



PATON & LEE

EQUINE VETERINARY SURGERY

We achieved OUTSTANDING!

Behind the scenes here at the practice, we have been working hard to achieve an award in Client Experience. The RCVS (Royal College of Veterinary Surgeons) set awards to promote and maintain the highest standards of veterinary care. We are extremely proud to have been awarded 'Outstanding' in Client Service. The Client Service Award is given to practices who demonstrate high levels of care for their clients.



Petplan Nomination Success

Continuing on a high, we have had another very successful year with the Petplan Veterinary Awards, with 6 nominations for the practice. It was fantastic to receive a nomination for Paton and Lee in the Practice of the Year category, along with nominations for Jonathan, Ben, Sam and Charlotte for Veterinary Surgeon of the Year. We are also extremely pleased that George has had a nomination for the Practice Support Staff of the Year Award. It means a great deal to us to receive these and we'd like to thank each one of our wonderful clients who took the time to make a nomination.



Out of Hours Service

When faced with an emergency we feel it's so important for our clients to have a team they know and trust to deal with their equine best friend. Did you know we are one of the few vet practices in Essex that do all their own out of hours?

All our vets are equine only with expert knowledge and many years of experience between them including advanced veterinary qualifications.

The benefits of this mean:

- We always have two vets on duty for emergencies at any time.
- Access to previous medical history
- Continuity of care
- Facilities you are familiar with if your horse is required to come to our practice.
- Follow up examinations with the same vet if needed
- Blood machines, xray equipment & ultrasound etc always available.

The Paton and Lee team are here for you 24/7, 365 days a year.

Worm Care Packages

The first reminders for worm egg count samples have now been sent to all those that have joined our 2023 Worm Care Packages. If you've not signed up yet – now's the perfect time.



These plans are extremely popular each year because it's such a simple, affordable way to get the best possible independent and expert advice about managing your horse's worming.

We use Faecal Worm Egg Counts (FWEC) during the spring - autumn months to assess which horses require worming as the future of effective worm control relies on the correct and responsible use of wormers combined with good pasture management.

Full details of our packages are available online or if you'd like any advice with our horses worming please email the practice.

Money Saving Tips

Times are tough for many of us right now so we have put together our top tips for saving money without compromising on quality.

- Many clients use a notice board to let others know we're attending their yard. Visit fees are charged per yard visited so if more than one owner requires the vet, we divide the visit fee between everyone sharing the same appointment.
- Our half price visit fee 'Zone Days' are the most popular way of saving on all routine veterinary work. You can use our website and interactive map to see what zone you are in & which dates.
- Teeth Rasp with sedation - we only charge an additional £10 when sedating for our routine dental examinations and lots of our clients use this subsidised fee to their advantage by combining with other tasks requiring sedation such as sedation for clipping, sheath cleaning geldings or farrier visits - making a great saving.
- Group Dental Offer- whenever we check more than 5 sets of teeth on any yard there is no call out fee at all.
- Worming packages & discounts for owners / yards submitting multiple samples – saving up to 1/3 off the normal sample fee.

Practice Tours

Recently over 60 Young Farmers from Halstead, Maldon & Brentwood joined Lily & Ben for a tour of the practice, MRI Scanner and a demonstration of our latest equipment. Evenings like this are a fantastic way to provide education and give a great insight into the life of a vet! If you would like to discuss and organise something for your society or club, please do contact George at

Georgina@patonandlee.co.uk



Joining our Facebook page is the best way to stay updated on our latest news.

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