



**Animal House**  
Veterinary surgery

www.vetanimalhouse.co.uk  
**01788 575300**

## **HOW WE WORK AND WHO TO ASK**

### **RECEPTIONISTS**

The first point of contact for the animals and you are the receptionists. Our receptionists are highly trained in animal health care. Approach them with any questions as they are prepared to answer them all effectively. If there is anything they cannot answer with complete accuracy they refer to a nurse or vet. Think of them as the equivalent of triage nurses where our role is to point you in the right direction for further advice and treatment. As they are answering the phone, making appointments and making sure you have everything you need, they are also screening animals coming in for signs of ill health that may need to be prioritised. They have specific training in asking you about your pet to help us all know if it needs to be seen as an emergency or if it is a routine, non-urgent condition. Their main role is to be friendly, helpful and to miss nothing.

### **NURSING ASSISTANTS**

You will probably not see our two nursing assistants as they work mainly in our hospital and theatre. Their role is to support the nursing team and vets on a practical level by maintaining hygiene standards, preparing equipment and aiding the supervision of our in-patients. We are lucky to have two veterinary students in this position which means that they already have a great deal of knowledge and enthusiasm for working with animals. They take on a lot of the messy jobs whilst learning, observing and organising behind the scenes.

### **VETERINARY NURSES**

Our nurses work mainly in the hospital and theatre but our clients will also see them in reception and in the nurses own consultations. We only have qualified nurses all of whom we have head hunted as we have worked with them before and know them to be excellent.

The role of a veterinary nurse is varied including anaesthetist in theatre, primary carer in the hospital, checking efficacy of equipment in the hospital and theatre, reporting to the vets any abnormality in a patient's condition, removing sutures, checking wounds, delegating to and teaching the nursing assistants, the list is virtually endless. They also have continuing C.P.D.(regularly updating their knowledge by attending lectures etc)

The nurses have more in-depth professional knowledge than the receptionists and are there to answer questions.

### **VETS**

You all know what vets do. They answer questions, give advice, perform operations, take the x-rays, use the scanners, order the blood tests and are primarily responsible for everything that happens in the surgery. We know our vets well and we have again, head hunted the best. They also have continuing C.P.D.(professional learning to keep up to date). Feel free to ask the vets anything. Our vets are either consulting or operating. This is why the vet is not available to take phone calls as they will usually either be with a client or a patient. The receptionist can deal with

your telephone queries, if not then the nurse can help, if the nurse cannot then we will ask the vet to phone you back when they are out of theatre or a consultation. You will not be put on hold and you will always get a response.

### **HOW IT KNITS TOGETHER**

Hugh Duffin is ultimately responsible for everything that happens under the roof of the Animal House. If there is anything that the staff are unsure of then we refer to him. Hugh is entirely confident of all of his staff knowing that complex and difficult cases can be professionally handled by all of us. Our knowledge and experience needs to be maintained so all the staff are involved in in-house education. We all have training sessions and participate in operations. This goes to ensure we have the type of support team not always found in the veterinary surgery environment. We are team orientated, not hierarchical, making it a pleasant working environment with every person's role valued and understood by others. We feel that as we are happy at work the atmosphere and enthusiasm will shine through making the Animal House a nice place for you to come and visit.

© Animal House Vet Surgery 2006