



### **New Team Members**

We are all very excited to welcome Kelly Smyth to the practice in the role of our Practice Manager.

Kelly has many years of experience having started her veterinary career 28 years ago when she joined as a student veterinary nurse in small animal practice in East London. Kelly worked her way up throughout the many years to regional manager running and being responsible for a large veterinary group.

Kelly has seen veterinary medicine change over the many years and the important changes this has brought to the industry including the very high standards now required by our governing bodies with Practice Standards, which she has a massive passion for. Kelly is new to the world of horses, which she is very excited about and has loved meeting our inpatients over the last couple of weeks.

Life at Paton and Lee is busier than ever and this month we are also welcoming Alexandra Sadler MRCVS to the practice, bringing us to a total of 10 equine vets.

Ali started her veterinary career as a Registered Veterinary Nurse after graduating from Edinburgh Napier University in 2017. Her main interest was intensive and emergency veterinary nursing but always knew she had an interest in becoming a veterinary surgeon one day. Ali returned to university in 2019 and graduated as a veterinary surgeon from the Royal Veterinary College in 2023. Ali's main interests are in medicine and especially equine stud medicine having seen practice with the RosSDales Stud Team in Newmarket and their Neonatal Intensive Care Unit.



### **Developments at the Practice**



We are pleased to announce the exciting expansion and development under way at the practice and have recently purchased a piece of land on the opposite side to our drive way. The first phase to start is aimed at helping the environment and we have already planted over 58 meters of new hedge around the perimeter of the new paddock along with trees and other shrubs. We are also looking at helping the ground and the local wildlife by making a natural pond.

Phase two's plans will be to increase our current paddock status by developing individual turn out areas for those inpatients that require grazing & exercise.

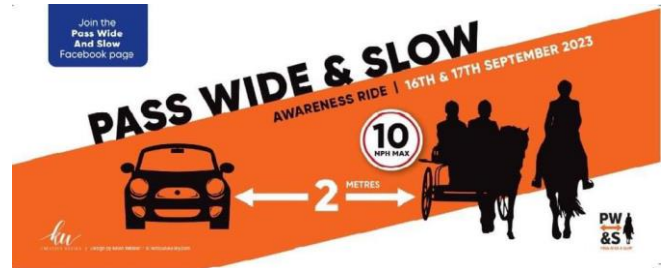
As the practice continues to grow and with the increase of staffing levels we are also planning extra parking for cars. This we hope will make it easier for clients when visiting in horseboxes & trailers and provide a better area for turning around and parking large vehicles.

## 'Pass Wide and Slow Campaign

Pass Wide and Slow is a social media Facebook group used to educate the general public on road safety with horses. It is not an organisation or a charity but relies entirely on members of the public who have a mutual interest in making our roads safer for Equestrians and other vulnerable road users. The annual Pass Wide and Slow Awareness Ride/Drives is coming up in September 16<sup>th</sup>/17<sup>th</sup> and is a national event where riders, carriage riders, walkers and cyclists join together in their local area to highlight the need to pass horses wide and slow.

We are very proud to be sponsoring this fantastic campaign and some of our wonderful clients have given up their time to organise events in their area.

Further details for the rides organised in your area are available via their Facebook page <https://www.facebook.com/groups/passwideandslow>.



## Repeat Medication & Written Prescriptions

It's a busy time at the practice so we just wanted to put out a polite reminder so that we are able to meet your expectations and get your medication to you as promptly as possible: Please allow a minimum of 48 hours' notice when requesting repeat medications or written prescriptions. We will always try to be as efficient as possible.



Each medication request must be reviewed & approved by the prescribing vet before it can be dispensed & with our vets often on the road, it can take some time before they can check your horses clinical history and sign these off. Please note it is a legal requirement when prescribing medication that your horse has been seen by a vet within the last 6 months, how each case is reviewed individually.

## Reception Feed Back

In last month's newsletter we asked for a short survey to be completed on your experience when calling our reception and we wanted to say a big Thank You to all those who spent time giving us feedback.

The comments section was extremely complimentary, this will be used to continue staff training and any improvements necessary so we can be the first place you go to for information, reassurance and treatment. The survey is still available via last month's newsletter if you would like to have your say.

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