www.patonandlee.co.uk](http://www.patonandlee.co.uk) | [www.facebook.com/patonandlee](https://www.facebook.com/patonandlee) | 01376 513369 | [info@patonandlee.co.uk](mailto:info@patonandlee.co.uk)