

July 2023



Goodbye & Thank You

We start by saying goodbye to Trudy, our office manager of the last 4 years. Many of you may have not met Trudy, but behind the scenes she works tirelessly to assist the directors with all the day-to-day running of the practice and to help oversee the business side of things. Trudy has provided great support to all departments from our vets and assistants through to the whole reception and will be greatly missed. We wish you the best of luck in your new adventure and thank you for all your hard work Trudy!



Reception Training & Feedback

Whether its registering as a new client or booking an appointment for your horse our reception team are usually the first people you have contact with and we want to make sure you are getting the best possible service. Last year we were awarded 'Outstanding' for Client Care in our practice standard assessment so we want to continue with the high standard. Recently time has been invested into training, with Emma, Su, Jo, Sarah, George & Lucy all achieving their bronze level in a series of Equine receptionist awards targeted at improving knowledge and customer care.

Ben has also held in-house training with the reception team to teach basic first aid, managing emergency situations and to discuss common procedures and equipment used, all designed so we can be prepared to manage your phone calls in the best possible way.

Most importantly we would love to hear about how your experience has been when you phone our practice so we have put together a short survey to hear your views. This survey is anonymous and will be used to continue improving our service so we would really appreciate any feedback you can provide.

Click Here: <https://forms.office.com/r/dDhCNOJUZk>



Horse Weigh Bridge



This week we were very excited to take delivery of our brand new horse weigh bridge. This is a major tool for the practice as it's important for us to gather accurate weights for our patients to ensure correct medication dosages are given.

It is also great for horse owners to be aware of their horse's weight and for things such as worming accurately, so if you'd like to bring your horse to us and use the bridge, please book in via the reception.

Farriers Imprint Day

Last month we were hosts for a farriers training day. Andrew Poyton and Dean Bland from Imprint Equine Foot Care came to the practice to teach a group of farriers about different shoeing options and the benefits of glue on shoes. The morning was theory based and in the afternoon we provided three horses that would benefit from having these shoes for practical sessions. We provided radiographs of the horse's feet so they could see exactly what they needed to work with and the whole day was very interesting. It was great to get to know the local farriers that we often meet on yards & to learn more about all the options there are now in horse farriery.



Calling all Suffolk Clients

We've had a fantastic response to our Friday half price zone visit days in the Ipswich area. Our zone days are exceptionally popular because they're the best way to save money on your routine veterinary work – vaccinations, dental examinations, blood samples and health checks etc. Zone 1 East covers Stowmarket (South), Stowupland (South), Naughton, Offton, Ipswich, Otley, Woodbridge, Kesgrave, Levington, Felixstowe, Rendlesham, Sudbourne, Orford etc. Terms apply and can be viewed via our website where you can also find our zone day dates for each zone throughout 2023 and a fully interactive Google Map of the zones so can check which zone you're in. <https://patonandlee.co.uk/details/24>

