



# Are you happy with KVG?

Client feedback is incredibly important to us here at KVG; it helps us know what you, our valued clients, think is going well, just ticking along or perhaps not quite as well. We might think something is a great idea, but you might have a suggestion that helps us know exactly what we need to do.

There are many ways you can give us feedback. If you'd like to let others know how you feel about us, you can review us either on our Facebook page (please see the front page for details), on Google (search Kingsteignton Veterinary Group) or on our website (see below for link).

Public reviews not only help us to know what we are doing right (or not), they also help others make a decision about which vet they want their pet to see.

If you'd prefer to keep your thoughts anonymous, you can visit <https://sayat.me/KingsteigntonVets> and leave private feedback. If you have a specific grievance, however, we would always encourage you to contact Deana, our practice manager so that this can be resolved for you.

If you would like to leave a review but aren't sure how, please speak to one of our friendly reception team for advice.



## Kingsteignton Surgery Opening Times

**Monday to Friday**  
8.00am - 8.00pm  
**Saturday**  
8.00am - 4.00pm

## Bovey Tracey Surgery Opening Times

**Monday to Friday**  
8.30am - 9.30am  
4.30pm - 5.00pm  
(Monday afternoons only)

## Chudleigh Surgery Opening Times

**Monday to Friday**  
8.15am - 10.00am  
4.00pm - 6.00pm  
**Saturday**  
9.00am - 10.00am

We provide a 24/7 out-of-hours emergency service. Please phone us on 01626 354 260 if you wish to speak to us out-of-hours. We also offer late appointments until 7.30pm at the Kingsteignton Surgery.

# Newsletter

Kingsteignton Veterinary Group



Issue 8 | Tel: 01626 354 260

## Breeders' summer microchip offer

Further to last year's changes in the law regarding microchipping dogs, puppies will now need to be microchipped by their first legal owners - their breeder.

To help with this extra cost to breeders, we have a summer offer running from now until the end of September; all litters of puppies are able to be microchipped for a reduced rate of £10 per puppy, which includes a health check! Breeders will also be able to update their puppies' details to their new owners' free of charge via an online portal.

To take advantage of this and to see what else we have to offer breeders, why not pop in for a friendly chat, or call **01626 354 260**.

## Hand raising critters

So far this year, the staff at KVG have hand-reared 4 beautiful black kittens and have been caring for a bearded dragon with a poorly leg. The kittens have since been adopted into new homes and Barbara the beardie has had her leg amputated with a full recovery thanks to the care of Tizi, our vet with an interest in exotics.



## Keep your microchip details up to date

As mentioned above, it's a legal requirement for all dogs over 8 weeks old to be microchipped. Your pet might be microchipped, but are the details up to date? Often when we receive a stray animal here at KVG, the microchip details are not current which makes it very difficult, if not impossible in some cases, to reunite the pet with its owner.

If you're not sure your pet's details are up to date, call us and we can give you the telephone number or web address to check and, if necessary, update them. This could be vitally important if your pet goes missing, but if you wait until then it may be too late.

### WEBSHOP

Our webshop stocks big brands like Hills, James Wellbeloved, Burns, Royal Canin and more, and it's ready to collect from the branch of your choice within two working days! Just visit [kingsteigntonvets.webshop.vet](http://kingsteigntonvets.webshop.vet)



### DATES FOR YOUR DIARY

- **9th July 2017** - Fun Dog Show at Chudfest
- **26th August 2017** - Fun Dog Show at Kingsteignton Garden, Craft and Hobby Fayre

### SOCIAL MEDIA

Keep up to date with what we do at KVG - we are on Facebook and Instagram!

[www.facebook.com/KVGpage](https://www.facebook.com/KVGpage)  
[www.instagram.com/kingsteigntonvets](https://www.instagram.com/kingsteigntonvets)

If you've been happy with our services, please leave us a review! Go on... let others know what's good about us!

**We'd really appreciate your comments.**

## Flystrike

Rabbits are said to have flystrike when flies lay eggs on them which then hatch into maggots. The maggots can mature quickly and eat into the living flesh within 24 hours. This is often rapidly fatal for the poor rabbit.

Any rabbit can get flystrike, but there are certain factors that increase the risk. Flystrike is especially common in the summer, but can occur at any time during the year.

### High Risk Bunnies

- Overweight or obese rabbits
- Long haired rabbits
- Rabbits with dental problems
- Those with runny eyes
- Females with large dewlaps
- Rabbits with folds of skin around their tummy or bottom
- Rabbits with wounds or discharging abscesses
- Old rabbits
- Rabbits with diarrhoea or loose stools
- Rabbits living in unsanitary conditions



From the list above, you can see that rabbits who are unable to keep their bottoms clean are more prone to flystrike, and therefore it's very important to keep your rabbit's living quarters clean and dry; flies are attracted to damp, smelly living quarters.

### The warning signs

High-risk rabbits should have their bottoms checked twice a day, especially in summer. However, if any bunny is quiet and listless or appears restless and shows signs of discomfort, pick them up immediately and check for eggs or maggots.

### What to do if your rabbit has maggots

Firstly, stay calm but phone us immediately (**01626 354 260**). Flystrike is a real emergency, day or night, and treatment cannot wait. So long as it does not delay your trip to the vet, pick off any visible maggots with tweezers. Don't dunk the rabbit in water – fur in the affected area may need to be shaved and wet fur clogs the clippers.

### What is the treatment for flystrike?

Flystrike is a very serious condition and is often fatal. However, if found and treated quickly, rabbits can make a full recovery. Flyblown rabbits are usually in pain and severe shock, and need skilled veterinary and nursing care.

### Treatment consists of:

#### Removing external maggots

After clipping away the fur, the vet can find and remove the maggots. This often requires sedation or a general anaesthetic, which carries a high risk as flyblown rabbits are often in shock.

#### Supportive care

Affected rabbits usually require intravenous fluids, antibiotics and pain relief. Some vets also use anti-parasitic drugs in the hope that it will penetrate the tissues and kill any remaining concealed maggots.

### Preventing flystrike

- Check that your rabbit has a healthy diet – our nurses can advise on this
- Remove soiled bedding every day and disinfect hutches weekly
- Check your rabbit at least once a day. "High-risk" rabbits need twice-daily checks in warm weather
- Don't forget that house rabbits can also be at risk!
- Add physical barriers such as fly screens to hutches and runs
- Speak to our vets about specific preventative measures, including the possibility of "Rearguard"

## Staff news

We're sure you'll join us in wishing a warm welcome to our new and returning staff members.

Louisa has been working in the veterinary industry for 20 years. After travelling the UK and gaining experience in many practices, she has returned to her home county and joined us at KVG. She enjoys all aspects of veterinary nursing, with a particular interest in orthopaedics and cat behaviour. She currently has no pets apart from her two cheeky children who keep her very busy!

Sarah has returned to work with us after having some time off for maternity leave. She did her training with us, then had a brief break as a police officer before coming back to veterinary nursing in 2015.



Louisa



Sarah



## Can a nurse help you with that?

Here at KVG we offer an extensive range of clinics with our registered veterinary nurses. They can offer advice and preventative health care that can help keep costs down for your pet's care. RVNs can offer advice on weight, teeth, lifestyle, nutrition and more. Why not give us a call and see if a nurse can offer a low-cost consultation for your pet's problem rather than the vet?



## Tiziana undertaking exotics certificate

Our vet Tiziana Togni is doing her certificate in Exotic Medicine, a 12month course developing her interest in exotics.

Exotic pets come in a huge variety. They can include pets that we might not consider that unusual any more, like rabbits or fancy rats, and reptiles, like snakes, iguanas, turtles, and tortoises.

Tizi is always on the lookout for new and interesting cases, so if you have a lizard with a lump, a hamster with a headache, or another unusual pet with a problem, give us a call and see what we can do!

