

**THURSDAY 23 January 2020**

17:00 SPVS AGM / VMG AGM

19:00 Networking Dinner and Quiz

**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 VBJ

10:10 Coffee in Exhibition

<b>Stream A</b> <b>Wellbeing in Practice</b> <i>In partnership with RCVS MMI</i>	<b>Stream B</b> <b>Marketing</b>	<b>Stream C</b> <b>Our Digital Future</b>	<b>Stream D</b> <b>Leadership and Culture</b>	<b>Stream E</b> <b>Management Mastery</b> <i>In Partnership with VMG</i>
10:40	10:40	10:40	10:40	10:40
<b>LGBT+ In Practice</b> Dan Makin, BVLGBT+	<b>Marketing Your Practice in 2020</b>	<b>The Digital Vet</b> Guen Bradbury & Greg Dickens, Innovia Technology	<b>Emotional Intelligence; What is it, how to Measure and Improve it</b> Margaret Burnside, Cake People	<b>Analyse, Plan &amp; Strategise: How to plan your business and projects</b> Richard Casey, Blue Cross + VMG
11:40	11:40	11:40	11:40	11:40
<b>Inclusion and Equality in the Workplace</b> Panel Session	<b>America's best Practices and how they do it</b> Bash Halow, Halow Consulting, New York	<b>Future Pet Owner</b> Chair: Gudrun Ravetz, Simplyhealth Professionals	<b>Understanding Personality</b> Jodi O'Dell, Engage Penny Barker, VDS Training & Vicky Curtis, Indigo Square	<b>Is Reputation the Answer to Recruitment?</b> Georgina Hills, IVC + VMG
12:30	13:00	12:30	13:00	12:30
<b>Lunch in the Exhibition</b>		<b>Lunch in the Exhibition</b>		<b>CVPM Update</b> VMG Certificate & Training Committee
13:30	<b>Lunch in the Exhibition</b>	13:30	<b>Lunch in the Exhibition</b>	<b>Lunch in the Exhibition</b>
<b>Being the Leader you and your Team Need</b> Caroline Pearson, Progressive Vet Consulting plus panel of Wellbeing Award Winners	14:00	<b>Getting Veterinary Telemedicine Just Right</b> Thom Jenkins, Gula	14:00	14:00
	<b>Pimp up your Pet Health Plans</b> Charlie Barton, Virtual Recall		<b>Mindful Leadership Explained</b> Vicky Curtis, Indigo Square	<b>Understanding Profit</b> Mike Clare, VetRunner
<b>15:00 Coffee in the Exhibition</b>				
15:30	15:30	15:30	15:30	15:30
<b>Civility in Practice</b> Dan Tipney, VetLed	<b>Websites that Work (and those that don't)</b> Andrew Rastall, Connected Vet	<b>The Digital Debate</b> Guen Bradley, Greg Dickens & Thom Jenkins	<b>Mindful Leadership in Practice</b> Vicky Curtis, Indigo Square	<b>Peace in a War Zone: Managing conflict in the workplace</b> Tracey Morley Jewkes, Willows Referral Service & Veterinary Centre

16:30: Happy Hour in the Exhibition

19:15 Drinks Reception followed by Presidents' Banquet

**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	Stream B Adapt, Improve, Achieve <i>In partnership with RCVS Knowledge</i>	Stream C Effective Leadership	Stream D Equine & Large Animal	Stream E Sustainability in Practice <i>In Partnership with SPVS</i>
09:00	09:00	09:00	09:00	09:00
<b>Business Expansion: How to Cost the Options and Measure the Returns</b>	<b>Getting the Team on Board</b> Shobhan Thakore, Scottish Quality and Safety Fellowship	<b>Performance Conversations</b> Margaret Burnside, Cake People	<b>Where is the Money coming from in Large Animal Practice?</b> Alan Robinson, Vet Dynamics & Jenny Bellini, Friars Moors Vets	<b>Greening Up: The Case for a Professional Approach</b> Ellie West, Davies Veterinary Specialists & April Sotomayor, Investors in the Environment
09:55	9:55	09:55	09:55	09:55
<b>Psychology of Pricing</b> Leigh Caldwell, The Irrational Agency	<b>Quality Improvement: Where the Profession is Right Now?</b> Dr Tom Ling, RAND Europe	<b>Sleep: A Manager's Responsibility</b> Mike Farquhar, Guys and St Thomas NHS Trust	<b>Quality Improvement and Evidence Based Medicine in Ambulatory Practice</b> Case Studies	<b>Sustainability Saves Money... lots of it</b> Clare Topping, Northampton General Hospital
<b>10:50: Coffee in the Exhibition</b>				
11:20	11:20	11:20	11:20	11:20
<b>Making the most of your Labs and Lab Work</b> Lynn Mckeown, Zoetis	<b>Safety and the Human Factor: Thinking Differently</b> Suzette Woodward, Patent Safety Specialist	<b>The Loneliness of the Leader</b> Penny Barker, VDS	<b>Running Successful Equine &amp; Large Animal Client Meetings</b>	<b>Plastic and other Waste: Are you Compliant?</b> Ann Woolridge, Independent Safety Services
12:15	12:15	12:15	12:15	12:15
<b>Working with Charities: Making it a Win, Win</b> Adam Clowes & Paula Boyden, Dogs Trust	<b>System Thinking for Safe Practice</b> Angie Rayner & Richard Killen, CVS	<b>Practical Ways to Communicate Effectively</b> Caroline Pearson, Progressive Vet Consulting	<b>Flexitime and Continuity of Care in Equine Practice</b>	<b>How We Did It... and won an award!</b> Ellie West, Davies Veterinary Specialists
<b>13:10 Lunch in the Exhibition (Exhibition to close after lunch)</b>				
14:10	14:10	14:10	14:10	14:10
	<b>How we Do It: Quality improvement in practice</b> Louise Northway, Wendover Heights Veterinary Centre; Alison Thomas, Blue Cross; Liz Cox, IVC; Richard Byrne, West Bar Veterinary Hospital. Chaired by Dan Tipney			<b>The Sustainable Debate</b> Ellie West & Clare Topping answer your sustainability questions
<b>16:00 Congress closes</b>				