

IN PRACTICE is published by BMJ on behalf of the British Veterinary Association. It is published 10 times a year.

Articles are commissioned and written in the form of 'opinionated reviews'. All clinical articles are peer-reviewed.

Clinical practice editorial board Stephen Baines, John Fishwick, Aiden Foster, Mark Hillyer, Jelena Ristic

Practice management advisory group Nick Blayney, Rita Dingwall, Peter Gripper, Ewan McNeill

Veterinary Editor-in-Chief: Alexander Trees Editor: Martin Alder

Managing Editor: Suzanne Jarvis Editorial staff: Manuela Herrera, Laura Honey, Georgina Mills

All communications for the editorial department should be addressed to: The Editor In Practice, BMJ, BMA House, Tavistock Square, London WC1H 9JR, UK

T: +44 (0)20 7387 4409 F: +44 (0)20 7383 6418

E: inpractice@bva-edit.co.uk

Annual subscriptions
Individual: Print and online £217, Online

only £177.
For details of US\$, Euro and institutional subscription rates, please visit inpractice. byapublications.com/site/about/
Substanding.xhtml

Subscription requests should be sent to: Customer Services, BMJ, BMA House, Tavistock Square, London WC1H 9JR, UK T: +44 (0)20 7383 6270, F: +44 (0)20 7383 6402, E: support@bmjgroup.com

Advertising

Display advertisement queries should be directed to: Kevan Bowen, T: +44 (0)7768 880410, E: kbowen@bmjgroup.com

In Practice is published by BMJ Publishing Group Ltd (BMJ), a wholly owned subsidiary of the British Medical Association, on behalf of the British Veterinary Association (BVA).

In Practice follows guidelines on editorial independence produced by the World Association of Medical Editors and the code on good publication practice of the Committee on Publication Ethics.

In Practice is intended for veterinary professionals and is provided without warranty, express or implied. Statements in the journal are the responsibility of their authors and advertisers and real values institutions, BMJ, the BVA or the BMA unless otherwise specified or determined by law. Acceptance of advertising does not imply endorsement.

To the fullest extent permitted by law, BMJ and the BVA shall not be liable for any loss, injury or damage resulting from the use of In Practice or any information in it whether based on contract, tort, or otherwise. Readers are strongly advised to verify any information they choose to rely on.

Copyright © 2015 British Veterinary Association All rights reserved; no part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise without prior permission.

In Practice is published by 8MJ Publishing Group Ltd, and printed in the UK on acid-free paper from sustainable forests by Polestar Petty, Leeds, UK.

In Practice (ISSN No: 0263/841 X) is published 10 times a year by BMJ Publishing Group Ltd, BMA House, Taxistock Square, London WCH19 JR, UK. The US annual subscription price is \$424. Airfreight and mailing in the USA by agent named Wootfnet Shipping Inc., 156-15, 146th Avenue, 2nd Floor, Jamaica, NY 11434, USA. Periodicals postage paid at Jamaica NY 11431. US Postmasters Send address changes to In Practice, Worldnet Shipping Inc., 156-15, 146th Avenue, 2nd Floor, Jamaica, NY 11434, USA. Subscription records are maintained at BMJ Publishing Group Ltd, BMA House, Taxistock Square, London WCH19 JR, UK. Air Business Ltd is acting as our mailing agent.



Advice on how to carry out a pet shop inspection, p 333



Recognising and managing inflammatory bowel disease in horses, p 347



Caring for surgical instruments, p 359

Clinical Practice

Companion Animals

315 Canine mast cell tumours: decision-making and treatment

James Warland, Valentina Brioschi, Laura Owen, Jane Dobson

333 Inspecting pet shops
Lance Jepson

Equine

347 Intestinal biopsies for investigating and managing inflammatory bowel disease in horses
Nicola Kerbyson, Derek Knottenbelt

Equipment

359 Design and care of surgical instruments
David Strong, Linda Capewell

Practice Management

Leadership

365 Ten steps to leading a practice through change Bobbie Flight

Marketing

370 Net promoter scores: monitoring practice performance

Darren Mackintosh

Everyday Ethics

374 Billy the kid

375 Possession is nine-tenths of the dog

A Practitioner Ponders

376 An embarrassment of cats

KEEPING BRITAIN'S YOUNGSTOCK HEALTHY

A healthy herd starts with a healthy calf



Visit our new website

www.healthyyoungstock.co.uk



