

December 2023



PATON & LEE

EQUINE VETERINARY SURGERY



Season's Greetings

We'd like to start by wishing all our wonderful clients a very Merry Christmas and a Happy New Year. Here's hoping 2024 brings you lots of safe, horsey-fun! As always, our dedicated team will be here 24/7 if you need us in an emergency. Our office opening hours over the Christmas period will be:

22nd December – Closed from 1pm
23rd December – 9am – 12.30pm
24th, 25th, 26th December – Emergency Only
27th, 28th, 29th December – Open 9am – 5pm
Sat 30th December – Open 9am – 12.30pm
31st & 1st – Emergency Only
2nd January – Normal Hours Resume

When the office is closed our on-duty vet will be contactable on 07894 682937.

In-House News

Last month we said farewell to Jo in reception as she embarks on a new adventure on her doorstep and we've said a very warm welcome to our latest reception team member Nicola. Nicola has previously worked as an NHS receptionist so comes with great experience and has already fitted in brilliantly.

In other news our nursing technician Daniella has now started maternity leave and she had barely left us a week before she gave birth to a gorgeous baby boy named Theodore. Huge congratulations to Daniella & Luke, we all cannot wait for you to come and visit us.



Whilst Daniella is on maternity we have been joined by the lovely Sophie Sexton who will be providing cover and working alongside our technician team. Sophie has previous experience in equine practice and has very quickly settled in, assisting the vets and caring for our inpatients.

Medication Stocks

Please can we ask that any medications needed across the Christmas period are ordered ASAP. With the Royal Mail already under the usual seasonal pressure we cannot guarantee when posting drugs that they will arrive before Christmas unless sent special delivery. Collection from the practice is always welcome.

Where possible, please allow a minimum of 48 hours' notice when requesting repeat medications or written prescriptions. We will try to be as efficient as possible however each medication request must be reviewed & approved by the prescribing vet before it can be dispensed & with our vets often on the road, this can take some time.



Zone Days 2024

Zone day posters for next year are now available to view and download on our website or if you'd like a hard copy for your yard notice board, please do drop us an email and we will happily to send this to you. Last year, we were excited to announce the expansion of our half price visit fee 'zone days', offering great value yard visits to even more horse owners across Essex and Suffolk. Our zone days are exceptionally



popular because they're the best way to save money on your routine veterinary work – vaccinations, dental examinations, blood samples and health checks etc. Terms and conditions do apply for our zone days – you won't be able to choose a specific vet for them, and you won't be able to choose the time of your visit, but we'll ring you the day before to let you know a time for the following day. You'll also need to pay in advance, which is easy to do over the phone or via our website. Full terms are on our website, where you can also find a fully interactive Google Map to check exactly which zone your yard is in. <https://patonandlee.co.uk/details/24>

12 Days of Christmas Giveaway

Keep an eye out on our Facebook this month for a chance to win some fantastic prizes. We have our famous 12 days of Christmas packed full of goodies from the practice and local equine businesses we work closely with.

If you're not already following us, Facebook is the best place for up-to-date news, information and interesting cases from the practice. Have a look, and hopefully you'll win yourself a last-minute Christmas treat! www.facebook.com/patonandlee

