

Pet owners and staff benefit as vets becomes one of first in region to use revolutionary software

A County Durham veterinary practice has invested in a new IT system that has been proven to empower clients and frontline staff by providing owners with detailed profiles of their pets.

The Prince Bishop Veterinary Hospital in Leadgate near Consett has launched Safari Knowledge Systems (SKS), a unique software package which gives greater responsibility to reception staff and owners more insight into their pets' conditions and the treatment they receive.

With an emphasis on early diagnosis and prevention of illnesses that are species and breed specific, Safari also gives owners greater awareness of conditions at an earlier stage so that they can seek appropriate treatment for their animals. It also gives owners advice on non-health related issues such as training, grooming and behaviour.

Owners receive personalised print-outs of their pets profiles based on yearly check-ups, medical history as well as common conditions or diseases and highlights ways in which the owner can help the animal.

Principal vet Jacqui Molyneux explained: "Reception staff can now take a client through detailed health care information containing recommendations for the individual pet so clients are not just sitting in reception waiting for their appointment and veterinary nurse also have much more involvement. This process also frees vets up to concentrate on clinical matters, something which clients really appreciate."

"Owners have been extremely enthusiastic about the new system and have commented on how much more detailed, accurate and informative the printed profiles are compared to the information they had previously sourced from the Internet themselves."

Jacqui added: "We are one of very few practices in the region so far to make the investment in this new technology which is already improving owners' knowledge and empowering them to an extent that benefits everyone."

Client Jean Dobison was one of the first to see Safari in action when she came in with her lurcher Zak. She said: "The whole process is much more interesting and enjoyable for the owner as it presents in jargon-free English the animal's medical history and how we can help to identify any future conditions or help with existing ones.

"Zak is very healthy generally however there are things I can do such as giving him dental chews and buying a special collar infused with calming hormones to ease his anxiety when out walking."