



Dear Ribble Vets Client,

Times change. We opened Longton Surgery over 30 years ago when as White and Baxter Veterinary Surgeons we were mainly a large animal practice seeing more dairy cows than cats or dogs. That was before laptops, mobile phones, the internet and Amazon. Over the years the practice has grown and developed. In 2016 we opened our Small Animal Hospital in Penwortham. During the last 3 years we have found that more of our Longton clients are choosing to drive to the Penwortham Hospital rather than walking to the Longton branch. At Penwortham we have on-site parking, longer opening times and clients can make appointments with specific vets. Over this period we have also seen an increase in the number of requests for house calls to see animals in their own home. We have also noticed that some of our clients struggle with transporting their animals to the hospital for routine surgery and procedures.

So in 2020 we have big plans. We will be closing our Longton branch from the end of March and starting Ribble Vets on the Move Service. We will be able to arrange collection of pets from their home on the morning of surgery and return them home in the afternoon after their procedure.

We will also be able to arrange visits between 11am and 3pm when a vet and nurse can see pets in their own homes for routine consultations and examinations. In depth investigations and procedures would still have to be performed at the surgery.

It is with some sadness that we are closing Longton Surgery with all it's quirks (the temperamental electrics and computers, the consulting room door that sticks) but it is also an exciting time with the launch of our new mobile service.

We hope to see you in 2020

Yours sincerely

The Ribble Vets Team