



# CASTLE VETS PETS

Newsletter – January 2024

Tel: 01566 772211 | [www.castleveterinarygroup.co.uk](http://www.castleveterinarygroup.co.uk)



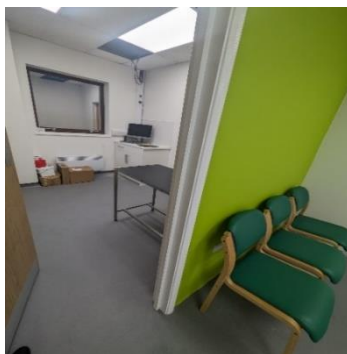
## Happy New Year

We hope all of our clients and their pets had a wonderful Christmas and New Year. A new year brings a fresh start and there couldn't be a better time to review your pet care routine. Becoming a member of our Castle Care Club is a cost-effective way to give your pet everything they need to stay healthy. If you have welcomed a new furry family member this Christmas, you may wish to join Castle Care Club Juniors for an inclusive healthcare package to get amazing savings for a one-off payment taking your puppy or kitten to their first birthday. To become a Castle Care Club member please contact us on 01566 772211.

## Thank You

We would just like to say a huge thank you to everyone that dropped in goodies for the staff on the run up to Christmas. Your kind gifts were greatly appreciated and enjoyed by everyone who works here.

## Liskeard Update – Opening Monday 15<sup>th</sup> January



We are now down to the finishing touches at the new Liskeard premises and the official opening date is Monday 15<sup>th</sup> January. Everybody is welcome to come along to meet the team and have a look around the new branch. So pop in, have

a chat and some refreshments. Appointments will be available if you wish to book a consultation.

Consultation appointments are available:

9am – 5pm Monday, Wednesday and Friday

10am – 6pm Tuesday and Thursday

## PetsApp

On Monday 18<sup>th</sup> December PetsApp went live at Castle Vets. We are hoping that this communication platform will be a positive update for the practice as the app will make it easier than ever to connect with your pet's healthcare team. PetsApp allows clients to contact us with questions, concerns or prescription requests at the touch of a button. Appointments can also be requested effortlessly through the app. Please head to the App Store or Google Play and download PetsApp if you would like to benefit from this convenient way of communicating with us. To create your account, you will need to use the email address that we have on your client profile, then you are ready to go!

Although PetsApp has many great benefits we do appreciate that using an app may not be for everyone. If you would rather not use the app then please continue to communicate with us through the usual channels.

## Changes to the Royal College of Veterinary Surgeons (RCVS) rules on prescribing medicines



On the 12<sup>th</sup> January, new rules issued by our professional governing body (RCVS) come into effect. This means that we will not be allowed to prescribe antibiotics without physically examining the animal at the time of prescribing. This will include, for example, ear medications, eyedrops and some creams which contain antibiotics and are POM-Vs (prescription only veterinary medications) as well as antibiotic tablets. Prescribing of antiparasiticide medications (worm and flea products) which are POM-Vs will also be more controlled, and will require a

physical examination of the animal at least yearly, or if the animal needs to change onto a different product for any reason.

The purpose of these changes is to tighten up and reduce the use of antibiotics and antiparasitics to reduce the risk of resistance developing to them and them becoming ineffective in the future for animals and people.

## **New legal restrictions on XL Bullies now in force**

The below information was taken from the government website [www.gov.uk](http://www.gov.uk).

*New restrictions on the XL Bully dogs are now in force (31<sup>st</sup> December) making it a legal requirement for all XL Bully dogs to be kept on a lead and muzzled when in public. It is also illegal to own an XL Bully dog that has not been microchipped or to breed, sell, advertise, gift, exchange, abandon or let XL Bully dogs stray.*

*Owners are also being urged to apply to register their current XL Bully dogs, as the Government takes action to safely manage the existing population of the breed. From 1<sup>st</sup> February 2024 it will be a criminal offence to own an XL Bully dog in England and Wales unless your dog has a Certificate of Exemption. If you would like more information on how to apply for a Certificate of Exemption to keep an XL Bully dog, please visit <https://www.gov.uk/guidance/apply-for-a-certificate-to-keep-an-xl-bully-dog>.*

*Owning an unregistered dog after this date will be a criminal offence, with owners who don't register facing a criminal record and an unlimited fine.*

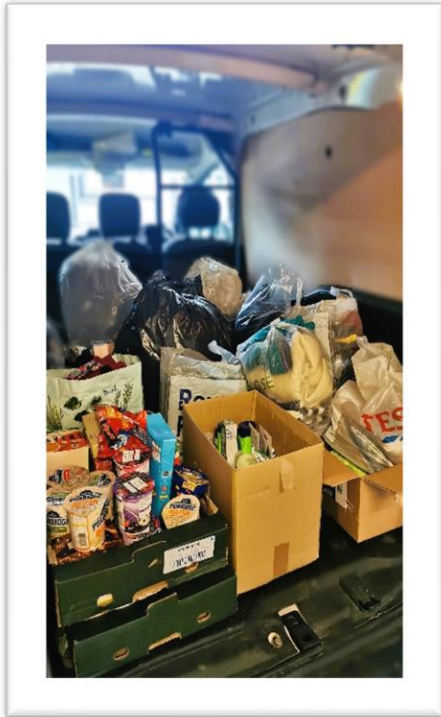
Euthanasia is a possibility if you are unable to comply with the new regulations, please speak to one of the vets if you wish to discuss your options.

## **Recycled Paper**

In our bid to become a more sustainable practice we have recently changed our printer paper to fully recycled paper. We have reduced the amount of paper we use to print significantly but there are still items that require printing and now this will be done so in a more environmentally friendly way.

## St Petrocs Donations

At Christmas the staff at Castle Vets choose to donate to charity instead of giving secret Santa gifts. The chosen charity of 2023 was St Petrocs who support homeless people in Cornwall. As you can see in the images below the Castle Vets staff donated generously.



## Christmas Hamper Winners

Congratulations to our lucky Castle Care Club Christmas hamper winners.



## Welcome Back Laura

Last month we welcomed back our lovely vet Laura who had been away travelling. Here is a snapshot of the places she visited and all the wildlife she encountered along the way.....



*First stop was Peru, what an amazing country! Saw lots of camelids: vicuna, alpacas and llamas, visited the floating islands of Uros on lake Titicaca, 4 days walking the Inca Trail to get to Machu Picchu and I spent a couple of nights in the Amazon.*

*10 days in the Galapagos - crazy wildlife! Sealions, giant tortoises, land and sea iguanas and sea turtles were some of the biggies!*

*8 weeks in New Zealand with time spent on both the North and South Island. Lots of hiking - so many mountains (Ben Lomond, Isthmus Peak and Hooker Valley trail in Mount Cook National Park)! I saw ex colleague and vet nurse Kerensa in Wanaka. Did a bungee jump in Queenstown, swam with dolphins in Kaikoura and visited New Zealand wildlife capital Dunedin.*

