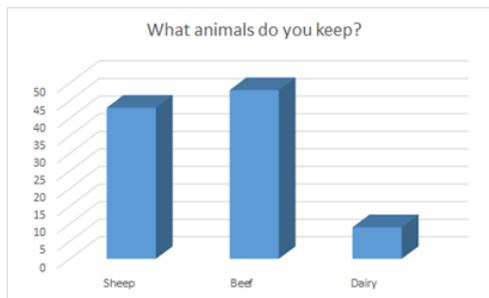
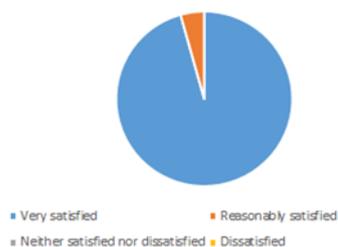


Introduction

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 anonymized 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 summarized the outcome and the comments given in this document.



How satisfied are you with The Livestock Partnership?



*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
The service and advice we are now getting from the Livestock Partnership is very good and we have confidence in all the vets that have visited us*

*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*

How would you rate our TB testing service?



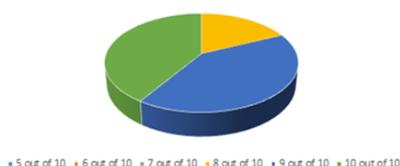
*It would be interesting to hear about good practices regarding handling the whole herd during TB testing in the newsletter
Vets need to understand cow characteristics are different on different farms
Vets should do Tb testing. Things can and do go wrong when handling animals and vets are equipped to know how to deal with these situations whereas others may not be
Very helpful and supportive whilst in inconclusive state.
First TB test I was present for and it went better than expected, did have an issue with calf getting injured in the race.
Not experienced TB service yet
You haven't done one yet!*

*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!
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?

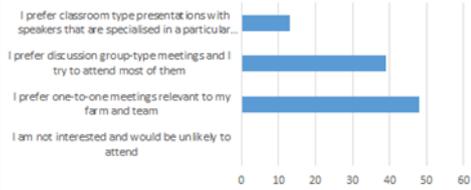


On a scale of 1-10, rate how up to date your vet is with the latest in animal science/technology, and the amount they inform you of such



*Claire will always research anything we have queries about if she doesn't already know the answer
We get good advice. The newsletter is informative and the calving meeting was useful.
Ben is great, I feel I can pick up the phone and call him with a question without being a nuisance
Very satisfied, in between 9 and 10, but probably go with 10
Not required much yet, but information is given in response to issues*

How interested are you in meeting/training sessions?



*The most useful would be discussions with others of similar business focus
More sheep meetings would enable a greater understanding of issues faced by farmers*

*We find it difficult to attend, so please repeat any that you can
Sometimes one to one is good, but group meetings are probably more useful
Topics of interest talked about in a group meeting
Prefer discussion groups, but happy to have one-to-one when applicable
Organic farming, animal behaviour
Beef cattle problems*

*Brilliant, especially the caesarean late at night!
Haven't had to use it yet.
We haven't used it yet
Only had to call once so far and immediate response on phone.
Had to use it twice this year. Good service on both occasions
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?



■ 5 out of 10 ■ 6 out of 10 ■ 7 out of 10 ■ 8 out of 10 ■ 9 out of 10 ■ 10 out of 10

What is your impression of our office service?

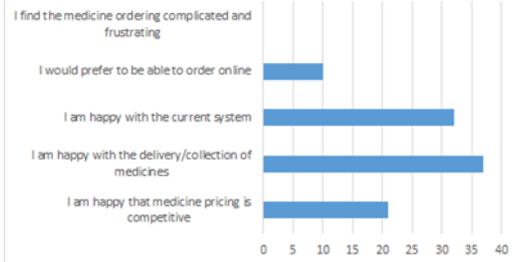


■ When I phone the office I am helped quickly and satisfactorily
■ When I phone the office I am not always sure the reason for my call is understood
■ When I phone the office there is inconsistency in the level of service
■ I avoid phoning the office number as much as possible

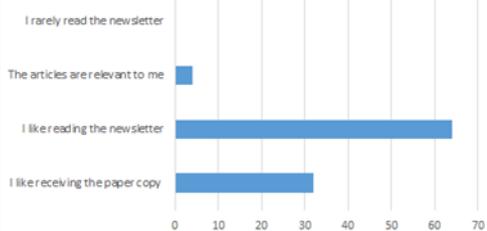
*The office staff are always really helpful
Always get phoned back if engaged
I never phone. The email response is quick enough to be like a phone call for me
Always very helpful
For urgency I ring the vet direct on their mobile. When I have rung the office I found them very helpful.
I like to know the person's name I'm speaking to
Have had a few involvements with the office. Have had a couple with hiccups with supplies*

*Good cooperation in spite of logistical challenges. Have not been let down yet!
Cant' personally comment, but heard some issues with pricing relative to internet?
Not sure on the pricing yet. So far delivery of meds by vet is working. Some on-line ordering of prescription medicines could be useful for times when the vet is not coming to farm.
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 consistent 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?



*More sheep/beef information please!
Overall, I am very pleased with the service we get, despite initial reservations regarding practice location with respect to our farm
I read it and I'd have ticked all three - paper please, it is helpful
I think it would be better if it didn't take so much black ink to print!
Sometimes the monthly paper can be a bit dairy heavy.
The paper copy is handy to read at home over a cuppa!
The articles are useful and we always read the newsletter*

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Conclusion