

**THURSDAY 24 JANUARY**

17:00 - SPVS AGM/VMG AGM

19:00 - Congress Cabaret

**FRIDAY 25 JANUARY**

08:00 - Boehringer Business Breakfast: Confident Conversations - Susan Room, Professional Voice and Executive Coach, Beaumaris 1&2

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

10:10 - Coffee in Exhibition

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

16:40 - Join us for a drink | Veterinary Profession: Female in Numbers; Male in Attitude? Beaumaris 1&2

19:15 - Drinks Reception followed by Presidents' Banquet

**SATURDAY 26 JANUARY**

**08:00 - Citation Business Breakfast: Employment Law Clinic, Sarah Rhodes, Caernarfon Bar**

Stream A - Conwy Profitable Practice Chair: Mark Harwood	Stream B - Denbigh Retaining Your Team Chairs: Ashley Grey, VMG & Sinead Armstrong, SPVS	Stream C - Beaumaris 1&2 Customer Care & Communications Chairs: Brian Faulkner, SPVS & Stuart Saunders, VMG	Stream D - Beaumaris Lounge Large Animal Chair: Kath Aplin, Boehringer Ingelheim	Stream E - Court Suite Vets Stay! Chair: Ebony Escalona, Vets: Stay, Go, Diversify
<p style="text-align: center;"><b>09:00</b></p> <p style="text-align: center;"><b>Profitability: A Whole Team Approach</b> Lynn McKeown, Zoetis</p>	<p style="text-align: center;"><b>09:00</b></p> <p style="text-align: center;"><b>Developing Nurses for the Future</b> Louise Brennan, Royal Canin</p>	<p style="text-align: center;"><b>09:00</b></p> <p style="text-align: center;"><b>Tune In: The Elusive Art of Listening</b> Susan Room, Professional Voice and Executive Coach</p>	<p style="text-align: center;"><b>09:00</b></p> <p style="text-align: center;"><b>Being the Vet Your Farmer Needs - even if they don't realise it!</b> Victoria Bushby</p>	<p style="text-align: center;"><b>09:00</b></p> <p style="text-align: center;"><b>Stay with a Twist</b> Panel Session</p>
<p style="text-align: center;"><b>09:55</b></p> <p style="text-align: center;"><b>Projecting your Financial Future</b> Mark Harwood, Hazlewoods</p>	<p style="text-align: center;"><b>09:55</b></p> <p style="text-align: center;"><b>Training a New Generation</b> Sheena Warman, Bristol University</p>	<p style="text-align: center;"><b>09:55</b></p> <p style="text-align: center;"><b>Outstanding Customer Care: RCVS PSS Award Winners</b> In conversation with Brian Faulkner</p>	<p style="text-align: center;"><b>09:55</b></p> <p style="text-align: center;"><b>Innovation and Diversification within Large Animal Practice</b> Sally Wilson, Evolution Farm Vets and Jonathan Statham, Bishopton Vets</p>	<p style="text-align: center;"><b>09:55</b></p> <p style="text-align: center;"><b>Making the GP Role Your Own</b> Lynne Gaskarth, Drove Vets</p>
<b>10:50 - Coffee in Exhibition</b>				
<p style="text-align: center;"><b>11:20</b></p> <p style="text-align: center;"><b>Buying to Improve Profitability</b> Sara Armitage, CVS Group, Miles Russell, The George and Maria Lowe, Viking Vets</p>	<p style="text-align: center;"><b>11:20</b></p> <p style="text-align: center;"><b>Engaging the Wider Team to Retain GPs</b> Joanne Reeve, University of Hull</p>	<p style="text-align: center;"><b>11:20</b></p> <p style="text-align: center;"><b>The Preventative Health Consultation</b> Zoe Belshaw, University of Nottingham</p>	<p style="text-align: center;"><b>11:20</b></p> <p style="text-align: center;"><b>Call Allocation Logistics and the OOH Rota</b> Jonathan Statham, Bishopton Vets</p>	<p style="text-align: center;"><b>11:20</b></p> <p style="text-align: center;"><b>To Own or Not to Own?</b> Jerry Dunne, Medivet; Struan Henderson, IVC; Sally Wilson, Evolution Farm Vets and Amy Dyce, Vets4Pets</p>
<p style="text-align: center;"><b>12:15</b></p> <p style="text-align: center;"><b>Business Case for Telemedicine: Threat or Opportunity?</b> Nuala Summerfield, Virtual Veterinary Specialists</p>	<p style="text-align: center;"><b>12:15</b></p> <p style="text-align: center;"><b>Learning and Development for All</b> Sally Clark, IVC</p>	<p style="text-align: center;"><b>12:15</b></p> <p style="text-align: center;"><b>Extending Customer Care through Social Media</b> Susie Samuel, Vet Help Direct</p>	<p style="text-align: center;"><b>12:15</b></p> <p style="text-align: center;"><b>Building Rapport and Managing Conflict Among an Ambulatory Team</b> Sophie Aylett, Meadow Farm Vets</p>	<p style="text-align: center;"><b>12:15</b></p> <p style="text-align: center;"><b>Developing your Career as a Locum</b> Ben Sweeney, Simply Locums</p>
<b>13:10 - Lunch in Exhibition (Exhibition to close after lunch)</b>				
<p style="text-align: center;"><b>14:10</b></p> <p style="text-align: center;"><b>What are the Biggest Barriers to Veterinary Practice Profitability?</b> Alan Robinson, Vet Dynamics</p>		<p style="text-align: center;"><b>14:10</b></p> <p style="text-align: center;"><b>Building a Practice Insurance Strategy</b> Robin Hargreaves and Nick White, Agria Pet Insurance</p>	<p style="text-align: center;"><b>14:10</b></p> <p style="text-align: center;"><b>KPIs for Large Animal Practice</b> Paul Horwood, Sandstone Communications</p>	<p style="text-align: center;"><b>14:10</b></p> <p style="text-align: center;"><b>Being a Successful Working Couple</b> Liz Barton, VetsNet and VetMums, plus case study couple</p>
<b>16:00: Congress closes</b>				

**PLUS - Don't forget our extra Mindfulness Sessions with Sean Gilgallon, Citation in Chepstow Room**

**Friday: 11:40 - An Introduction to Mindfulness | Saturday: 09:00 - Progressing into Mindfulness**