**CASE STUDY - Thornhill Veterinary Practice**

Thornhill Veterinary Practice is based in Thornhill, Bedfordshire and has two other surgeries situated in local towns. The owner, Jim Brightwell, employs two qualified veterinary assistants, two qualified veterinary nurses and two part-time administration staff.

Currently, information about owners, pets, visits, consultations and treatments is stored in an Excel spreadsheet, and Jim has recognised it is time for change – the development of a new computerised management information system to allow more effective processing of data and subsequent decision making. It is intended that the new system will be able to automate the production of invoices and the timely reminding of customers of vaccinations and health checks as they fall due.

The practice specialises in the provision of veterinary advice and treatment for small domestic animals – mainly dogs and cats, and other pets, but, on occasion, provides treatment for larger animals – goats, small ponies, etc.

Owners details (name, address, phone numbers, email address) are recorded when they first register with the practice, and an owner may have a number of pets. Each pet, however, has only a single registered owner. Full details of each animal are also recorded – name, date of birth (if known), owner, category/breed, and colour.

Customers will normally contact the practice to arrange either a consultation at a surgery or a home visit. The date and time of consultations and visits are recorded, together with the vet involved, the animals treated and the location. A single visit or consultation may involve more than one animal.

Some visits and consultations involve emergencies where prior booking is not required. These also need to be recorded.

Sometimes, owners may book an elected operation – for example, dog spaying or neutering, which would not necessitate a prior consultation.

Each visit or consultation for each animal may result in treatment. Treatment may involve a surgical procedure or drug treatment (medication) (or both). Sometimes, only professional advice is given – but this also needs to be recorded.

Jim would also like to record details of drug supplier, and the costs associated with visits, consultations, medication and surgical procedures.