



McMASTER & HEAP
VETERINARY PRACTICE

OUR "EYE" VET.....

Its not often I write about my husband, Steve Heap, but I must say I'm often very proud of the work he does at our Practice, and how he is always looking ahead to grow, improve and provide the best workplace for our staff. Steve has a keen interest in all things involving "eyes" but he's also very competent at dental surgery too. Patients come far and wide to see Steve for his expert advice on eyes and compassionate, friendly service. He sees a myriad of animals, ranging from very expensive thoroughbreds and alpacas, to lions and kiwis at Orana park and then all domestic animals inbetween.

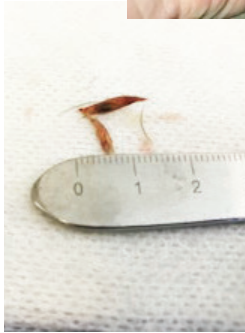
Steve decided to study Ophthalmology while we were in the UK in our 20's on a working/holiday and it is one of the best specialities Steve could have chosen. Not only does Steve really enjoy eyes, but it has helped to grow our business and stand it apart from others. There are currently only 3 or 4 vets seeing ophthalmology referrals in NZL.

Most days Steve has 3-6 Ophthalmology surgeries. He actually gets excited at the prospect of returning an eye to normal function and pain free.

A few days ago was one of those "jubilant" moments. In waltzed a very friendly 8 year old Labrador called "Arnie". Arnie was referred to Steve with a persistent infected discharge coming from his Left eye that he had for 8 months. Eight months ago he had an ulcer in the same eye which initially cleared up, but quickly became constantly infected, weepy, red and sore. He had been on every eye ointment possible with no real results. The owners claimed they were cleaning the eye out 5 times a day. The purulent discharge seemed to be coming from the lower tear ducts.

Steve suspected a foreign body so he recommended anaesthetizing Arnie and taking a closer look.

Sure enough Steve removed a large barley grass awn from the left tear duct by cutting down into the duct. It had probably been sitting there for the past 8 months causing a chronic persistent eye infection. Steve is sure Arnie will make a full recovery with no need for eye drops. As a surgeon moments like these are hugely rewarding because straight away Steve has made a big difference to



Arnie's quality of life...and his owners.

Clients and vets alike speak highly of Steve. His sole purpose is to solve problems quickly and professionally, with skill and expertise and he is great at explaining things clearly and simply, so clients really "get" what his plan is for their pet. Clients apparently love his scribbly little eye

diagrams they leave with, diagrammatically describing the surgical procedure. I recently attended a veterinary meeting and felt very proud at all the accolades my fellow colleagues spoke about my husband. Steve is one of the very few vets around who freely, 24/7 gives ophthalmology advice to any vet in the country free of charge. He just enjoys sharing his knowledge to benefit all animals in need.

We are currently in the throes of building a large, modern addition to adjoin our current premises in Hoon Hay. We are very excited about what this will mean for us and our patients in the future. We hope to be seen as a referral centre, with more specialist vets coming on board, as well as a first opinion clinic. We have very loyal, committed clients who often recommend us to others. We want to improve our level of knowledge and expertise and provide

better care by creating separate dog and cat treatment, consult and waiting areas. We are constantly looking ahead to the future and trying to set ourselves up to stand alone, offering outstanding care, service and communication in an ever increasing corporate veterinary world, one in which we will never become part of.

Steve and I are living the dream. What could

be better than surrounding ourselves with animals all day, solving problems using our skill and expertise, making people smile again and saving animals lives. It just doesn't get much better than that.

Dr Michele McMaster



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