

Buckingham Equine Vets

NEWS



BEV Bulletin - The newsletter of Buckingham Equine Vets

First class equine care and 'outstanding' client service

Autumn 2020

Coping with COVID and beyond

What we've done, what we are doing, and where we are going

What a year 2020 has been for us all so far. A year that many of us would rather forget. The pandemic has brought new challenges to people throughout the world and for those of us at Buckingham Equine Vets it has been no different.

We have sadly said goodbye to some colleagues and we wish them all the best in their future endeavours. However, we have also welcomed some fantastic new team members to support different aspects of the business to allow us to provide a wider variety of veterinary care and an improved level of service.



Due to the extra restrictions imposed by the coronavirus we did temporarily halt our popular Free Visit for routine work. We are now pleased to report that they have been reinstated for vaccinations and dental work when performed on our popular Free Visit Zone Day Scheme (T&Cs apply).

We ask all our clients to continue to be vigilant in allowing us to protect them and our staff from the threat of coronavirus infection. We are still implementing careful measures on yards and at the clinic to maintain social distancing and keep hygiene measures to a high standard. We hope everyone is able to comply with our biosecurity protocols and please let us know if you have any concerns or you would like to alert us to your particular health needs.

Following the changes we have made to the business we now feel we are set up better than ever to provide first class equine care combined with an outstanding level of client service. As a team, we are really enthusiastic about the opportunities the future holds in ways we can develop our veterinary services and skills. We look forward to reporting on the exciting new ways we shall be serving our clients and their horses.

Free visits are back!

Our extremely popular Free Visits Zone Day Scheme has returned! So that we can find a 'new normal' in these difficult times, and to maintain our commitment to providing clients with highly competitive prices, we have re-introduced free visits to our Zone Days.

We have again removed all visit charges for vaccinations and routine dental work for Zone Day visits which will be run under the same terms and conditions as before. One addition is that we request payment is made before the visit or on the yard to qualify for the offer. Other routine work can be performed through the Zone Day scheme but with a reduced visit charge of £20. All non-routine work will still qualify for a standard visit charge. Don't forget group bookings (4 or more horses) for routine work still qualify for free visits and at a reduced charge for the work performed.

We hope the return of our free visits will go some way towards helping support our valued clients. For more information please visit the Offers & Savings page on our website.

Key COVID points to remember

On yards:

- ◆ Please maintain 2m distancing
- ◆ Please inform us if you are self-isolating or are considered high health risk
- ◆ If it is necessary we can provide support staff to assist vet treatments
- ◆ Our Free Visit Zone Day Scheme is back but with new restrictions

When visiting the clinic:

- ◆ Please maintain 2m distancing
- ◆ Please visit reception on arrival
- ◆ Clients will not be able to observe procedures taking place inside the clinic
- ◆ If it is necessary to enter the clinic please wear appropriate face protection and use the sanitising foam dispensers available

Our brands of excellence...



Buckingham
01908 560789

Bedfordshire
01525 861995

Bicester
01869 843118



Virtual Client Evenings

New for late 2020. Showing that COVID won't beat us!

As members of the XLVets community we are pleased to announce the start of 'virtual client evenings' with talks from some of the world's leading vets.

The talks will allow you to learn more about the health of your horse, interact with the speakers, and join horse owners from all over the country, all whilst seated in your own home!

Date for the talks are below. Please telephone/email the clinic for more information.

Thurs, 22nd Oct, 7.30pm	Sarcoids & Wound Healing	Prof Derek Knottenbelt
Wed, 18th Nov, 7.30pm	Sports Horse Injuries	Dr Jessica Kidd
Late Jan 2021 Date TBC	Tackling Obesity	Dr Dave Rendle

Other news in pictures



Welcome to the team new vet Sophie and equine technician Meg



Keep an eye out for our new BEV branded face masks - the height of fashion!

Equine physiotherapy consent goes digital

We are pleased to introduce our new easy to complete digital consent for all equine physiotherapies (musculoskeletal therapies).

For a quick and simple way to request consent for your horse to receive treatments from a suitably trained therapist, you can now visit our website, complete the form, and we will email you consent within 2-3 working days. Click on the button at the top of the home page on our website to start the process.

Vet News



Dr Philip Ivens

Specialist in Equine Internal Medicine

Phil continues to work both locally and throughout the UK to provide the highest level of medicine support. He has recently published scientific articles in very prestigious veterinary publications.



Dr Andrew Wallace

Advanced Veterinary Practitioner in Equine Practice

Andy recently completed his Postgraduate Diploma in Veterinary Professional Studies through the University of Liverpool, combining his interests in lameness, poor performance, breeding and business.



Dr Jess Mullard

Jess continues to pursue her interests in lameness and poor performance. She leads many lameness investigations in the clinic using her skills learnt whilst working in Newmarket. She is working towards the prestigious Certificate in Equine Lameness.



Dr Jess Campbell

Jess continues to combine her interest in the competition horse with her very successful eventing career. She has been instrumental in developing the new 'Performance Horse Services' available for all levels of competition riding.



Dr Alice Swetnam

Alice leads the equine dental department performing both routine and more complicated procedures. During the summer season she is also heavily involved in equine breeding having returned from a stud season in New Zealand last winter.



Dr Sophie McCullagh

Sophie graduated from the University of Liverpool in July 2020 and after only a few weeks break joined us at BEV. She has very ably taken on the new role of 'ambulatory intern', combining care of the clinic in-patients with her on-yards vet duties.

And finally...

A reminder to all our clients that as of October 1st 2020 it will be a legal requirement for all horses, ponies and donkeys in the UK to be microchipped. Please call our clinic if you need to book a visit.



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