

Summer News



Welcome

Welcome to the summer edition of the Vets Now Glasgow newsletter!

The excitement for summer is palpable as we gear up for a wonderfully busy season dedicated to delivering exceptional care to our patients and clients.

In this edition of the newsletter, we will check in with an epic journey across the world to deliver veterinary care, we will talk you through how our OOH team saved a very lively puppy, and Harry, our animal care assistant, will give us an insight into his career at Vets Now.

As we embrace the summer spirit, we are not only focusing on medical excellence but also celebrating important events within our hospital community. We are proud to have recently celebrated Veterinary Nurse Awareness Month and National Receptionist Day in May.

Veterinary Nurse Awareness Month was full of daily tokens of recognition for our hard-working nursing team as we focused on progression within the career and the importance of legalisation to protect the Veterinary Nurse title.

As a hospital we will be supporting Pride month, honouring the diverse contributions that make our team thrive. Vets Now will be taking part in the Glasgow Pride March in July, for the first time, as a proud partner, supporting the LGBTQI+ community in the city.

Amidst the anticipation of the summer season, rest assured that our hospital stands ready and steadfast in our mission to provide unparalleled care whenever our patients need it most.

Thank you for being part of our community, and here's to a fantastic summer together!



Above: Keira, one of 31 nurses who won a prize in our daily competition



Martin Merifield

Relationship Manager
martin.merifield@vets-now.com
07974 030098

Veterinary care around the world

In April, Mhairi Dick, a Surgery RVN, and Amelia Swan, an OOH vet surgeon, embarked on a significant journey to Carriacou Animal Hospital in Grenada as part of a global veterinary service program. Their mission: to bolster the hospital's day-to-day operations with their expertise.

The trek to Carriacou was no small feat. After enduring a marathon 10-hour journey followed by a turbulent two-hour ferry ride, they finally reached their destination.



Undeterred by the physical trials, their determination to make a meaningful impact on the lives of animals in Grenada remained steadfast.

Their primary focus was addressing the pressing issue of animal over-population through spay and neutering clinics. Hours of dedicated surgery, coupled with support from the resident team, formed the backbone of their efforts.

By tackling the root cause of over-population, they significantly enhanced the long-term welfare of Grenada's animals.

Beyond spaying and neutering, Mhairi and Amelia leapt into action during emergencies such as dog attacks and road traffic accidents. Their quick thinking and expertise proved vital in administering life-saving treatment to distressed animals. Though these situations tested their mettle, they met each challenge head-on with unwavering resolve.



A standout feature of their mission was their collaboration with a human hospital, utilising its x-ray and ultrasound facilities for their animal patients.

This partnership not only highlighted the resourcefulness of the community but also underscored the power of teamwork in advancing animal

welfare. The Glasgow Hospital's generous donation of essential supplies further bolstered Carriacou's efforts.

Mhairi and Amelia's journey epitomises the dedication and compassion inherent in the veterinary profession. Their actions provided immediate relief to animals while laying the groundwork for sustainable veterinary care on the island.

Their story serves as a beacon of inspiration, showcasing the profound impact individuals can have when united by a common cause.





Pride Bingo

We kicked off Pride month in style with a very special visitor to the hospital. Glasgow legend, faded international starlet, and former Avon lady, Miss Bella Houston treated our team to a very special evening of bingo. The team had a fabulous evening with prizes won and some risqué stand-up from Bella.

The whole hospital will be celebrating the diversity and inclusivity of our team which makes our team special throughout the month. We are incredibly excited to be marching, for the first time, in the Glasgow Pride Parade in July.



Glasgow Pride

On July 20th, we will proudly participate in the parade, joining an expected crowd of 80,000 people marching through Glasgow in support of the LGBT+ community.

This year marks our first time as an Ally sponsor for the Glasgow Pride charity. Our hospital team and their dogs will be together to celebrate and show our support for the Glasgow community. We welcome any of our colleagues and partner practices to join us.

For more information about Glasgow Pride:
<https://glasgowpride.org/pride-march/>

Upcoming CPD events for Glasgow

All of our free evening events will be at:
DoubleTree by Hilton Glasgow Westerwood Spa & Golf Resort, 1 St Andrews Drive, Cumbernauld, Glasgow G68 0EW



Scan to see all upcoming events



05/09/2024
OOH

What happens after dark, shouldn't leave you in the dark: A guide to out-of-hours care

A guide to out-of-hours care with John Sheppard, Lead OOH Veterinary Surgeon, and Robin Herrings, OOH Veterinary Surgeon. Presenting how the out-of-hours departments work nightly through an increasingly varied caseload and support partner practices.

03/10/2024
SOFT TISSUE

Gut feelings: A surgical approach to gastrointestinal crisis

With Ana Marques, Soft Tissue Specialist.

07/11/2024
ECC

Crash course: Picking up the pieces

An ECC guide to trauma patient management with Cormac Dolan, ECC resident. Exploring treatment options for critical cases such as road traffic accidents, impalement and falls from a height.

spotlight on...

Harry Clark Animal Care Assistant.

No two days in the hospital are the same for our Animal Care Assistants. Our Animal Care Assistants support veterinarians and veterinary nurses by providing essential care to the animals, including maintaining exceptional standards of organisation for our facility and ensuring a comfortable environment for the patients. We took some time out with Harry to discuss his role and what it's like to be part of the team.



Tell us a bit about your career before you started at Vets Now?

My career before Vets-Now consisted of studying for my VCA qualification and getting my work practice hours at GUVS (Glasgow University Vet School) to then picking up locum shifts at GUVS as an ACA throughout the week before coming full time at Vets Now Glasgow.

Why did you choose animal care as your career, and what attracted you to working at Vets Now Glasgow?

I have always been a massive lover for animals especially smaller animals like dogs and cats. I was going to use animal care as a pathway into veterinary nursing but haven't progressed further due to changes in my personal life now, but I'm happy with the current surgery ACA career I have. I enjoyed working at GUVS and knew that Vets Now had a great reputation. I preferred the idea of being a part of a vet hospital over a first opinion practice. The idea of patients being referred to us because we have so many resources to provide is a nice feeling, knowing we can help nearly every single patient brought to us.

How do you manage your work at Vets Now Glasgow alongside your family life?

I have a 1-hour commute to and from work every shift. I am a father of two young boys (2 under 2) so when I do arrive home, I have limited time to spend with them due to their bedtime routine, so every minute counts.

My day can be tiring at Vets Now, the work can be very manual and full-on. When it comes to work, I totally have a work mode and mindset which allows me to crack on with jobs needing to be done and sorted.

But when it comes to arriving home, I always get a new burst of energy with the boys - like who doesn't want to play? It's very important to me to have that balance.

Can you share a memorable case from your time at Vets Now Glasgow?

A memorable case for me was a greyhound named Sandy.

Sandy was an emergency referral to the hospital who presented with a nasty open wound fracture after jumping from a wall at the beach that had a much bigger drop than expected on the other side. The owners were devastated about the accident and the condition of poor Sandy.

It was just one of these blink-of-the-eye unlucky events for Sandy and her owners.

The open fracture looked extremely painful for Sandy, so she was quickly put on strong pain relief. She was sedated and induced very quickly on arrival at the hospital, and I was the one to clip and prep her open wound for surgery.

Our orthopaedics team did a great job for her, the surgery was a success and Sandy went on to recover well from her big fall and had great post-op results.

It feels good to be part of the process when the situation starts off so stressful and just horrific and you can see how it can be turned around into something that we can all be proud of.

Have you experienced the supportive team environment at Vets Now Glasgow? Could you share a moment when you felt valued by your colleagues?

The support within the Vets Now team is very important and helps everyone get on with their day. For me specifically, the surgery department I am part of has an amazing and supportive working environment. Everyone knows a good amount about everyone in the department, making it easier to tell when someone is feeling down, and you see how they get the extra support they may be needing.

An example of support I received was when my second son was born at home unexpectedly just before my shift - to be honest phoning work was the last thing on my mind. As soon as I spoke to my boss, there was no awkwardness and just understanding. I felt bad at not coming in, I knew the team would think it was weird that I hadn't shown - so wanted the team to know why I was off. As soon as the team found out what had happened, I received multiple messages from members of the surgery team checking in on me and making sure that I was OK. It's this support that makes you feel valued.

What's the best part of your job at Vets Now Glasgow? Is there a specific aspect of animal care that you find most rewarding?

The best part of my role as a surgical ACA is circulating in theatre. I enjoy collecting the patient from the ward and bringing them up to start the sedation and induction process. I enjoy being part of the surgery process, clipping and prepping the patient, and then being in the theatre as the procedure happens. It's amazing to see the process from start to finish.

In what ways has working at Vets Now Glasgow helped you develop personally and professionally?

Vets Now has helped me develop my knowledge in many ways. It has taught me a variety of knowledge when caring for patients after different procedures. I have learned how to multitask, whilst under pressure, still being able to properly achieve both tasks and also picking up new jobs to do along the way.

My communication skills have improved massively. I understand the importance and value of asking questions to get what you need from a situation. I enjoy asking my peers questions to further my knowledge and understanding of different topics.



I have matured a lot since working here as it's almost an essential trait to have when working at Vets Now, as there is a responsibility when dealing with time-sensitive and emotionally charged matters that need to be handled correctly and professionally.

Vets Now are always flexible and understanding with me and my working pattern when personal responsibilities have taken priority.

Do you have any pets of your own outside of work? If yes, do your experiences at Vets Now influence how you care for them?

I don't have any pets, my mum has a dog and when I used to live there, I would have my opinions on how we cared for our pet and help improve its lifestyle. For example, certain types of foods to eat / dietary options, which will help lose weight and not gain additional weight.

Keeping an eye out on what toys my mum would buy for him to make sure nothing could become a foreign body. Working at Vets Now can be an eye opener, it's amazing what can end up in our pets and what our surgeons have to remove.

Working in the hospital also impacts your decision on what sort of breed of pet you're going to get due to common / genetic issues, you can see pet owners needing to make really hard decisions for the welfare of their pet.

What advice would you offer someone considering a career as an animal care assistant, particularly at Vets Now Glasgow?

Be kind to yourself and acknowledge your limitations. It's vital to prioritise your well-being, even if it's just taking a brief 30 seconds for yourself when the going gets tough. Feeling good about yourself is key to avoiding burnout. Remember, you're most effective when you're at your best.

Case Study

Out-of-hours emergency

Foreign Body

Nicole Laws, our deputy lead out-of-hours veterinary surgeon, reports on an incredibly lucky pup who recently presented to our out-of-hours services.



Tuck, a very lively 4-month-old male crossbreed puppy, presented to our out-of-hours team with a history of multiple episodes of vomiting that evening.

He was still bright and very keen to eat but this resulted in immediate and persistent vomiting. Tuck was examined by our duty veterinarian who assessed that despite seeming bright and happy he was uncomfortable on abdominal palpation, had a fast respiratory rate and was concerned that a foreign body was palpable in his intestines. To rule out aspiration pneumonia as a cause of the breathing issues and to evaluate for presence of an intestinal foreign body, an abdominal ultrasound was performed using our newly acquired wireless portable high-definition Clarius HD3 machine.

Imaging results from the HD3

Fortunately, all images of the chest appeared normal, but the stomach was distended with fluid and a large acoustic shadow was noted extending into the pylorus and into the proximal duodenum raising the suspicion for a foreign body obstruction. There was no free abdominal fluid seen and no intussusception or other intestinal dilatation noted. It was recommended to confirm the suspicion of a foreign body radiographically and to perform bloodwork to assess the degree of fluid and electrolyte losses that would need to be corrected prior to undergoing general anaesthesia for surgery.

Bloodwork included a full biochemistry panel, venous blood gas analysis, PCV and TS measurement and a blood film examination. There was the presence of a hypochloraemic, hypokalaemic metabolic alkalosis further supporting the suspicion of an intestinal foreign body and mild haemoconcentration but all other bloodwork was unremarkable.

Three view abdominal radiographs were taken without sedation and raised the suspicion of a fabric type material causing a linear obstruction from the stomach into small intestine (see figure 1 below).

Tuck was admitted into the hospital and started on a fluid therapy plan aimed at correcting his fluid losses and potassium level over a few hours prior to general anaesthesia and surgery.

A second ultrasound

Tuck was closely monitored by our dedicated ward nurses overnight and received anti-nausea medication and pain relief according to pain scores. The following morning blood work was repeated which showed resolution of the acid base abnormalities but repeat ultrasound examination now revealed the presence of an intussusception.

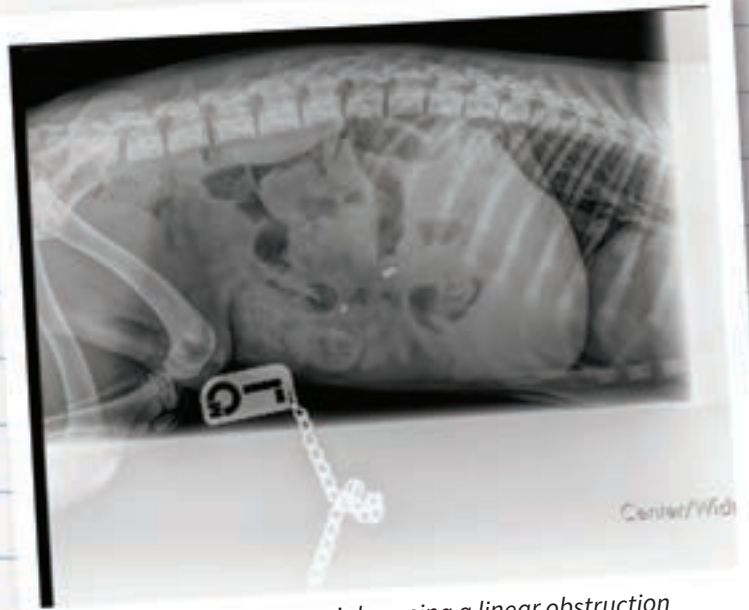


Figure 1. Fabric type material causing a linear obstruction from the stomach into small intestine

Exploratory celiotomy

Tuck underwent general anaesthesia and exploratory celiotomy the same morning which confirmed there was a linear foreign body anchored at the pylorus and extending to the mid jejunum.

Reduced intussusception

The small intestine was corrugated and dilated and had formed two intussusceptions. An initial gastrotomy incision allowed partial removal of the foreign material (a pair of knickers) to be removed and one intussusception manually reduced, the remaining material required a duodenotomy and jejunotomy to retrieve and after this third incision, the additional intussusception was successfully reduced.

Fortunately, all intestine appeared to be viable, and no resection was required.

The road to recovery

Tuck recovered well from the anaesthesia but had some episodes of regurgitation and was anorexic and nauseous. Repeat ultrasound showed marked ileus but no recurrence of intussusception and prokinetic medications were started with the plan to place a feeding tube if improvement didn't occur.

Tuck responded well to prokinetics, started eating, and became more of a cheeky puppy.

The following day further adjustments were made to his nutrition and analgesic plan but by day three he was able to go home with strict instructions to not leave any laundry about!!

Here to help when you need us

Our out-of-hours department is open 365 days a year and we're a bit like the pet equivalent of A&E, so we're here for you at all hours in case your pet has had a sudden accident, injury or illness.

We also work with veterinary practices in the local area to support them with critical or more complex cases, so just as your GP might refer you to a hospital, your vet may refer your pet to us for more advanced treatment.








Tuck recovering after his unfortunate ordeal by underwear





Vets Now *Glasgow* Hospital

We are proud to accept referrals for all of our services:

-  Emergency & critical care
-  Soft tissue surgery
-  Orthopaedic surgery
-  Internal Medicine
-  Anaesthesia
-  Oncology

Call our friendly team on 0141 328 7513



Have you seen our new referrals brochure?



Click here to refer your case today