

THURSDAY 25 JANUARY

15:30 - RCVS PSS Awards, Beaumaris Lounge

17:00 - SPVS AGM in Conwy and VMG AGM in Beaumaris 1 & 2

19:00 - Networking Dinner & Comedy Cabaret, Augusta Suite (The Lodge)

FRIDAY 26 JANUARY

08:00 - Citation Business Breakfast: Employment Law Clinic, Sarah Rhodes, Conwy

09:00 - Presidents' Welcome and Congress Opener, Benjamin Mee, Caernarfon Suite

10:00 - Coffee in Exhibition

**Stream A - Conwy
High Performing Teams**

10:40

The Power of Goals

Andy McCreadie, Sandler Training

11:40

Coaching for Success

Andy McCreadie, Sandler Training

12:30

Lunch in Exhibition

13:30

**Defining and Transmitting
Your Practice Values**

Major Cathie Gregg, GLCM

15:30

**CVPM and other
Management Qualifications**

Liz Howes, ILM, Nikki Deane, CVBM
Kerry Scarlett, MBA
Stacey Van Gent, CVPM

**Stream B - Denbigh
Staff Retention
& Productivity**

10:40

Making the Most of Your Nurses

Louise Brennan, Royal Canin
Sarah Adamson, Garston Veterinary Group
Antony Ashford, Colne Valley
Veterinary Practice

12:30

Lunch in Exhibition

13:30

**Is Your Practice Right for
New Graduates?**

Cat Curtis, SPVS and The Vet Group

15:30

**Does Happiness Increase
Productivity?**

Prof Andrew Oswald, Warwick University

**Stream C - Beaumaris 1 & 2
Mind Matters with RCVS MMI**

Chair: Dr. Max Pemberton

10:40

Recovery

Dr. Max Pemberton

11:40

**Team Cohesion and Building
Resilience in the Workplace**

Mark Bateman, Engage; Debbie Cohen, and
Wellbeing Award Winners

13:00

Lunch in Exhibition

14:00

The Chimp Paradox

An introduction
Leonie Lightfoot

15:30

**Achieving Balance in You and
Your Team Through Chimp
Management**

Leonie Lightfoot

**Stream D - Beaumaris Lounge
Equine**

Chair: Julian Samuelson

10:40

**Time Management Tools for
Equine Vets and Managers**

Carolyne Crowe, VDS

11:40

**Disruptive Innovation &
Equine Practice**

Dr. Chris Tufnell, RCVS

13:00

Lunch in Exhibition

14:00

**Employing New or Recent
Graduates in Equine Practice**

Nicky Paull, RCVS, PDP Dean

15:30

Ethics in Equine Practice

Discussion

Jonathan Pycock, BEVA & VDS
Roly Owers, World Horse Welfare
Safia Barakzai, Equine Surgical Referrals

**Stream E - Caernarfon Lounge
New to Management**

10:40

How and When to Delegate

Major Cathie Gregg, GLCM

11:40

**Reading your Management
Accounts**

Georgina Hills, IVC & VMG Council

12:30

Lunch in Exhibition

13:30

**Leadership and Management:
Understanding the difference**

Andy McCreadie, Sandler Training

14:30

**Introduction to KPIs: Why you need
them and what to do with them**

Georgina Hills & Helen Sanderson, VMG

15:30 - Coffee in Exhibition

15:45

**Question Time with our Panel
of Experienced Managers**

16:40 - (Beaumaris 1/2) Sally Hopson, CEO, The Pets at Home Vet Group, in Conversation with Tricia Colville, Vets Now or Happy Hour in the Exhibition Hall

19:15 - Drinks Reception followed by Presidents' Banquet in Caernarfon Suite (Moulin Rouge Theme)

SATURDAY 27 JANUARY

08:00 - Boehringer Business Breakfast: Having It All in Practice: Happy Pets and People, Healthier Pets and Profits, Dr. Jonathan Bloom, Beaumaris 1 & 2

Stream A - Conwy High Performing Teams	Stream B - Denbigh Profitable Practice	Stream C - Beaumaris 1 & 2 Customer Care & Communications	Stream D - Beaumaris Lounge Large Animal Chair: Kath Aplin	Stream E - Caernarfon Lounge Ownership Options Chair: Richard Holborow
<p>09:00</p> <p>Why We Need Great Vets as Leaders Dr Amanda Goodall Cass Business School</p>	<p>09:00</p> <p>Business Strategy for Vet Practice Matthew Diffey, The Vet Group</p>	<p>09:10</p> <p>Bringing Pets Back into Practice The Fear Free™ Outpatient Experience Dr. Jonathan Bloom</p>	<p>09:00</p> <p>Farm Vet MOT Nick Steele and team, Zoetis</p>	<p>09:00</p> <p>Creating a Business Plan Peter Gripper, Anval</p>
<p>09:55</p> <p>Organisational Culture Fiona Nichol/ Jo Malone VetPartners</p>	<p>09:55</p> <p>A Six Month Plan to Lift Your Profitability Nick Stuart, SPVS</p>		<p>09:55</p> <p>Large Animal Pharmacy and Supply Victoria Ansell, Centaur Services</p>	<p>09:55</p> <p>Ownership Options Amy Dyce, Vets4Pets, Sian Humphries, Medivet, & Shaun Taylor, Yatton Vets</p>
10:50 - Coffee in Exhibition				
<p>11:20</p> <p>Blame Culture; why does it exist in Practice? Catherine Oxtoby, VDS</p>	<p>11:20</p> <p>Investing for Growth Suzanne Headington, Hazlewoods</p>	<p>11:20</p> <p>Defining and Building a Loyal Client Base Nick Steele, Zoetis,</p>	<p>11:20</p> <p>Keeping Your Team Safe and Well Peter Doyle, Citation Carolyne Crowe, VDS</p>	<p>11:20</p> <p>Setting up from Scratch Brian Faulkner, SPVS President</p>
<p>12:15</p> <p>Giving & Receiving Feedback Richard Artingstall, Explore Vet & Mark Bateman, Engage</p>	<p>12:15</p> <p>Pharmacy & Supply: A Business within your Business Victoria Ansell, Centaur Services</p>	<p>12:15</p> <p>Are You Spending Enough Time and Money on Google? Andrew Rastall, Connected Vet</p>	<p>12:15</p> <p>Effective Client Communication Alison Bard, University of Bristol</p>	<p>12:15</p> <p>Raising the Finance: What the Bank Wants to See Simon Biles & Roger Milton, Moore Scarrott</p>
13:10 - Lunch in Exhibition (Exhibition to close after lunch)				
<p>14:10</p> <p>Learning from Excellence Carolyne Crowe, VDS, Richard Artingstall, IVC Catherine Oxtoby, VDS, Lizzie Lockett, RCVS Andy Green, Pennard Vets</p>	<p>14:10</p> <p>eCommerce - A Rapidly Changing Veterinary Environment Mark O'Byrne, Hill's</p>	<p>14:10</p> <p>Ready or Not, GDPR is Coming! Dr. Charlie Barton, Virtual Recall</p>	<p>14:10</p> <p>The Role of the Large Animal Vet - Discussion Kath Aplin, Boehringer Lysan Eppink, BCVA, Sophie Aylett, Meadows Farm Vets Johnny Alvis, Dairy Farmer</p>	<p>14:00</p> <p>IT for New Practices Alexander McGhee, Provet Cloud</p> <hr/> <p>14:30</p> <p>Panel Discussion Peter Gripper, Anval Simon Biles and Roger Milton, Moore Scarrott</p>
4:00pm: Congress closes				