



## VCNZ update – July 2016

### In this issue

- [Correction of previous advice about Advantage flea treatment](#)
- [Controlled drugs survey](#)
- [Health and safety in clinics](#)
- [Silicon eyeballs](#)
- [Disposal of controlled drugs](#)
- [Communication with clients](#)

### Correction: Advantage flea treatment

We want to correct the advice given in last month's *Update*. This was about a recent complaint involving a vet who decanted Advantage flea treatment.

Bayer, who produces Advantage, has quite rightly pointed out that it is inappropriate to decant Advantage because this compromises the integrity of the product.

Before decanting any product, vets need to carefully consider whether decanting could potentially change the product. The Code of Professional Conduct allows for vets to decant products (provided the [requirements around decanting](#) are met) but decanting must be considered on a case by case basis. Vets are strongly advised to consult with the manufacturer first.

**It is not appropriate to decant Advantage products.** Bayer has provided [information](#) to clarify this.

We're sorry about this mistake and any confusion it caused.

### Controlled drugs survey out soon

Council is looking at its guidance on controlled drugs and we want your feedback.

We want to know what's happening in practices at the moment. Are our expectations realistic? Are they easy to comply with? Do we need to look at changes? Please complete the survey and tell us what you think.

We know this is a sensitive subject, so we've asked NZVA to help us run the survey. All answers will be confidential and anonymous. Answers will be grouped and individuals won't be identified.

You'll get an email from NZVA soon with a link to the survey.

### Health and safety in clinics

In the latest issue of VetScript, Wayne Ricketts writes about health and safety implications when [ethanising aggressive dogs](#).

### Silicon eyeballs

In May, we asked for your comments on the use of silicon eyeballs. Thanks to everyone who sent us feedback.

All of the feedback we received was that ocular implants have a therapeutic basis. The Professional Standards Committee shared this view. The [Animal Welfare](#) section of the Code (section 6, explanatory note e) now says that the use of silicon eyeballs is acceptable.

### **Disposal of controlled drugs**

New explanatory notes have been added to the [Veterinary Medicines](#) section of the Code to cover the disposal of controlled drugs. You can read the new section [here](#).

### **Communication with clients**

Communication with clients has been an issue in several recent complaints and notifications. Key messages are:

- make sure your communication with clients is clear and effective
- make sure you tell the client what they need to know
- give the client other materials (eg written information) if that will help
- check the client understands what you've told them.

Communicating clearly and making sure the client understands what's happening with their animal can help reduce the chance of clients being left unhappy and of issues being raised with us.

We asked for your feedback on the Client Relationships section of the Code in April. We're reviewing this section at the moment and we'll update you soon.