



Veterinary Centre



The West Midlands
Cat Clinic



INVESTORS IN PEOPLE®
We invest in people Platinum

NEWS

AUTUMN 2025

PRACTICE NEWS

WELCOME TO THE TEAM



Emma Kiejda started as a full-time receptionist at 387 Vets this June and brings a diverse range of industry-related experience to the role. Emma initially started out as a Veterinary Care Assistant at the age of 18, using her VCA qualification to support in-patient care, and later moved into a purely customer-facing role as a dedicated veterinary receptionist. After taking a short break from the industry to work as an audit coordinator for a pharmaceutical stock-taking company, we're very pleased that Emma has chosen to return to veterinary practice life and has come to work for us! Emma loves working with people and pets, thrives on multi-tasking and has a useful bank of clinical knowledge from her VCA experience. She also comes highly recommended by our nurse Rachael Leonard as they both worked together in their last vet practice before both coming to 387 Vets!



BABY GIRL

Congratulations to our Registered Veterinary Nurse Lauren and her husband Al on the safe arrival of baby Lola. Lola took everyone by surprise, as Lauren was due to go on maternity leave on 11th July, but baby had other ideas and arrived the first week in June! Mum and baby are doing brilliantly and Lola has already been in to see us all for cuddles. We look forward to seeing how much she has grown on her next visit!



ON STAND AT CHEZ FEST

Chez Fest is a local family-friendly event launched by the Great Wyrley and Cheslyn Hay running club to raise awareness around health and wellbeing. We had such a great time on stand at their inaugural festival last year, that we were there again this July!

Over 100 people and lots of four legged friends came to see us on stand and to take part in our competition. We asked people to 'guess how many tapeworm segments are in the jar' (we used rice!) to highlight the importance of parasite prevention treatments, especially during the Summer and early Autumn months when parasites are prolific. We handed out sweets, dog treats and goody bags, chatted to pet owners, cuddled dogs and even had time for ice cream. We're looking forward to next year already!



COLLEGE RECOGNITION

A huge well done to our student nurse Charlotte Rock who was one of a select group of students from South Staffordshire College nominated by tutors to receive an end of year Skills Development Award. Charlotte attended a prestigious awards ceremony at Lichfield Cathedral to receive the award in recognition of effort and achievement across the study year. Amazing achievement Charlotte. We're really proud of you!

Team presence at World Feline Congress

This year's International Cat Care World Feline Congress took place in Edinburgh at the end of June with the theme, 'New beginnings: Advancing the wellbeing of cats through medicine and management.' A host of global experts in cat friendly veterinary care gathered to share their expertise and the latest research around optimising patient care from kitten to adulthood as well as up to date thinking on hot topics in feline medicine.



Our vet Emma, holder of a Postgraduate Certificate in Feline Practice, attended as a delegate and, as last year at congress in Malta, our registered veterinary nurse Rachael was invited to represent the International Cat Care Team as a support volunteer in recognition of her extensive feline behavioural knowledge and passion for feline wellbeing.

In 2024, International Cat Care came to The West Midlands Cat Clinic to do some photography and filming for a series of veterinary professional training materials. So we were super excited to spot our Clinical Director Hamish and Rachael in literature at 2025 World Congress promoting a new online cat handling training series. *How amazing that our cat clinic is being recognised on the world stage!*



Our Cat Clinic is a winner!

In June, our Lead Receptionist Angie and Practice Manager Rachel attended the Vet Help Direct Awards at the Thames Rowing Club in Putney. The annual event recognises UK practices who have generated the most positive reviews over a 12-month period on the Vet Help Direct platform, a site designed to help link pets with vets and which also offers a symptom checker service and pet health advice. We've really focused on promoting the cat clinic this year and were delighted when The West Midlands Cat Clinic was hailed as Best Vets in Staffordshire. A big thank you to everyone who wrote a review on our behalf. Visit the testimonials pages on our websites to read about owner and patient experiences here and to post your own review.



387 Walsall Road, Great Wyrley, Staffordshire WS6 6DP

Tel: 01922 411755 • www.387vets.com
www.wmcatclinic.co.uk

High praise as practice retains RCVS Small Animal Practice Accreditation status



In August, we received confirmation that we've passed our 2025 Royal College of Veterinary Surgeons Practice Standards Scheme Assessment. The RCVS are the regulatory body for veterinary surgeons and registered veterinary nurses and are responsible for setting, upholding and advancing educational, ethical and clinical standards amongst qualified vets and registered veterinary nurses in the UK. Their Practice Standards Scheme (PSS) is voluntary. Practices elect to be assessed against an RCVS-set framework of standards covering 19 modules and a diverse range of topics. Assessments are carried out every four years but spot checks can take place any time. We're proud that 387 Vets has been RCVS-accredited since 2009.

Our RCVS assessor identified many areas of best practice in her recent feedback report, but made special reference to our practice culture, commenting that, *"to see a practice so invested in their team is truly inspiring."* She added that, *"staff wellbeing and happiness is at the heart of this practice,"* and praised the fact that, *"the whole team are invested in maximising their skills, not only for their own development, but also for the development of the business."*

We believe the benefits of being part of the RCVS practice standards scheme are huge. It's a great benchmarking tool for us, helping inform RCVS-approved clinical and service standards in practice; it's a springboard for new projects and initiatives; and the framework makes us accountable, not just clinically but for how we look after team and the environment too.

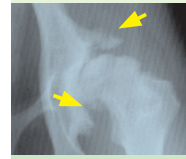
Importantly, for pet owners, practices displaying the RCVS logo meet RCVS-approved standards of care, giving you peace of mind. You know when you attend an RCVS-accredited practice that your pet is in safe hands.



Autumn Hazards!



Autumn is a truly beautiful time of year – the trees are turning to glorious golds and the weather is crisp. However, here are some things we need to be aware of to ensure our pets stay happy and healthy.

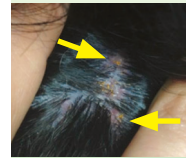


Arthritic hip joint in a dog. You can see fluffy new bone (arrowed) typical of arthritis

Autumn joint alert! The cooler and damper Autumn weather often brings out signs of joint problems in older pets. Affected pets typically show signs of lameness, stiffness, difficulty rising, and problems negotiating steps. Don't ignore these signs, since arthritis is generally

the underlying problem. There are many ways we can help them, so if your pet starts slowing down in the Autumn, speak to us about how we can put the spring back in their step!

Harvest mites are a problem in late-summer and Autumn. They can be found in woodland and long grasses and swarm onto passing pets where they tend to congregate on the ears, eyelids, feet and the underside of the abdomen.



The bright orange mites often cluster together and are commonly found between the toes

They are identified as tiny bright orange dots and are usually a cause of great irritation with itchy, crusting lesions. So – make sure you regularly check your pet's coat for any signs of parasites and let us advise you on the best treatments for your pet.



Harvest mite down the microscope

Poisonings are also a concern at this time of year, so keep an eye on what your pet is trying to eat! **Conkers, acorns** and **rotting fruit** are plentiful on the ground but can cause upset tummies. Also be vigilant for **anti-freeze**, it is highly toxic but tastes very sweet, so cats in particular will readily lick it up. Enjoy the Autumn weather, keep a watchful eye out for parasites and other Autumn hazards and contact us if you have any problems!



DON'T FORGET...

Additional ways we can support you when you need advice about your pet



VidiVet

SAVE MONEY AND GET PEACE OF MIND

VidiVet is a vet triaging service, available 24/7 (bank holidays included), that lets you know if you need to see a vet and how urgently. Free to our registered clients, send a text, video-message or photo via the VidiVet App for a comprehensive video response from a qualified vet in minutes. Check communications from us for your access code or contact us to re-request. You can use VidiVet for medication and post-op queries too.

WOW!
NOW YOU CAN
**WHATSAPP
AND TEXT
US!**

+447450095249



SAVE TIME. MESSAGE US!

Our WhatsApp messaging facility is great for requesting appointments, repeat prescriptions and for general queries. Staffed during our open hours, message us at your convenience and we pledge to respond to you as soon as we can. Also great for us to send you specific pet care or condition information and in-patient photos! Scan the QR code to access. If you're not on WhatsApp, you can also send us an SMS on +44 7450 095249.

EXTENSION UPDATE

Many of you will have noticed the next stage of our extension from the carpark! Our rooftop terrace, accessible from our staffroom, is now up and running and has already been well-used in the summer sunshine. Here it is in action. More furniture to come!

