

‘I vow to maintain same ethos, drive and standards’

Angus MacLellan-Stephenson, owner and principal veterinary surgeon at MacLellan Vets Eastgate, promises to keep the practice independent

Small Business Focus
in association with
Inverness
BID
BUSINESS IMPROVEMENT DISTRICT

MacLellan Vets Eastgate,
Millburn Road, Inverness
IV2 3PY

T: 01463 230893

**For more information
about Inverness BID:**

T: 01463 714550

E: info@inverness.uk.com
www.invernessbid.co.uk

Q How would you describe your business to a stranger?

A MacLellan Vets Eastgate is a small, independent and family-run veterinary practice in Millburn Road which I co-own with my wife Keely, who is practice manager.

We are a first opinion practice and primarily look after pets. If your pet is unwell, come to us first and we can work out if we can deal with problems in-house or if you need a specialist.

The practice is the oldest in Inverness and we took it over in March this year from highly-regarded Ed Jolley who ran the business for around 45 years. I had a long association with him, and he asked if I would like to take it on. I have assured our loyal clients that I will continue the same ethos, drive, and standards.

I believe we are the only independent practice left in Inverness and we are definitely going to remain that way because it is what our clients want. I think there is a new drive towards supporting businesses that are owned locally rather than by big corporations.

Q What inspired you to start the business?

A I am originally from Fort Augustus, and I have always loved animals. I attended Glasgow University vet school and graduated in 2013. I had worked with Mr Jolley as a student from 2009 and immediately after I graduated. I then worked in Yorkshire and Glasgow before coming back in December 2016.

I have always had the itch to be my own boss and run my own business and I was, and I am, inspired by the legacy of the practice which was first established in 1924.

It's a wonderful feeling when you see an animal



Angus MacLellan-Stephenson is the owner and principal veterinary surgeon at MacLellan Vets Eastgate.

better after it has been unwell. You get a real sense of achievement.

Q How has your business developed?

A We are a small four-person team and our animal nursing assistant Jen Croall and auxiliary Nadine Watt have been invaluable in keeping the practice running as it should and are brilliant with our clients.

We have already invested in some new equipment and now have in-house labs. Instead of having to send blood tests away and wait days for results we can get them same day and plot our course of action sooner for the cases that need it.

We have also created a website that has been a great success and very good for helping people and have an out-of-hours number for emergencies.

Q How are you moving forward post the Covid-19 pandemic?

A We are a growing practice and are going to start expanding our team in the near future, recruiting the right people to maintain the team ethos.

We are coming out of Covid into a new challenging circumstance, with the cost of living crisis

and inflation, alongside a significant UK-wide increase in pet ownership, there is always a concern that more pets could end up in rescue centres.

Q What lessons have you learnt from your time in business?

A There is nothing more important than having a good team and set of individuals who get along and have the same vision.

Q What is your vision for Inverness city centre?

A Inverness has a lot of beautiful old buildings and I think at times we don't make the most of them. We should be showing them the TLC they need to keep them in a fine condition. When we come to renovating the exterior of our old building, we are going to have in mind something practical but also aesthetically pleasing.

Q Can you tell us something interesting about yourself?

A My grandfather was a vet in the area around Braemar and I have been told that at one point he was looking after some of the Queen's corgis. I hope my family haven't been pulling my leg!