

DECEMBER 2024

As Christmas (and the inevitable postage / courier chaos that goes with it) approaches please note:

The pig office will be staffed on Monday 23rd and Tuesday 24th December. We will be back in on Friday 27th, Monday 30th, Tuesday 31st December then back to normal Thursday 2nd January.

DRUG ORDERS

The last day for ordering drugs will be Wednesday 18th December. Please note we will not be processing non-urgent orders after this time.

The carriers will not be guaranteeing deliveries. Their last collection will be 20th December, but realistically we may not be able to get orders delivered until Monday 30th.

Please check your stocks and if necessary get your order in early next week.

GVG Pig Practice Client Survey 2024

Over 70 clients completed our recent client survey questionnaire, our grateful thanks to all of you that took time out of busy days to feedback on our services.

Overall, the vast majority of responses were really very positive.

Across the range of services we offer, including veterinary, administration/ support, dispensary and delivery, we scored in the high 4's on a scale of 1 (very dissatisfied) to 5 (very satisfied).

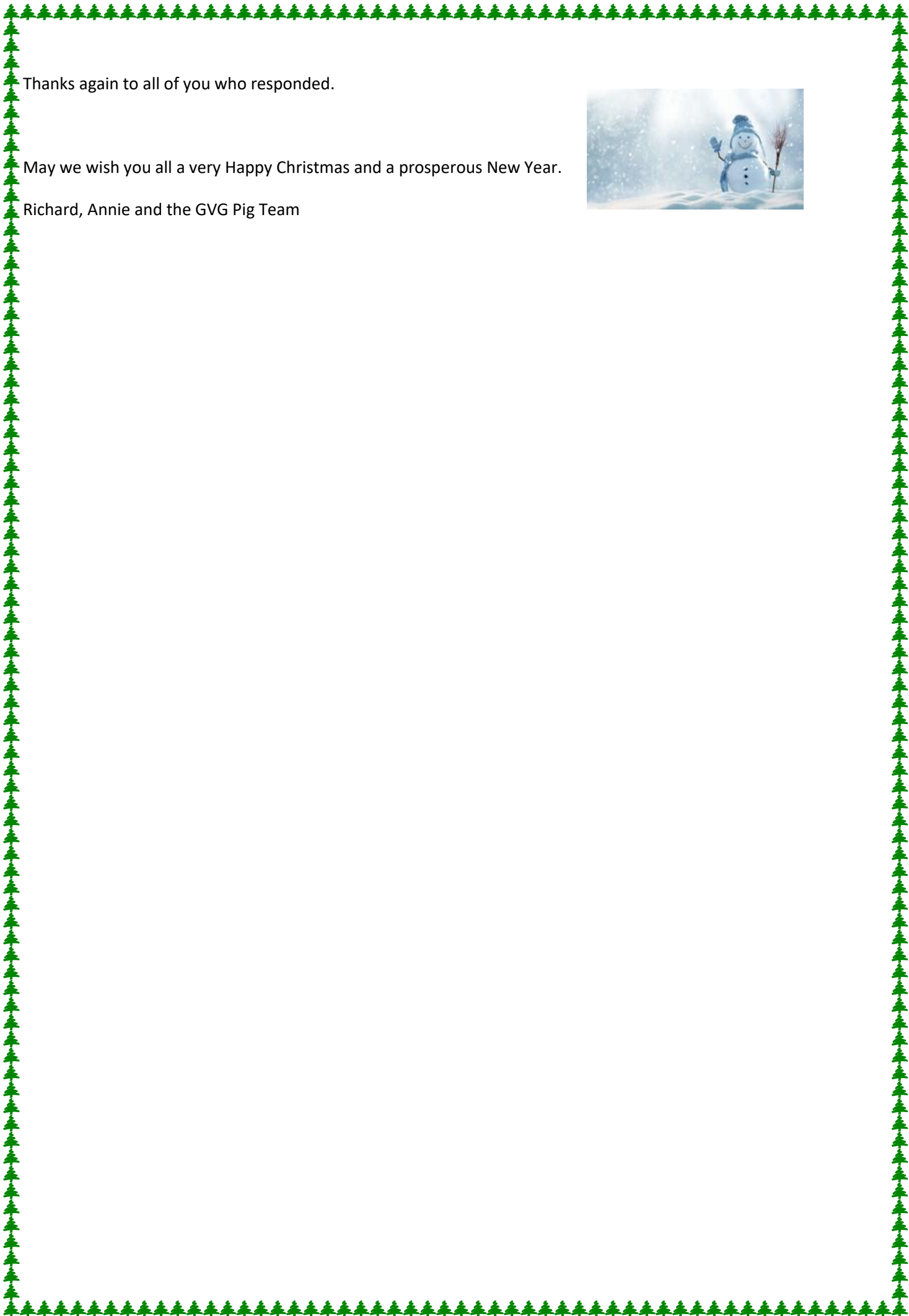
The overall service provided by our Pig Practice scored 4.7 on the 5 point scale.

The whole team really appreciates this positive feedback on the work we are doing.

Very many lovely comments were logged, especially with regards our fantastic admin, dispensary and delivery teams, thank you!

A few areas were mentioned as being potential areas for development:

1. **Reporting lab results in a timely fashion.** Making a diagnosis is absolutely fundamental to what we do and if we have invested your money in diagnostics we are committed to getting the results, and any relevant advice, back to you as soon as possible.
2. **Delivering value on farm.** Paperwork associated with legislation, farm assurance, etc is now very important in all of our working lives. However, we remain committed to providing the best level of care we can to drive continuous improvement in the health, welfare and productivity of our patients.
3. **Training.** Several ideas came forward regarding further training provision, particularly against the background of reduced support from AHDB. We will try to develop these various strands over the coming year. Watch this space!



Thanks again to all of you who responded.



May we wish you all a very Happy Christmas and a prosperous New Year.

Richard, Annie and the GVG Pig Team