



New RCVS Prescription Regulations

As always your pets are our number one priority. Our team here at Hillpark are legally bound by regulations from our governing veterinary bodies to help ensure the safety of all involved, and we must follow these. Any breaking of such rules puts vets' and nurses' registrations at risk.

The RCVS (Royal College of Veterinary Surgeons) have introduced new regulations regarding the dispensing of medications and prescriptions on POM-V (prescription only medication).



New Regulations

UNLESS there is an up to date prescription on the pet's clinical notes or based on test results, we CANNOT prescribe antibiotics, antifungals and antivirals, dispense controlled drugs and also flea/worm POM-Vs, without a vet **physically** examining your pet.

For example..... if your pet was prescribed POM-V ear drops two months ago and there is no up to date prescription on their notes, if you ask for a repeat of the ear drops, the vet will have to see your pet to legally prescribe the medication.

We are **ONLY** allowed to dispense what the vet prescribes on your pet's clinical notes.

We fully understand that these new regulations may be inconvenient and confusing for our clients, so we are trying our very best to make the whole process a little easier for you.

We are offering the following.....

1. For regular clients and pets that have annual vaccinations a health check, OR have paid for a meds check up for flea and worm treatment within the last 12 months, **WE WILL EXAMINE YOUR PET FOR FREE**. You can book an appointment with a nurse who will take the medication details and relevant history. A vet will then examine the patient with the nurse, and write a prescription on the clinical notes that will cover your pet for 12 months.
2. If a client prefers to see a vet for the flea and worm treatments, a meds check up fee will be charged.
3. To see a vet regarding other medication requests, a consultation fee is charged.
4. If a pet has not been seen in the last 12 months a meds check up fee is charged.
5. At annual booster appointments, the vet will write a 12 month prescription on the clinical notes for flea and worm treatments requested by the client. For **puppies and kittens** the protocol is slightly different and we will discuss this with you.



We thank you in advance for your kind patience and understanding in this matter while we also become familiar with the new system. If you need any help please do not hesitate to contact us.



Golden Autumn

This season is a beautiful time of the year that holds all the amazing changing colours of the trees, the ripening of fruit and calming walks in the late afternoon sunshine.

Take care with your pets though as there are a few hazards to watch out for.

Orange/red flecks on a cat or dog's skin could be a sign of irritating **harvest mites**. Treatment is required so call us for advice.



Beware of **sleepy wasps** in rotting fruit on the ground. Our inquisitive pets cannot resist a snap or swipe at these buzzy creatures, which can result in a nasty sting! **Any swellings or breathing difficulties please contact us immediately!**

At spooky Halloween keep the **'treat' sweets and chocolate** well out of your pet's reach.

The ingredients in these items are **toxic to pets**.

Ensure your dog and you can be clearly seen on dusky autumnal walks. Consider a **reflective harness, flashing collar or reflective vest**.

Keep your pet away from **mushrooms and toadstools**. Difficult to know the good from the bad and **some are highly toxic!**

Do some maintenance on your rabbit and guinea pig housing, so they are **warm and dry** during the cold winter months.

Conkers and acorns can look like the jewels of autumn but **contain aesculin and tannic acid**, which is toxic to dogs.



Damp and rotting leaves contain **mould spores and bacteria** that can be harmful to your pet, if ingested.



Harold Hill

01708 344455 01708 386046

Monday to Saturday
9am - 6.30pm

Elm Park

01708 458424 01708 438039

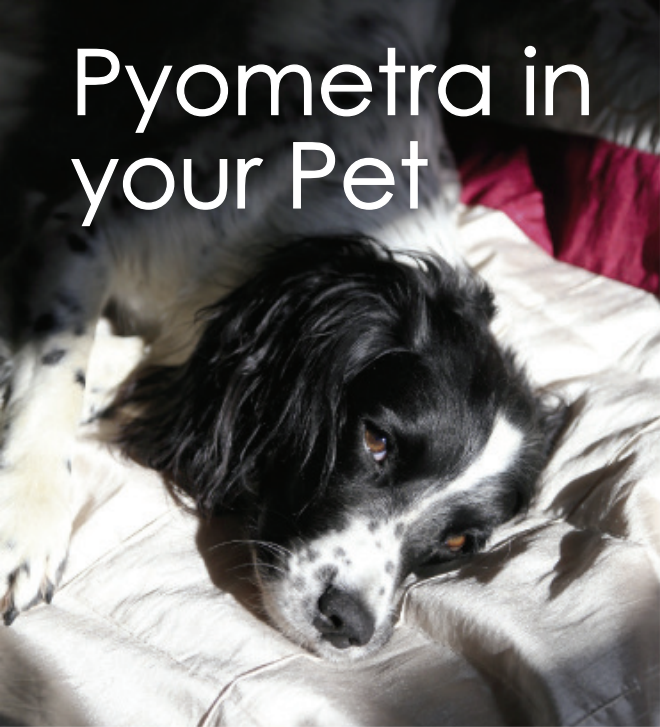
Monday to Friday
9am - 6.30pm
Sunday 10am - 6.30pm ★

Consultations by Appointment
24 hour 7 day
Emergency Service

www.hillparkvets.co.uk



Pyometra in your Pet



There are times when your pet can seem a 'bit off colour' and you may give it a day or two to see if there is an improvement. If you have a female dog not yet spayed and you notice any of the following symptoms, you need to contact us immediately as your pet could have **pyometra**.

SIGNS ● Lethargy ● Depression ● Fever ● Vaginal discharge ● Loss of appetite ● Abdominal swelling ● Excessive drinking

A simple description of **pyometra** is an **infection of the uterus (womb)**, however this is not a simple infection, but a serious condition that requires prompt veterinary treatment. The womb fills with infectious pus where toxins (poison) are released and enter the blood stream. **Your pet can become extremely ill very quickly, and sadly in some cases it could be fatal.**

TREATMENT If pyometra is suspected then various tests are done to confirm the condition and decisions can be made on the type of treatment required. Sometimes a dog is so poorly that an emergency hysterectomy operation is required.

As always your pets' health is our number one priority. If your female dog has not been spayed, we are very happy to discuss this procedure with you. If you would like further information, please call us for an appointment to go through any concerns or queries you may have.

Do you know about FLUTD?

Feline Lower Urinary Tract Disease is a condition that is very unpleasant for our feline friends. FLUTD covers a wide range of conditions that can affect your cat's bladder and urethra. There are a number of reasons why he or she may develop FLUTD. Stress could be a cause, maybe an infection or an irregular structure of the urinary tract; crystals in the urine, bladder stones.

Does your cat..... urinate frequently?

cry in pain as they urinate? pass just a small amount?

squat for long periods of time but does not pass urine?

pass any blood in the urine? wee in unusual places?

These symptoms can be very painful for your pet, so if you answered 'yes' to any of these questions then your cat needs to quickly see a vet. We may do a urine test to see if any abnormalities are present or further investigation might be required.

Treatment Different results require different treatments. A course of medication may be prescribed for your pet. If stress is the cause, then we will need to investigate why and where this could be coming from, so changes can be made. Even a different diet may help, along with encouraging your pet to drink more water.

As always we are here to help you and to care for your pets, so if you require further information, do not hesitate to contact us.



For some pet owners this word conjures up the worst feelings ever! If you have a nervous pet, please do contact us **well in advance of the season** so we can help you both get through the whizzes, bangs and fizzes. We can't wave a magic wand, but we can certainly discuss the appropriate therapy that might just make the firework season a little more bearable for you both.

Building a safe haven for your pet in a room with the least windows is just one suggestion. This needs to be done quite a few weeks before the noises are due to start, so your pet can become familiar with the surroundings and learn that this is a safe place to be in. Cover any windows. Ensure they can easily get in and out. Place inside a cosy blanket, something that holds your scent and a favourite toy. Food, water and treats can also go in there and then encourage your pet to visit often.

Remember we are here, so call us for further advice.

1 Lindfield Road **Harold Hill** RM3 9BJ



01708 344455
01708 386046



89 Coronation Drive **Elm Park** RM12 5BT



01708 458424
01708 438039