



# **VET** SERVICES

HAWKE'S BAY

## INFORMATION FOR NEW CLIENTS



SHEEP



BEEF



DEER



DAIRY



WORKING DOGS



EQUINE



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## Welcome to Vet Services Hawke's Bay

From stud rams to alpacas... no matter how big or small your animals, whether they are treasured pets or earning valuable income for you, at Vet Services Hawke's Bay you know we treat them with the same care and commitment that you do.

It's a commitment we take seriously. Twenty-four hours a day, seven days a week - we're available. Our after-hour's answering service is manned by experienced Vet Services personnel, not a machine! Our service has been operating since 1949.

Our staff are well recognised within Hawke's Bay both as leaders in the veterinary field, and as active members and supporters of our local communities. Today, more than ever, local knowledge and experience has an immense value in an impersonal world. In fact, we like to think of our business as a matter of trust - between you, us and your animals.

### OUR TEAM

Servicing the greater Central Hawkes Bay region from our Waipukurau branch, our staff of over 30 are kept extremely busy. The practice offers a wide range of services for all animal species - dairy, beef, sheep, deer, horse, and all companion animals, and is one of only 29 practices in New Zealand that is accredited to New Zealand Veterinary Association Standards.

#### WAIPUKURAU VETS

Richard Hilson BVSc	Animal Health Plans, Sheep, Beef & Deer Production
Geert Gelling DVM	Dairy & Pig Production, Equine
Harry Whiteside BVSc MRCVS BA	Sheep & Beef & Dairy Production, Pathology
Caroline Robertson BVSc	Companion Animals
Kathryn Sigvertsen BVSc	Companion Animals & Dairy Production
Anyika Scotland BVSc	Sheep, Beef & Deer Production
Michael Fitzgerald BVSc	Equine & Deer Production
Camille Flack BVSc	Sheep, Beef, Deer & Dairy Production
Annelise Enslin BVSc	Companion Animals
Lucy Dowsett BVSc (dist.)	Companion Animals
Nicolette Adamson BVSc	Companion Animals, Sheep & Beef Production, Equine
Anne Gelling MVM, BVSc	Dairy Production & Equine
Gabby Muschamp BVSc	Sheep & Beef, Dairy Production & Deer Production
Victor Sanders BVSc	Companion Animals, Sheep & Beef Production

**OUR COMMUNITY, OUR ANIMALS**  
PROVIDING EXCELLENT AND TRUSTED CARE

[www.vshb.co.nz](http://www.vshb.co.nz)

# SHEEP



## OUR SHEEP SERVICES AT A QUICK GLANCE:

24/7 care with full after hours cover | Surgical services | Artificial Insemination & Reproduction Management | Pregnancy Scanning | Vaccination Programmes | Drench Resistance Programmes | Disease Controls Plans | Animal Health & Feed Planning | Seminars and Staff Training

Vet Services is particularly proud of our longstanding and close involvement with the sheep industry in Hawkes Bay. Sheep production and medicine has come a long way in the past 50 years and Vet Services has been part of nearly every advance made in practical on-farm management:

- Introduction of vaccination programmes with vaccination against diseases such as clostridial infection (blood poisoning), salmonella, campylobacteriosis, toxoplasmosis.
- Introduction of anthelmintic and combination drenches as well as mineralised drenches.
- Disease control programmes such as earlier brucellosis vaccination of rams and now replaced by brucellosis monitoring and eradication programmes.
- Some of the first cases of drench resistance were reported by our veterinarians, in both sheep and in goats.
- Introduction of a large scale sheep pregnancy scanning service with accurate and cost effective run-through machines operated by our vets and technicians.
- Involvement in some very large artificial breeding programmes with both the release of exotic sheep breeds (such as the Finnish Landrace, the Texel, the Awassi and the East Friesian), as well as work with individual breeders with AI/ET programmes for advancement of superior genetics.
- Trial work for many drug companies, investigating efficacies and safety of many of the vaccines, drenches and dips available. This is very precise work but gives us an insight into how well certain products work and gives us the confidence to include them into Animal Health Programmes.
- Involved in small locally important on-farm trials as well as a large funded study in 2000/2001 investigating the causes of vaginal prolapse (bearings) in ewes that involved 300,000 ewes.
- Regular involvement in public programmes such as Meat and Wool Monitor farms, locally run field days and other national farmer field days. Vet Services are co-facilitators of the current Monitor Farm group in HB, with a new and exciting approach to this successful program.
- Regular attendance of Sheep Vet Conferences both within NZ and abroad. With our intense involvement in our local sheep industry, our vets often present papers at these conferences.
- Development of Animal Health Plans to ensure the correct timing and use of all animal health products, as well as incorporating management and husbandry procedures for efficient and effective farming.

Sheep are the backbone of pastoral farming in Hawkes Bay and one of the main reasons that the HB Farmers Vet Club came into being. Our vet services vets are passionate about sheep and sheep production.

# BEEF



## OUR BEEF SERVICES AT A QUICK GLANCE:

24/7 care with full after hours cover | Reproduction Management | Pregnancy Scanning | Youngstock Health Plans | Calf Disbudding | Treatment Plans | Bull Testing & Fertility Focus Report Discussions | Vaccination Schedules | Trace Element Testing & Planning | Seminars & Staff Training | Surgical services including abdominal surgeries, caesareans, claw removals, cancer eye, calf hernias etc

Vet Services has a close involvement with Hawkes Bay beef cattle breeders and finishers. Hawkes Bay is home to a large number of commercial beef herds as well as many nationally recognised stud herds.

From a veterinary perspective, the emphasis these days is as much on animal disease prevention as it is on actual treatment.

By working closely with clients to identify their animal health and performance goals, we aim to develop farm-specific animal health programmes and strategies that take much of the guesswork out of their beef farming enterprise. In building such a farm profile, we are able to give advice and develop programmes that are based on best practice, best science and focused on achieving great results.



# DEER



## OUR DEER SERVICES AT A QUICK GLANCE:

24/7 care with full after hours cover | Surgical services | Reproduction Management | Pregnancy Scanning | Velveting | TB Testing  
Youngstock Health Plans | Disease Management | Trace Element Testing & Planning | Seminars & Staff Training

Vet Services has been an absolute leader in veterinary services to the deer industry, ever since the establishment of commercial deer farming in New Zealand just thirty years ago.

With a number of vets with a keen interest in deer, we have maintained in close working contact with our local deer farmers through the recent highs and lows of deer farming.

Our vets were involved in investigating and solving issues such as lungworm and suitable anthelmintic drenches, appropriate tuberculosis testing systems, allergic reactions in stags to sedatives, and new deer diseases such as Yersiniosis, Leptospirosis and Malignant Catarrhal Fever.

In recent times, as deer farming has grown to become a main-stream pastoral industry, veterinary deer work has moved to large volume hands-on work such as TB-testing and pregnancy scanning, as well as a more proactive approach to preventative medicine and consultancy.

Vet Services took a lead in the Richmond Wrightson Deer Performance Project in the late 1990s which involved a number of local farmers and identified many areas of potential improvement in deer performance. This project remains a significant benchmarking study for the whole industry, such was the scale and the intensity of the recording involved. A recent deer monitor farm project continued to add to this information and was facilitated by Vet Services personnel.

We also have extensive experience in artificial breeding programs for deer with both embryo transfer and artificial insemination. AI was originally laparoscopic, which was more labour intensive and has now moved to the trans-cervical method, which is easier on the hind and much faster.



# DAIRY

## OUR DAIRY SERVICES AT A QUICK GLANCE:



24/7 care with full after hours cover | Reproduction Management | Milk Quality Services including Fonterra Grade Busting | Scanning & Fertility Focus Report Discussions | Calf Disbudding | Treatment Plans | Vaccination Schedules | Trace Element Testing & Planning | Youngstock Health Plans | Seminars & Staff Training | Surgical services including abdominal surgeries, caesareans, claw removals, cancer eye, calf hernias etc

Our vets not only attend regular deer vet and deer farming conferences, but over the years have also regularly addressed those conferences.

At Vet Services Hawke's Bay we have a highly motivated team amongst our large animal veterinarians focused on dairy health and production, who complement each other with individual passions within the dairy industry. This ensures we have leading knowledge and skills in many aspects of dairy farming including dairy nutrition and production, reproduction, mastitis prevention and udder health, hoof health and calf/heifer rearing; resulting in a wide range of clinical and consulting services with up-to-date knowledge.

Our Annual RVM Consult is our starting point when working with you and your farm. During this consult we do not only decide on your treatment plans and regimes, we also format your Animal Health Plan that is set up to support you throughout the season with timed reminders for key animal health events and consultations. This consult also gives us the opportunity to inform you of important upcoming changes in the dairy industry and what they mean for you as well as the perfect time to discuss your goals and ambitions for the coming season(s).

### During the season we aim to catch up on a regular basis:

- **Spring:** Focus on trace element testing, metrichecking, (pre-mating) heat detection plans, repro interventions as well as regular disbudding visits.
- **Summer:** Scanning, young stock progress (growth rates, trace elements, drench regimes) and hoof and udder health.
- **Autumn:** Fertility focus report discussions, pre-winter trace elements and milk quality consults.



# WORKING DOGS

We aim to work with you in a manner that is suitable and satisfactory for you and your farming business, using strong and open communication lines. Please always feel free to get in touch with any questions, comments and concerns.



## OUR WORKING DOG SERVICES AT A QUICK GLANCE:

24/7 care with full after hours cover | Surgical services | Dentistry | Diagnostic Imagery | Reproduction Management | Grooming | Mail-out parasite management programme | Annual Dog Run (on-farm consultation & vaccination) | Nutritional Advice

Working dogs are a large part of Vet Services' canine patients. We understand the valuable role and expectations placed on your working team and our experienced team of veterinarians and vet nurses are dedicated to providing your dogs with excellent and trusted care so that they can return to work, in their best conditions in a timely manner.

Vet Services offer an annual dog run to our working dog clients. This consists of a yearly on-farm consultation with a vet and vet nurse, who will give your dogs a comprehensive health check, vaccinations and a clinical examination.

We have a strong emphasis on continuing education, so while on site, our experienced team can check your farm's kennels, provide nutritional advice and set you up with a worm and parasite management plans to help with the overall health of your 4-legged team.

The most common reason working dogs visit our clinics is for treatment of a traumatic injury. Dog fights, kicks or trampling by cattle, vehicle injuries, or getting caught in fences or gates are the leading causes.

Other health issues that affect all dogs also need to be kept in mind are heat stress (especially young dogs working on a very hot day), reproductive issues (whelping, infected uterus, mastitis), lumps and cancers, and poisonings (rat bait, slug bait, sheep dip).

Our shops stock a large range of premium pet foods, shampoos, nutritional supplements, flea and worm products as well as a host of other pet necessities.



## OUR EQUINE SERVICES AT A QUICK GLANCE:

24-hour Emergency Care | Dentistry | Reproductive Services | Vaccinations | Pre-purchase examinations |  
Comprehensive laboratory services | Diagnostic Imagery | Lameness & Performance Assessment

In 2020 we launched VS Equine, an equine focused division of Vet Services Hawke's Bay, dedicated to delivering the best veterinary services for your horses.

We have Equine Vets at all clinics with a special interest in equine medicine, reproduction, nutrition and dentistry, including other areas. We have a wide range of equipment and skills, allowing us to service most equine veterinary requirements, including digital radiography, endoscopy, ultrasonography and dentistry. Our vets are committed to continuing education and regularly attend relevant courses and conferences both in New Zealand and abroad.

Agistment facilities are available so those cases which require intensive or frequent care such as major wound repair can be managed. These facilities are also ideal for mares being programmed for artificial insemination or embryo transfer, where frequent scanning and checking is essential. Our equine clinic in Waipukurau has a holding yard with a loose-box and stocks, used mainly for equine dentistry, pregnancy scanning and radiography.

Many of our veterinarians and support staff are actively involved in equestrian activity, be this hunting, dressage, breeding or just owning horses and hacking, horses are never too far from the topic of conversation around the practice.



## APPLICATION FOR NEW ACCOUNT – CONFIDENTIAL

Date: \_\_\_\_\_

Surname: \_\_\_\_\_ Christian Names: \_\_\_\_\_

Trading/Business Name: \_\_\_\_\_  
(If applicable)

Postal Address: \_\_\_\_\_

Residential Address: \_\_\_\_\_

Telephone Numbers: \_\_\_\_\_ Email: \_\_\_\_\_

Occupation: \_\_\_\_\_ Employed By: \_\_\_\_\_

House Owner or Tennant: \_\_\_\_\_

Please confirm you are happy to receive text and e-mail messages for appointment and product purchase reminders and confirmations **Yes / No**

### Animals:

- |                          |                 |                        |
|--------------------------|-----------------|------------------------|
| <input type="checkbox"/> | Sheep           | Breed/No. Farmed ..... |
| <input type="checkbox"/> | Cattle          | Breed/No. Farmed ..... |
| <input type="checkbox"/> | Dairy           | No. Farmed .....       |
| <input type="checkbox"/> | Deer            | No. Farmed .....       |
| <input type="checkbox"/> | Small animal    | Breed/Age .....        |
| <input type="checkbox"/> | Equine          | Breed/Age .....        |
| <input type="checkbox"/> | Lifestyle/Other | Animals Farmed .....   |
|                          |                 | Breed/Age .....        |

### Dog Worming/Flea Programme

- Tick if you would like information on our Dog Worming and Flea Treatment Programme.  
(We send product directly to you monthly and charge your account)



**How did you find out about us?**

- |  |   |
|--|---|
| <input type="checkbox"/> Yellow Pages    | <input type="checkbox"/> Yellow Pages on-line |
| <input type="checkbox"/> White Pages     | <input type="checkbox"/> Web search           |
| <input type="checkbox"/> Radio           | <input type="checkbox"/> Newspaper            |
| <input type="checkbox"/> Friend/referred | <input type="checkbox"/> .....                |

**CREDIT REFERENCES: (ALL THREE FIELDS TO BE COMPLETED)**

*Please don't use your bank, telecom, finance company, electricity company or farmlands for referees.*

1. **Name:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**Phone:** \_\_\_\_\_ **Contact:** \_\_\_\_\_

2. **Name:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**Phone:** \_\_\_\_\_ **Contact:** \_\_\_\_\_

3. **Name:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**Phone:** \_\_\_\_\_ **Contact:** \_\_\_\_\_

**ANY ADDITIONAL INFORMATION:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



I/we agree to your terms of trade on below and have signed as acceptance of those conditions.

**The applicant undertakes and acknowledges:**

1. That all information given is correct.
2. That under the Privacy Act the references given are authorised to provide a credit opinion on your account.
3. That credit is granted at the discretion of Vet Services (HB) Ltd and may be withdrawn at any time.
4. Payments are due on the 20<sup>th</sup> day following statement date.
5. Each month the Company will add an interest charge of 1.5% on any overdue balances.
6. Any costs incurred in the recovery of the account will be borne by the applicant.
7. The risk in the goods supplied by the Company to the purchaser will pass to the purchaser upon delivery, but the ownership of them shall not pass to the purchaser until the purchaser has paid for the same and discharged all outstanding indebtedness to the seller whatsoever.

**Customer Name:** \_\_\_\_\_ **Customer Signature:** \_\_\_\_\_

<i>Office use:</i>	Approved by:	Date:
	Entered into Vision by:	Client number: