

# smalltalk

PRACTICE NEWS

Latest news and events from your local practice



SUMMER 2016

## Practice News

### \*\*\*Donation\*\*\*

Thanks to a generous donation from Pat Blyth, we have been able to upgrade our operating theatre light to a "state of the art" LED operating light, similar to that used in human theatres at our Kirkby Lonsdale practice. Pat has been a long standing client at the practice with numerous dogs over the years. She has donated several pieces of equipment over the years in memory of her husband Alan who loved all animals. We are very grateful to her for her generous gift which will benefit many pets for the years to come.

### \*\*\* Online Appointment Booking\*\*\*

You can now make appointments online using our pet portal [www.westmorland-vets.co.uk/book-appointment](http://www.westmorland-vets.co.uk/book-appointment) Existing clients can use the Pet Portal to book appointments and see health reminders and upcoming appointments for their pets. You will need to have a current mobile number registered with the practice before you can start using the Online Booking service. If we need to update this for you please call us on 01539 722692 or email us at [office@westmorland-vets.co.uk](mailto:office@westmorland-vets.co.uk)

If you would like any help using the booking portal please give us a call and we would be glad to help get you up and running. For emergency appointments - please phone the office.

You can also order repeat prescriptions online by going to [www.westmorland-vets.co.uk/repeat-prescription](http://www.westmorland-vets.co.uk/repeat-prescription) Simply fill in the form and let us do the rest. Please see the website for Terms and Conditions.



## Atopic Dermatitis

Atopic dermatitis, or Atopy, is an allergic skin condition commonly seen in animals and people. At least 1 in 10 dogs in the UK are atopic and cats suffer from this condition too. Allergens are environmental and are commonly indoor (household) such as dust mites and storage mites. Outdoor allergens include pollens from grasses, trees or weeds.

Signs:- Skin and ear problems are commonly seen in affected pets. The main signs you may notice in an affected pet are related to itching. Pets may lick, chew or scratch at affected areas and initially you may think your pet is just trying to clean the skin. However, with excessive trauma to these areas, you may notice staining of the hair from saliva (particularly in pale-coated individuals), loss of fur (alopecia) and possibly reddening of the skin (inflammation) which can lead to infections. Head shaking, ear flapping, scratching at the ear/s, holding the head to one side, and discomfort may all be due to atopy.

If you are concerned at all about your pet please give the surgery a call or make an appointment.

More information is available on our website:  
[www.westmorland-vets.co.uk](http://www.westmorland-vets.co.uk)

## Join our Lifetime Care Club

Westmorland Lifetime Care Club enables you to budget for your pet's routine preventative care to help keep your pet fit and healthy and ensure a long a happy life.

The Lifetime Care Club is suitable for dogs and cats. The club membership entitles the pet and owner to a great range of benefits, including:-

- Vaccinations
- 6 monthly checks
- Year round worm and flea treatments
- 10% off WVG pet food
- 5% off pet care items
- 10% Routine dental treatment
- 10% off neutering and lots more.

These regular visits mean your pets health is getting carefully monitored which in many cases may prevent problems arising in the future.



**Lifetime  
Care Club**

Prices start from just £12 a month by Direct Debit.

How do I Join?  
Simply download a form from our website [www.westmorland-vets.co.uk/lifetime-care-club](http://www.westmorland-vets.co.uk/lifetime-care-club) and either pop it in the post or drop it into us at the practice and start enjoying the benefits.

For a full list of Terms and Conditions please see the website.



## Opening Times

**Our standard opening times are:**

<b>Monday</b>	Kendal 8.30-7
<b>Tuesday</b>	Kendal 8.30-7
<b>Wednesday</b>	Kendal 8.30-7
<b>Thursday</b>	Kendal 8.30-7
<b>Friday</b>	Kendal 8.30-7
<b>Saturday</b>	8.30 - 12.00
<b>Sunday</b>	Closed

Consultations are available by appointment. Consultation hours can vary, so please call us on:

**01539 722692**

Our Kirkby Lonsdale practice is open Mon and Thurs 8.30 - 7.00pm, Tues 8.30 - 6.00pm, Wed and Frid 8.30 - 5.00pm and Sat 8.30 - 12 noon.

### Westmorland Veterinary Group

Riverside Business Park, Natland Rd, Cumbria, LA9 7SX



## Scratch below the surface

During May - August we will be focusing on looking out for signs of skin problems in your pets. Skin conditions can be very distressing for both pets and owners but with the right expert veterinary care and a tailored management plan, your pets condition can be brought under control. There's lots of advice on the website.