

Dukes Veterinary Practice

Dykehead Farm

Aboyne

Aberdeenshire

AB34 5JH

Happy New Year

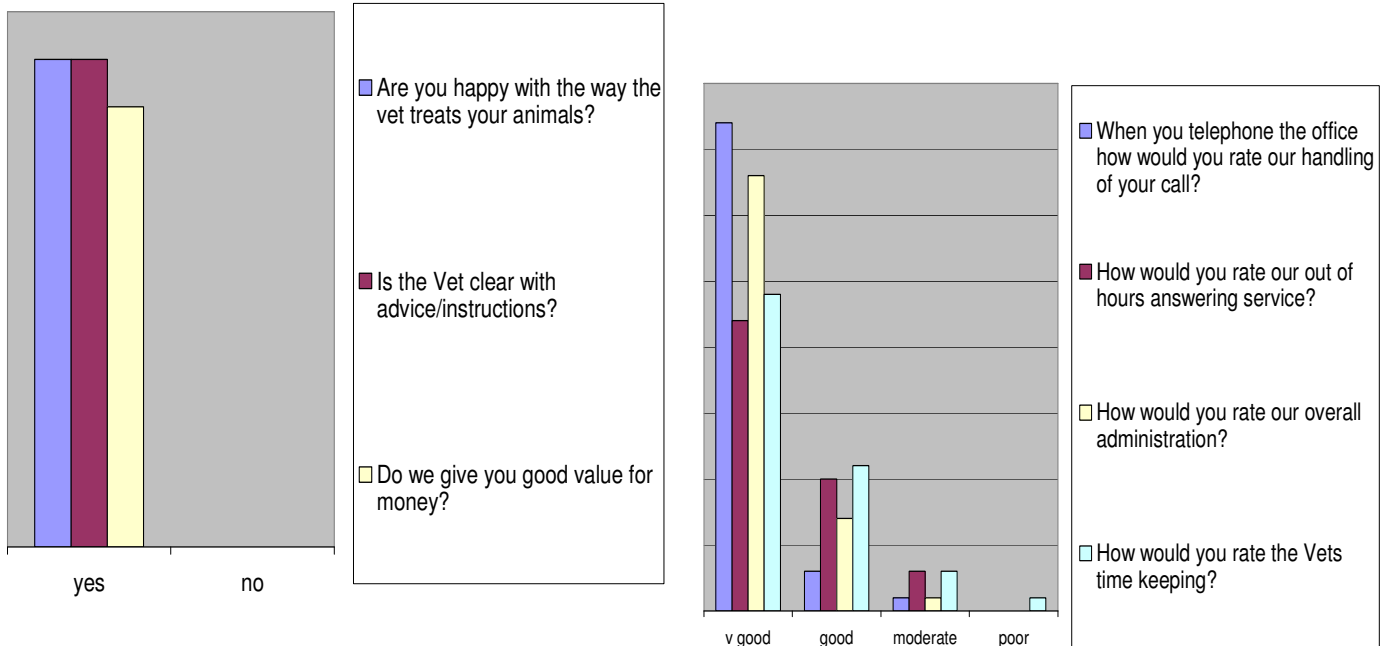
We would like to wish all our clients a happy new year and also thank you for your support and custom over the last year. We would like to say a special thank you to those of you who sent some great presents and cards to us for Christmas. We decided not to send Christmas cards but this newsletter and a donation to the Veterinary Benevolent fund. You may wonder what the Veterinary Benevolent fund is for, but contrary to popular belief vets lives can be particularly stressful, with the highest suicide rates of any profession. New or recent graduates often find their first job particularly difficult and sometimes need extra support. This is not a plea for sympathy but there are some vets less fortunate than us.

Staffing changes

Our German vet Anja has moved on and we are delighted that Abigail Walker will be joining us on 8th January. Abigail will be with us for a couple of months and then Mark Moseley will be back by the beginning of March. We were not convinced that Mark would come back from sunny South Africa, but now that he has confirmed his return we are completely delighted as he is an excellent vet and a great member of the team.

Practice questionnaire

Thanks to all of you who returned a questionnaire. We had over 40 responses which we were very pleased with. Whilst we meet some of you on a regular basis it is not always easy to know how we should be developing the practice. However the message coming back from the survey is most of you are very happy with our service. We will strive to maintain or improve our level of service whilst looking to develop new areas for the future This year we aim particularly to expand the stud side of the practice and will be offering for the first time embryo transfer as well as AI.



Equine and Farm Animal Practice

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Dukes Veterinary Practice Limited

Registered in Scotland No. 230567

Director Jim Dukes BVM&S, MRCVS

We are also planning to provide facilities for the collection and freezing of semen from visiting stallions, and will be upgrading our x ray equipment at some point during the year.

A summary of the main responses

In regard to fees 80% of you felt our fees were reasonable or moderate. Nearly all of you took advantage of the prompt payment bonus system. The only real grumble about fees was the shared visit pricing. We do try and make this fair and at the moment have three different charges. However these may have got out of step with each other and will be adjusted during the price review we are currently undertaking. In general terms drug prices will only increase if the manufacturer price increases but our professional fees will have to increase this year to reflect inflation and increased staffing costs.

One other point raised about visit charges was that some people would rather bring horses to us than pay a visit fee. Some clients already do this and we are happy to expand this option to if it suits you better. Particularly for things like tooth rasping it can be easier as we have all the facilities on hand including a dry, well lit examination and treatment area and hot water – always good at this time of year! The same applies for small farm animals such as sheep but please ring before you bring them to make sure someone will be here.

We acknowledge that our timekeeping is not always perfect but we are always doing several calls a day and it's not always easy to predict how long each will take! We will usually try to let you know if we are running late and it can help if you give Linda a mobile contact number when you book the visit.

We had one comment that you didn't like a recorded message out of hours. We would prefer you always to get a personal answer but as the Practice got busier we felt an out of hours answer phone was essential for our sanity! The recorded message is only on the office number and our duty vet out of hours number is always the same and is always answered by someone if the office is closed.

Duty vet out of hours number

07966 367746

And finally

Thank you for the many kind and positive comments you included with the questionnaires. I will quote a few...


"Since our first visit in March of this year I have nothing but praise for the practice and the veterinary treatment and aftercare. Thanks to all"

"Having used another practice for 15 years until 2005 (not T & C) I have been delighted I changed to your practice. Advice is clear and helpful. Customer service is excellent"

"...you are all very approachable people. As someone who is relatively new to the 'horse world' it is good to know that I can pick up the phone and get advice if I am at all worried. Thanks."

**If you would like to receive our newsletters by e-mail, please send an e-mail to
linda@dukesvets.com or telephone 013398 87010**

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