



New Faces



Karen – Launceston Small Animal Receptionist

“I have two dogs, a long-haired German Shepherd & a small cockerpoo. I love going for long walks & spending quality time with my four children & two grandchildren.”

Jordan – Launceston & Liskeard Small Animal Receptionist

“I have lived in Cornwall all of my life and I am an active member of Launceston Young Farmers. In my spare time I enjoy helping out on my family sheep farm, horse riding and exploring the countryside with my Labrador called Fern.”



Page – Launceston & Liskeard Small Animal Receptionist

“I moved from Kent to Cornwall with my family in May last year. I have two cats and a horse and my family have a dog and two axolotls. When I’m not at work I am working with horses. I have ridden since I was young so have always been horsey. In my free time I enjoy riding my horse and walking our dog on the beach. I have previously worked in two veterinary practices.”



Pet Anxiety Month – Anxious Dog Clinics

March is Pet Anxiety month, and this campaign aims to help raise awareness about pet anxiety among owners and highlight strategies to help anxious pets. We know all too well how a trip to the vets can be very stressful for some dogs which is why we provide anxious dog clinics at our Launceston practice. These clinics are tailored specifically for those who really struggle with anxiety within a veterinary setting. This means while some things that we do in an anxious dog clinic may translate to other situations in life, these clinics are only to help with building your dog's confidence in the Veterinary practice.

We work on slowly building your dog's confidence around the practice and with people within the practice too! This is achieved by using the combined processes known as desensitisation and counterconditioning. Using these behaviour modification techniques, we can start to slowly expose your dog to triggers at a level they are able to cope with, replacing a negative response with something more positive (a treat/toys/praise). Of course, this process is all gradual and we proceed at a pace suitable for the dog.



We offer these clinics at a price of £46.80 for 6 sessions. After an initial assessment, we can help you to set goals for your dog on what we would like to achieve within each timeframe and slowly work towards these. If you think that this is something that may benefit your dog, contact us on 01566 772211, and ask to speak to Tanya or Katie for more information.

If your pet is really struggling with other types of behavioural issues, we offer a consultation service where your pet's needs are investigated in detail and a programme devised to help address them. Please call our Launceston practice for more information.

Important Pupdate - From April onwards our Launceston based Puppy Pre-School classes will be taking place on a Wednesday. For more information or to book your puppy into Pre-School, please give our reception team a call on 01566 772211.



What is a Royal College of Veterinary Surgeons (RCVS) Accredited Practice?



We are proud to be an RCVS accredited practice, but what does this actually mean?

The Royal College of Veterinary Surgeons (RCVS) is the regulating body of the veterinary profession. It is an organisation, run by vets, of which every practicing vet and qualified veterinary nurse in the country must be a member in order to legally be allowed to practice. To become accredited, practices volunteer for rigorous inspection by the RCVS every four years. Those which pass

the inspection will have met a range of standards. For more information about the RCVS accreditation scheme and the standards a veterinary practice is required to meet please visit:

<https://animalowners.rcvs.org.uk/accredited-practices/>

Practices are also subject to spot-checks between assessments.

We hope that by achieving this accreditation we can offer peace of mind to our clients and ensure that your pets receive a high standard of care and treatment.