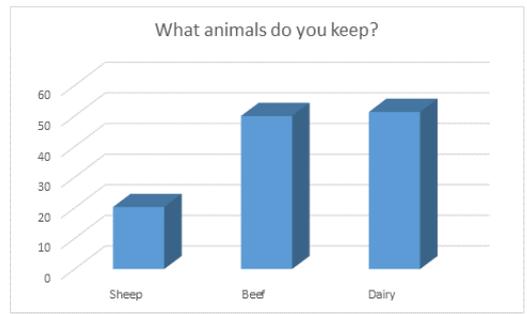


Introduction

Soon we will be celebrating the 6th anniversary of our practice. In the past we have invited clients to a steering group type meeting to encourage feedback and ideas to improve our practice and the service that we deliver. This year we have invited clients to participate in an online survey, which was anonymised to encourage honest and frank feedback. More than 60% of you took part in this for which we are very grateful. As it would be unfair not to share the results with our clients, we have summarised the outcome and the comments given in this document.



How Satisfied are you with The Livestock Partnership?

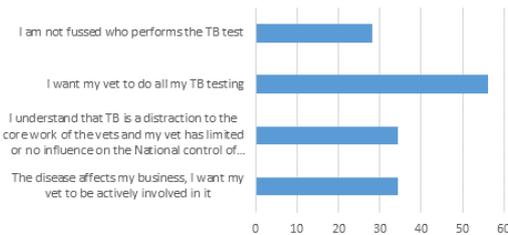


■ Very Satisfied ■ Reasonably Satisfied ■ Neither Satisfied or Dissatisfied ■ Dissatisfied

*Always very helpful, reliable, great service!!
A small company with the same regular vets with vets who know your farm no matter which one you get
Efficient to the point and no time wasting
Because of your happy smiling faces!!
Good, prompt service
Good veterinary surgeons good service as very reliable and rapid response.
Efficient service, capable vets who put the animals first
Very friendly and helpful will give advice when needed
Very friendly vets and staff, professional and efficient.*

*Very helpful and approachable.
Very friendly people and the spread the news to other vets in the same company.
Friendly knowledgeable vets
Excellent service and attention to detail and a practical method.
Very good service
Very enthusiastic and good ideas to improve the performance of the dairy
Reliable, efficient and friendly service.
Prompt, efficient and pleasant service. Nothing is too much trouble.
Always helpful and willing to listen and understand our needs*

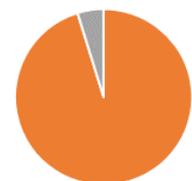
Bovine TB is on the increase, what are your views?



*I think TB testing could be done trained technicians as I imagine it does take a lot of the vets time up
The test must be done properly with minimum fuss
Vets should do Tb testing. Things can and do go wrong when handling animals and vets are equipped to know how to deal with these situations whereas others may not be
Very helpful and supportive whilst in inconclusive state
A good time for the vet to see every animal in herd
Sally knows my animals
All vets need to be more vocal about what needs to be done to eliminate TB.
Think milk protests, and what good those did.*

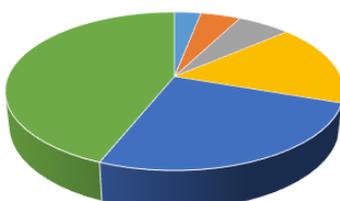
*Always kept up to date either through regular visits or on newsletter
Claire and the team keep us informed of any developments by email and discussion on Clinic days
I do but I am also impressed outside experts are used when relevant information is required without the lack of 'ego'
Will find out if not immediately known - didn't give you 10 or you would be unbearable!
Farm vets have to be realistic regarding price so some specialist treatments are not wanted
I'm sure Maarten is fully up to date with info but we are limited to what can be utilised here!*

How proactive is your vet?



■ Too proactive, I would prefer less
■ Just about right
■ I would prefer more regular reviews/meetings

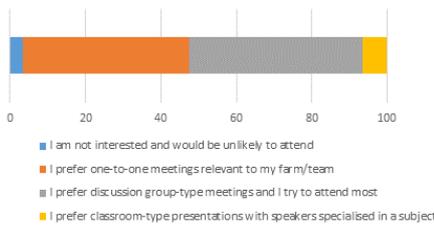
On a scale of 1-10, how up to date is your vet with the latest in animal science and technology, and informs you of such?



■ 5/10 ■ 6/10 ■ 7/10 ■ 8/10 ■ 9/10 ■ 10/10

*Nothing worse than feeling bombarded with info, so yes, I think just right
Claire will always research anything we have queries about if she doesn't already know the answer
More notice on events or meetings be nice!
Meetings are on a regular basis
Needs to smile more be happy
Very impressed with level of commitment*

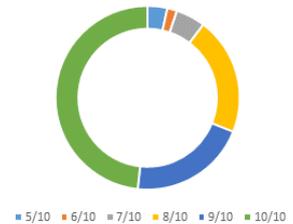
How interested are you in meetings/training sessions?



Building improvement which is cost effective yet smart
Fertility in cattle
A relevant farm visit now and again is good
Sheep various always try and come
Beef calf rearing , disease control , lambing workshops would be great
Treating LDA
Organic, animal behaviour
Beef cattle problems

Not used as yet
Not had to use it yet!!!
Luckily not needed to use it so far.
Luckily haven't had much experience so can't really comment
Hardly ever use it
No problem there. Out of hours service good, even if just need advice over phone

How satisfied are you with our Out of Hours Service?



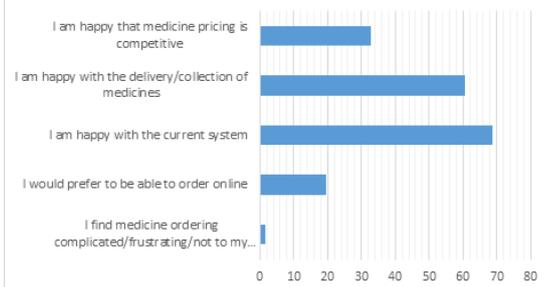
What is your impression of our office service?



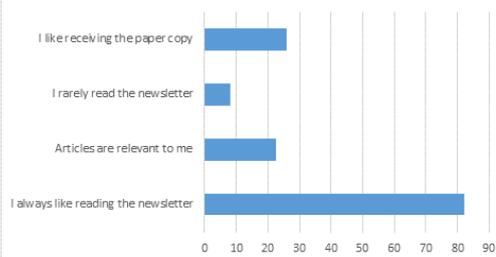
Office staff are great. Always quick to sort things out
Always get phoned back if engaged
Office staff are great , really helpful and friendly .
Always very helpful
For urgency I ring the vet direct on their mobile. When I have rung the office I found them very helpful.
I like to know the person's name I'm speaking to
Worth ringing for Debbie's posh telephone voice until she realises it's only me!

Collection, postal or vet dropping off on visit are all fine
Would like more detail on withdrawals shown on advice notes following treatments during visits
Could do with a one day a week delivery service
We would like online ordering as an addition to the present system
I want to be confident that medicine prices are always competitive.
Not always consistency for picking up medicines
Very helpful & office staff & vets do their best to get what we need as quickly as possible

How happy are you with Medicine Ordering?



How would you rate our monthly newsletter?



I would like more sheep articles
Always read monthly newsletter would not mind if it was via email only
It's just so entertaining I can't get enough of it
Sometimes the monthly paper can be a bit dairy heavy , but it's always an interesting read .
Always of interest and things to learn, could have a bit more "beef" interest.
Need a bigger focus on beef/sheep

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Conclusion

We were very pleased to see that we don't do a bad job in general and we are open to feedback at any time. We have taken onboard the comments made with regards to the meetings, the newsletter and the medicine ordering.

Thank you for your participation!