



Newsletter

Endell Veterinary Group, 49 Endless Street, Salisbury, SP1 3UH • 01722 333291

Autumn 2011

Stiff and Slow?



*Are you noticing that your dog is slow getting to his feet in the mornings?
Does your cat no longer sleep in their favourite spot on top on the cupboard?*

Arthritis is more common in older pets and can have a very gradual onset meaning early signs are often missed or put down to "just getting older".

It is not just dogs who are affected; cats also get arthritis though the signs are often harder to spot as cats are lighter and more agile and rarely show lameness with arthritis despite being sore.

Common signs seen include:

- Reluctance to get up after lying down.
- Reduced enthusiasm for exercise.
- Difficulty with stairs.
- Difficulty getting in and out of the car or for cats no longer jumping up and down from high places as easily.
- Behavioural changes e.g. less tolerant of handling, reduced grooming in cats.
- Stiffness or lameness, especially in the mornings or after exercise.
- Sleeping more.

If you are concerned that your pet is showing any of these signs ask to see one of our vets for a full examination and discussion of suitable therapies.

Modern painkillers offer many options for controlling the pain and inflammation of arthritis with much fewer side effects than in the past. A dramatic improvement in pets' quality of life is often seen.

However, arthritis control is not just about painkillers; weight control and exercise management are also very important and can make a big difference to your pet's comfort and the progression of the disease. Our qualified nurses can discuss diet modification and supplements as well as helping with weight control plans and advice on small changes you can make to your pet's environment to help them cope.



New Food

After careful deliberation and long discussions with both companies we have made the decision to **reverse our primary veterinary diet of choice from Hill's to Royal Canin.**

This change will be happening around the end of October and those of you who have recently ordered food should have already received a letter explaining what's happening.

Both companies are leaders in pet nutrition and offer a large range of prescription and lifestyle diets. However, in the current economic climate we feel that the loyalty schemes and exclusive long term special offers from Royal Canin allow us to pass more savings on to you, the client. Look out for details of these offers in reception and on our Twitter group - 'EndellVets'



If you don't want to change, this is not a problem, we place an order daily and if you contact us before 5pm we can have your Hill's food in by the following morning. Clients who are members of our PHP scheme or who pay for their food at the time of ordering also qualify for a 10% discount (only one discount offer applies).

For those of you changing foods, a qualified nurse will select the most appropriate Royal Canin food for your pet and advise you on a gradual wean over five to seven days from one food to the other.

Please feel free to contact Jen our Senior Clinic Nurse with any concerns or queries, she is available Tuesday to Friday from 9.30am until 6pm, just call the surgery and press 3 for the small animal department.

Fireworks Night

The nights are drawing in and it's coming up to that time of year again. Don't forget to speak to one of our vets or nurses about helping your pet through the fireworks season and it's never too early to start thinking about a desensitisation program for next year! See reception for some very useful handouts.

Are you a member of our Pet Health Plan Club yet?

The Endell Veterinary Group Pet Health Plan offers an easy, cost effective way to meet your pet's essential healthcare needs. We believe that preventative health care is an important part of pet ownership; things like vaccines and parasite control are important factors in helping your pet have a long and healthy life. As well as vaccines, wormers and flea control, the plan provides a six-monthly check up to catch any problems early, something that becomes increasingly important as your pet ages. This is not the same as pet insurance but allows you to save money and spread the cost of preventative health care for your pet and works well in conjunction with a good insurance policy.

What's included?

For a regular monthly fee your pet receives:

- Twice yearly health assessments
- Full annual vaccination
- Full worming program for cats and dogs for effective year round protection against round and tape worm (includes lungworm)
- All year round flea control for cats and dogs
- Full parasite program for rabbits to include *E cuniculi* and fly strike prevention

In addition, you get discounts on the following

- Routine consults
- Neutering
- Microchips
- Dental treatments
- Additional vaccinations
- Hill's lifestyle diets



Pet Health Plans - Price Comparison Chart for Cats

Plan Inclusions	Kitten	Adult Cat	Older Cat
Annual vaccination course	N/A	£38	£38
Primary vaccinations	£70	N/A	N/A
Two visits a year for a ten point health check	Health and weight checks included	£31.50	£31.50
Year round flea and worm treatment	£81.69	£117.60	£117.60
Microchipping	Save up to £25	N/A	N/A
Microchipping £10 if not already chipped, plus chip checks	N/A	Save up to £15	Save up to £15
Annual blood cell count and biochemistry screen	£60.40	£60.40	£60.40
Annual blood pressure check	N/A	N/A	£33.85
Annual kidney screen by urine analysis (specific gravity)	N/A	N/A	£9.14
Discounts include: 25% off routine neutering (kittens only) 10% off: ● In-house dental procedures ● Hill's food bought in the practice or a Hill's Loyalty Scheme Card ● Medications for your pet when purchased in the practice ● Procedures in the practice, including in-house laboratory tests	Not available unless a member of EVG Pet Health Plan Club		
Annual Total Pay As You Go	£237.09	£262.50	£305.49
PHP Annual Total	£138.60	£151.20	£176.40
Save up to	£98.49	£111.30	£129.09

Pet Health Plans - Price Comparison Chart for Dogs

Plan Inclusions	Small	Medium	Large	Giant
Annual vaccination course	£38	£38	£38	£38
Two visits a year for a ten point health check	£31.50	£31.50	£31.50	£31.50
Year round flea and worm treatment	£101.04	£138.36	£177.74	£191.38
Microchipping £10 if not already chipped, plus chip checks	Save £15	Save £15	Save £15	Save £15
Annual blood cell count and biochemistry screen	£60.40	£60.40	£60.40	£60.40
Annual dry eye test	£3.84	£3.84	£3.84	£3.84
Discounts include 10% off: ● In-house dental procedures ● Hill's food bought in the practice or a Hill's Loyalty Scheme Card ● Medications for your pet when purchased in the practice ● Procedures in the practice, including in-house laboratory tests	Not available unless a member of EVG Pet Health Plan Club			
Annual Total Pay As You Go	£249.78	£287.10	£326.48	£340.12
PHP Annual Total	£151.20	£176.40	£201.60	£218.04
Save up to	£98.58	£110.70	£124.88	£122.08

PHP Prices	Cat			Dog			
	Kitten	Adult	Older	Small	Medium	Large	Giant
Monthly	£11.55	£12.60	£14.70	£12.60	£14.70	£16.80	£18.17
Annually	£138.60	£151.20	£176.40	£151.20	£176.40	£201.60	£218.04
Daily	£0.38	£0.41	£0.48	£0.41	£0.48	£0.55	£0.60

For more information, including details of our Puppy and Rabbit plans, please visit our website, call in to Reception or ring 0800 169 9958.



Client Survey Results

We were delighted with results of our recent customer feedback survey, which can be found on the "Testimonials" page of our website, and have also been nominated for the Pet Plan Practice of the Year. We are always looking for ways to improve our service, so feel free to use the forms in reception or online on our website to let us know how we've done and to pass on any suggestions for improvements.