

Hi Everyone,

WOW!! What a week! Wednesday, Thursday and Friday have been absolutely crazy – but we all made it to the end and in one piece!! A HUGE thanks to each of you for pulling together. Honestly, watching you all on Wednesday was like watching a dance troupe – you all worked in motion with each other, and it all seemed seamless. Busy, but seamless!

Now we know we can do it! And the training you have all been putting in to the co-consult has been shown to be of benefit.

Nikki leaves us today for two weeks leave – have a great relaxing time Nikki – well deserved! Hope the weather is perfect, and you get lots of fishing and outdoor activities in!

A couple of dates to put in your diary for over the next couple of months! **Please advise asap of attendance, for booking purposes!**

**Next Tuesday (19<sup>th</sup>) – Royal Canin training with Charlotte – Renal Diets and Care. Please let me know (email me or tell me Monday) if you will be attending as I need to order lunch.**

**Thursday 28<sup>th</sup> ADL – this will be a zoom Lunch n Learn (lunch provided) on the new probiotic range we have in – these are an over the counter range, so its important that everyone is up to speed with when to use them, how to use them and when we should be advising clients about them.**

**Again – let me know asap if you will be attending.**

Im going to hand over the responsibility of confirming attendance to YOU! Im not going to chase everyone up each time – this is your learning, your professional growth and development, so you should be taking this responsibility! I need to know at least in the week before, as if there isn't enough interest, Ill cancel the slot to save the rep travelling or giving up their time.

Saturday 6<sup>th</sup> February will be our first Staff Alignment session for 2021 at Ians Western in the function room. This year there will be three staff alignments; this one will be just a short one, and a bit different because there will be some personal reflection and consideration as well as team time. For those of you who haven't been involved in one yet, we always have some fun, enjoy great meals, and get to know the team that little bit better during these days. Not compulsory, but well worth attending and really adds to the team experience and culture!

Thursday 18<sup>th</sup> February is our dental day. We will meet at the Standpipe – not sure of times yet, but will advise as we get closer. Again, great food and location there, and with the list of trainers we have on the day, it will be really worthwhile and add to our dental knowledge and skills.

Tuesday 23<sup>rd</sup> is a Pika Wiya desexing day. We will be doing this off-site so will send Vets and nurses to run that clinic.

**Some new processes to get our heads around!!**

X-rays – these can now be saved directly to the computer and much easier – the process is taped above both the Sx and C1 room computers. This will mean that xrays can be saved to client records on the day and not sit there for months before being saved.

Putting Idexx results to client records – now we can go into Idexx directly and save the records from there. It makes a much better quality record and easier to read.

We have had Laura in the kennels/grooming this week and next week we have Sophie. Veronica will be in the clinic for another week.

Please remember to talk to each other and shut the gate to the car park block after the last person is in and out and at lunch time also. Please don't leave anything in plain sight in your cars.

Next staff meeting – Feb will be incorporated into the alignment day.

### **Birthdays!!**

### **Steve – Feb 9<sup>th</sup>**

#### **Other dates to be aware of**

- Jo on leave Feb 15-18<sup>th</sup>
- Znoi – ultrasound training – leaving Friday 19<sup>th</sup> February to midday – 21<sup>st</sup>.
- RA off from midday 29<sup>th</sup> Jan – midday Monday 1<sup>st</sup> Feb.

Staff meetings now to be held from 5pm (trial) After hours Vet on the day to handle any late consults. Should only take an hour.

#### **Book it in now – what do we book in?**

##### Vaccination

Revisit phone calls – if it's a curly situation or there is a level of unsure – book in a phone call. How good would you feel to get that phone call checking – it would make you feel really good.

Anal glands – these should be done every 3 months – why? So they don't keep getting infected, or an abscess that bursts, reduce being uncomfortable,

I know this is really different, but get into the habit of making the revisit

Portal – Ive had a chat with the IT guys about some of the portal log-in problems. They have suggested that you log in, rather than just clicking on the link, and see if that works better. Sometime sit will say page not found, however this is often related to it being a not for public page and having some protections on it, and if you continue, it will often open up.

All in all, a really great week, thanks again!