How to Book

Book online at www.spvs-vmg-events.co.uk or by phone on 01453 872 731

Everyone is welcome: you don’t need to be a SPVS or VMG member.

Early bird discount until 31st October 2019 for SPVS and VMG members and 15% off for bookings of 3 or more delegates from one practice or company. See website for details.

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Don’t miss out—book now to be sure of your place!

Kick-off Congress by joining us for the return of our popular networking dinner and quiz. Enjoy a relaxed evening of catching up with old friends and making new over a delicious buffet meal, before exercising those brain cells in our fun pub-style quiz.

Start spreading the news—the theme for this year’s Presidents’ Banquet is New York! Be inspired by your favourite musical, film or landmark, or simply come dressed to impress. Join us for a sparkling reception, followed by a 3-course meal topped off with our high energy party band, RPJ, fronted by Rick Parfitt Jr.

We’re delighted to be back at the 5-star Celtic Manor with its luxury spa, multiple restaurants, comfortable bedrooms and spacious bars. All Congress delegates are welcome to use these fabulous facilities, not just those staying in the resort.

The SPVS-VMG Congress brings you stimulating and pioneering CPD content from speakers within the veterinary profession and beyond. 2020 sees us expanding into new areas and digging deeper into the topics that you’ve asked us to revisit.

Highlights include:

- Congress will be opened this year by leading broadcaster and bestselling author, Clare Balding
- Behavioural psychologist, Leigh Caldwell on Behavioural Economics and the Psychology of Pricing
- Margaret Burnside on Performance Conversations and Emotional Intelligence
- Bash is back—the return of the ever-popular Bash Halow, on what the best independent clinics in the US have done to attract and keep clients in an increasingly competitive climate
- The Importance of Mindful Leadership from Executive Coach, Vicky Curtis
- Consultant in Sleep Medicine, Mike Farquhar, on the physiology and dangers of sleep deprivation
- Dedicated lectures for Equine and Large Animal practice
- NEW FOR 2020: Management Mastery, brought to you by VMG
- NEW FOR 2020: Sustainability in Practice, brought to you by SPVS

Social Programme

Lecture Programme

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Thursday 23 January 2020
17:00 - SPVS AGM/ VMG AGM - followed by Networking Dinner and Quiz at 19:00

Friday 24 January 2020
08:00 - Citation Business Breakfast: Employment Law Clinic, Sarah Rhodes
09:00 Presidents’ Welcome and Congress Opener, Clare Balding, sponsored by

10:10 - Coffee in Exhibition

Stream A
Wellbeing in Practice

10:40 LGBT+ in Practice
Dan Maker, BVetMedGTA
In partnership with RCVS MNW

11:40 Inclusion & Equality in the Workplace
In partnership with RCVS MNW - Navaratnam
Parthenis, Royal Agricultural University

12:30 Lunch in Exhibition

13:30 Being the Leader you and your Team Need
Caroline Pearson, Progressive Vet Consulting plus panel of Wellbeing Award Winners

14:00 Pimp up your Pet Health Plans
Charlie Burton, Virtual Recall

15:00 Lunch in Exhibition

15:30 Mindful Leadership: Explained
Vicky Curtis, Indigo Square

15:30 Websites that Work (and those that don’t)
Andrew Rastall, Connected Vet

15:30 The Digital Debate
Gunn Bradley, Greg Dickens & Tom Jenkins

15:30 Civicity in Practice
Dan Tipney, VetLed

15:30 Mindful Leadership in Practice
Vicky Curtis, Indigo Square

15:30 Getting Veterinary Telemedicine Just Right
Thom Jenkins, Gala

16:30 - Happy Hour in the Exhibition

19:15 - Drinks Reception followed by Presidents’ Banquet

Stream B
Marketing

10:40 Marketing Your Practice in 2020

11:40 America’s Best Practices and How They Do It
Bach Hallow, Hallow Consulting, New York

12:30 Lunch in Exhibition

13:30 Getting Veterinary Telemedicine Just Right
Thom Jenkins, Gala

14:00 Pimp up your Pet Health Plans
Charlie Burton, Virtual Recall

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Vicky Curtis, Indigo Square

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Thom Jenkins, Gala

SATURDAY 25 JANUARY 2020
08:00 - Boehringer Business Breakfast: Behavioural Economics, What it is and how to use it, Leigh Caldwell

Stream A
Profitable Practice
Chair: Suzanne Headington, Hazlewoods

09:00 Business Expansion: How to Cost the Options and Measure the Returns

09:55 Psychology of Pricing
Leigh Caldwell, The National Agency

11:20 Making the most of your Labs and Lab Work
Lynn McKeown, Zoetis

12:15 Working with Charities: Making it a Win, Win
Adam Cowen & Paula Bryden, Dogs Trust

13:10 - Lunch in Exhibition (Exhibition to close after lunch)

14:10 How we Do It: Quality improvement in practice
Panel session, chaired by Dan Tipney

16:00: Congress closes

Stream B
Adapt, Improve, Achieve
In partnership with RCVS Knowledge

09:00 Getting the Team on Board
Shubham Thakore, Scottish Quality and Safety Fellowship

09:55 Quality Improvement: Where the Profession is Right Now?
Dr Tom Ling, RAND Europe

11:20 Safety and the Human Factor: Thinking Differently
Suzette Woodward, Patient Safety Specialist

12:15 System Design for Safe Practice
Angie Rayner & Richard Kilken, CVS

13:10 - Lunch in Exhibition (Exhibition to close after lunch)

14:10 How we Do It: Quality improvement in practice
Panel session, chaired by Dan Tipney

16:00: Congress closes

Stream C
Effective Leadership

09:00 Performance Conversations
Margaret Burnsie, Cake People

09:55 Sleep: A Manager’s Responsibility
Mike Farquhar, Ambulatory Practice

11:20 The Loneliness of the Leader
Penney Barker, VOS

12:15 Practical Ways to Communicate Effectively
Caroline Pearson, Progressive Vet Consulting

13:10 - Lunch in Exhibition (Exhibition to close after lunch)

14:10 How we Do It: Quality improvement in practice
Panel session, chaired by Dan Tipney

16:00: Congress closes

Stream D
Equine & Large Animal

09:00 Where is the Money coming from in Large Animal Practice?
Alan Robin, Vet Dynamics & Jenny Bellini, Friars Moors Vets

09:55 Quality Improvement and Evidence Based Medicine in Ambulatory Practice
Vicky Curtis, Indigo Square

11:20 Running Successful Equine & Large Animal Client Meetings
Penney Barker, VOS

12:15 Flextime and Continuity of Care in Ambulatory Practice

13:10 - Lunch in Exhibition (Exhibition to close after lunch)

14:10 How we Do It: Quality improvement in practice
Panel session, chaired by Dan Tipney

16:00: Congress closes

Stream E
Sustainability in Practice
In Partnership with SPVS

09:00 Greening Up: The Case for a Professional Approach
Ellie West, Davies Veterinary Specialists & April Sethumay, PCT

09:55 Sustainability Saves Money… lots of it
Clare Topping, Northampton General Hospital

11:20 Plastic and other Waste: Are you Compliant?
Ann Woodridge, Independent Safety Services

12:15 How We Did It… and won an award!
Ellie West, Davies Veterinary Specialists

13:10 - Lunch in Exhibition (Exhibition to close after lunch)

14:10 The Sustainable Debate
Ellie West & Clare Topping answer your sustainability questions

16:00: Congress closes
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