

Business Plan for Londonderry Veterinary Clinic

The Londonderry Veterinary Clinic will be located at 312 Londonderry Rd, Londonderry NSW 2753. The clinic's primary function will be to service Richmond Greyhound Racetrack's participants but will also offer a full range of medical and surgical services to the area's small animal pet owners.

Matthew Kwong BVSc BCom Bus has seventeen years of veterinary experience as a partner in a busy 7 veterinarian small animal practice at Quakers Hill. He also worked as the head veterinarian at Guide Dogs NSW at Glossodia for 5 years. He has a vast knowledge of veterinary medicine and surgery with a special interest in performance dogs, reproduction and traditional Chinese veterinary medicine.

The proposed business opening hours for Londonderry Veterinary Clinic is Monday – Friday 8.30am-7pm, Sat 8.30am-1pm. Business signage would be erected on the front entry and on the veterinary clinic building.

There would currently be no after-hours emergency services provided and customers would be referred to the Animal Referral Hospital at Baulkham Hills or Flemington for these emergency services. Critically hospitalised patients would also be transferred to the Animal Referral Hospital at Baulkham Hills for overnight monitoring.

For hospitalised and day stay clinic patients there will be a designated area fenced off to allow animals out for toileting and a short walk.

Medical waste will be disposed of weekly by a medical waste management company. All cleaning products used that will enter the waste water will be environmentally safe and biodegradable.

Unfortunately euthanasia of animals will occasionally occur with elderly terminally ill patients or injured patients unable to be helped. Our team will make every effort to make an emotional day as peaceful and comfortable as possible for the patient and client. Questions we generally ask are:

- would you like to be present when we administer the injection ? Your pet is at peace within 30-60 seconds of starting the injection.
- do you wish to take your pet home for burial, let us look after your pet for you, or arrange for your pet to be cremated and have the ashes returned in a vessel of your choice (we use Pets at Peace services)

Our goal is to help customers' pets live long, happy and healthy lives. We believe that a key element to a healthy pet is a great relationship with your veterinarian. Everyone at Londonderry Veterinary Clinic is committed to a professional, caring, personalized service and takes pride in our dedication to the highest standards in veterinary medicine.