

THURSDAY 24 JANUARY 2019

17:00 SPVS SGM / VMG AGM

19:00 Congress Cabaret

FRIDAY 25 JANUARY 2019

08:00 Boehringer Business Breakfast: Confident Conversations – Susan Room, Professional Voice and Executive Coach

09:00 Presidents' Welcome and Congress Opener, Kate Richardson-Walsh

10:10 Coffee in Exhibition

Stream A Leadership & Culture Chairs: Kathleen Robertson & Steph Writer-Davies, SPVS	Stream B Attract and Recruit Chairs: Gordon Dunn, The Vet Group & Miles Russell, VMG	Stream C Mind Matters (in partnership with RCVS) Chair: Professor Debbie Cohen	Stream D Equine Chair: Safia Barakzai	Stream E New to Management Chairs: Georgina Hills & Renay Rickard, VMG
10:40	10:40	10:40	10:40	10:40
<b>What Can Destroy Good Leadership?</b> Caroline Pearson, Progressive Vet Consulting	<b>Future Workforce</b> Gordon Dunn, The Pets at Home Vet Group	<b>Managing Emotions in Practice</b> Debbie Cohen, Cardiff University	<b>Preventing and Learning from Mistakes in the Equine Operating Theatre</b> Catherine Oxtoby, VDS	<b>Managing to Lead</b> Susan Room, Professional Voice and Executive Coach
11:40	11:40	11:40	11:40	11:40
<b>Does Practice Have to be Perfect?</b> Caroline Clarke, The Open University	<b>The Changing Face of Recruitment Building an Employer Reputation Online</b> Simon Shott, Talent Economist	<b>Enabling Disclosure</b> Debbie Cohen, Cardiff University	<b>Supporting your Vets</b> Carolyne Crowe, VDS Training	<b>Reading your Management Accounts</b> Georgina Hills, VMG
12:30		12:30	12:30	12:30
<b>Lunch in the Exhibition</b>	<b>Think Like a Head Hunter</b> Cat Curtis, The Vet Group; Ben Sweeney, Simply Locums; Caroline Pearson, Progressive Vet Consulting	<b>Lunch in the Exhibition</b>	<b>Ten Top Tips for Recruiting into Equine Practice</b> Carrie Goodbourn, Liphook Equine Hospital	<b>Introduction to KPIs: Why you need them and what to do with them</b> Tracey Morley-Jewkes, Willows Vets
13:00	13:00		13:00	13:00
	<b>Lunch in the Exhibition</b>		<b>Lunch in the Exhibition</b>	<b>Lunch in the Exhibition</b>
13:30	14:00	13:30	14:00	14:00
<b>Breaking the Stigma of Asking for Help to Create a Culture of Openness</b> Richard Artingstall, Explore Vet & Catherine Oxtoby, VDS	<b>We've got a Vacancy: Help! (pt 1)</b> Dave Nicol, VetX	<b>Mental Health in the Workplace: The Role of the Line Manager</b> Emma Mamo, Mind	<b>Being Prepared for the Changes of Corporate Ownership</b> Oliver Crowe, B&W Equine Vets, CVS Group	<b>Fuel your Fire without Burning Out</b> Krista Belcher, Elanco Animal Health
15:00 Coffee in the Exhibition				
15:30	15:30	15:30	15:30	15:30
<b>Positive Culture to Drive Positive Performance</b> Dan Tipney, VetLed	<b>We've got a Vacancy: Help! (pt 2)</b> Dave Nicol, VetX	<b>Innovative Approaches to Well-being in Practice</b> Panel Session to include SPVS Wellbeing Awards Winners	<b>There Must be More Than This!</b> Panel Session	<b>CVPM and other Management Qualifications</b>

**PLUS at 11:40:**  
**An Introduction to Mindfulness in the Workplace**  
Sean Gilgallon, Citation

16:40 *Join Us for a Drink* Veterinary Profession: Female in Numbers; Male in Attitude? - Caroline Clarke, The Open University

19:15 Drinks Reception followed by Presidents' Banquet

**SATURDAY 26 JANUARY 2019**

**08:00 Citation Business Breakfast: Employment Law Clinic – Sarah Rhodes**

<b>Stream A</b> <b>Profitable Practice</b> Chair: Mark Harwood	<b>Stream B</b> <b>Retaining Your Team</b> Chairs: Ashley Grey, VMG & Sinead Armstrong, SPVS	<b>Stream C</b> <b>Customer Care &amp; Communications</b> Chairs: Brian Faulkner, SPVS & Stuart Saunders, VMG	<b>Stream D</b> <b>Large Animal</b> Chair: Kath Aplin, Boehringer Ingelheim	<b>Stream E</b> <b>Vets Stay!</b> Chair: Ebony Escalona, Vets: Stay, Go, Diversify
09:00	09:00	09:00	09:00	09:00
<b>Profitability: A Whole Team Approach</b> Zoetis	<b>Developing Nurses for the Future</b> Louise Brennan, Royal Canin	<b>Tune In: The elusive art of listening</b> Susan Room, Professional Voice and Executive Coach	<b>Being the Vet Your Farmer Needs – even if they don't realise it!</b> Victoria Bushby	<b>Stay with a Twist</b> Panel Session
09:55	09:55	09:55	09:55	09:55
<b>Projecting your Financial Future</b> Mark Harwood, Hazlewoods	<b>Training a New Generation</b> Sheena Warman, Bristol University	<b>How to Provide an Outstanding Service to Clients</b> Andrew Wallace, Buckingham Equine Vets & Charlotte Hartley, Gilliver Vets	<b>Innovation and Diversification within Large Animal Practice</b> Sally Wilson Farm Vets, Evolution and Jonathan Statham, Bishopton Vets	<b>Making the GP Role Your Own</b> Lynne Gaskarth, Drove Vets
<b>10:50 Coffee in the Exhibition</b>				
11:20	11:20	11:20	11:20	11:20
<b>Buying to Improve Profitability</b> Sara Armitage, CVS Group, and Miles Russell, The George Veterinary Group & VMG	<b>Engaging the Wider Team to Retain GPs</b> Joanne Reeve, University of Hull	<b>The Preventative Health Consultation</b> Zoe Belshaw, University of Nottingham	<b>Call Allocation Logistics and the OOH Rota</b> Jonathan Statham, Bishopton Vets	<b>To Own or Not to Own?</b> Jerry Dunne, Medivet; Struan Henderson, IVC; Sally Wilson, Evolution Farm Vets and Amy Dyce, Vets4Pets
12:15	12:15	12:15	12:15	12:15
<b>Business Case for Telemedicine: Threat or Opportunity?</b> Nuala Summerfield, Virtual Veterinary Specialists	<b>Learning and Development for All</b> Sally Clark, IVC	<b>Extending Customer Care through Social Media</b> Susie Samuel, Vet Help Direct	<b>Bulding Rapport and Managing Conflict Among an Ambulatory Team</b> Sophie Aylett, Meadow Farm Vets	<b>Developing your Career as a Locum</b> Ben Sweeney, Simply Locums
<b>13:10 Lunch in the Exhibition (Exhibition to close after lunch)</b>				
14:10	14:10	14:10	14:10	14:10
<b>What are the Biggest Barriers to Veterinary Practice Profitability?</b> Alan Robinson, Vet Dynamics and case study		<b>Building a Practice Insurance Strategy</b> Robin Hargreaves, Agria Pet Insurance	<b>KPIs for Large Animal Practice</b> Paul Horwood, Sandstone Communications	<b>Being a Successful Working Couple</b> Liz Barton, VetsNet and VetsMums plus case study couple
<b>16:00 Congress closes</b>				

**PLUS at 09:00:  
Progressing in  
Mindfulness in the  
Workplace**  
Sean Gilgallon,  
Citation