

Visiting Apex Vets

Making it fear-free for nervous pets

Just like us, our pets can become nervous or stressed when visiting new places and meeting new people

Here at Apex Vets we are happy to accommodate you and your pet's needs when it comes to reducing stress levels and promoting wellbeing. Our goal is for you pet to feel as comfortable and relaxed as possible when visiting us.

We invite you to speak with one of our reception team prior to your appointment for a free-of-charge discussion 01324 828989.

Here are some tips:

Communication

You can bring up any anxieties or phobias your pets may have with our reception team when booking an appointment. Fear of specifically men or specifically women, fear or aggression with other animals can be recorded on your pet's record so we might best look after them in the future.

Prior to the visit

Try skipping your pet's breakfast prior to their visit. This can help reduce car sickness and make them more likely to take treats that will reinforce the vets is a safe and nice place for them to be. For cats, often seeing their travel basket will be a trigger for stress. Try getting them used to seeing it (and even getting treats in it!) when they are comfortable at home.

Training

For dogs training classes can be helpful. Getting them used to the process of an examination can also be useful. From an early age be sure to train your pet to allow you to look in their mouth, eyes and ears, and touch their paws.

Going the extra mile

If there is anything else we can do to help manage your pet's anxieties please let us know. Sometimes even simple things like us greeting our pet in the car park before you lead them into the consulting room, or removing our standard green tunic can help some pets. We can do the best job of treating your pet and keeping them healthy if they feel calm and relaxed while they are here.

Waiting to be called in for your appointment

There is a comfortable quiet room (separate to the main waiting area) where nervous cats or dogs can wait for their appointment, or your pet can stay in the comfort of your car while you wait. You don't have to come in the main door and pass other pets - we can let you in a side door. Just ask our reception team.

In the waiting and consulting rooms

Most pets can be examined on either the floor or on the table. When it is practical to do so, we are happy to examine your pet where they feel most comfortable.

Supplements and calming pheromones

Both dogs and cats can benefit from non-medical adjunctive treatments to help manage stress and anxiety. Please discuss this with us if you think your pet needs more help.

For pets that need additional help

For some pets the above routine(s) alone is not enough to make their visit fear-free. If this is the case we can discuss the services of trainers, behaviourists and antianxiety medications to help your pet feel comfortable as part of the Apex family.