

Programme Timetable

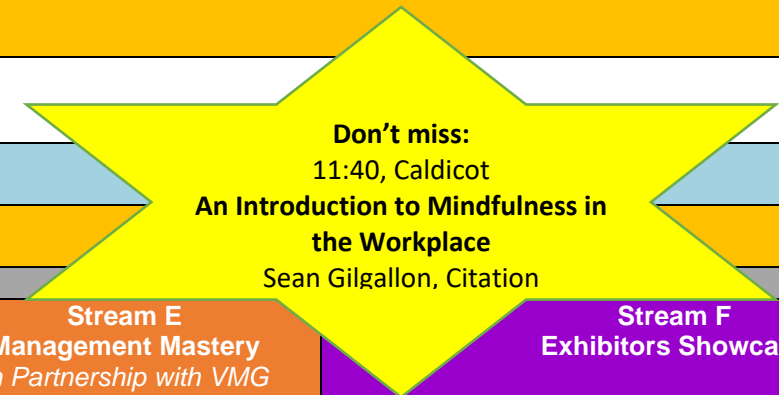
Please note: lectures cannot be pre-booked and some may be oversubscribed on the day. Therefore, we can't guarantee you will get into your first choice but there will always be alternative options available.

Thursday 23 January 2020

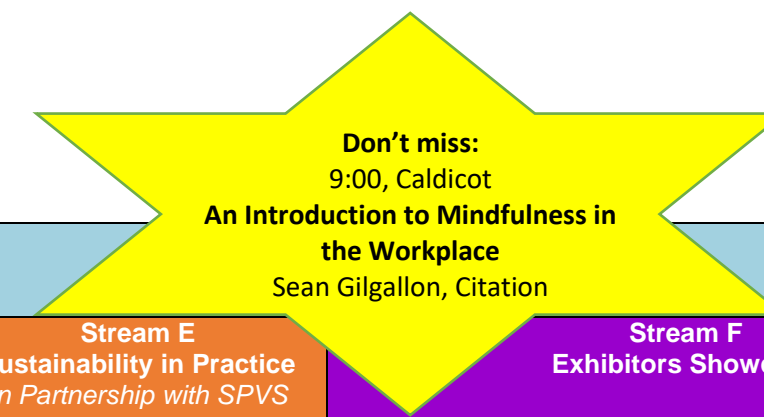
17:00	SPVS AGM / VMG AGM, Beaumaris Suite
19:00	Networking Dinner and Quiz, Augusta Suite

Friday 24 January 2020

08:00	Citation Business Breakfast: Employment Law Clinic - Sarah Rhodes, Beaumaris 1&2					
09:00	Presidents' Welcome and Congress Opener, Clare Balding, <i>sponsored by VBJ</i> , Caernarfon Suite					
10:10	Coffee in Exhibition					
	Stream A Wellbeing in Practice <i>In partnership with RCVS MMI</i> Chair AM: Clare Balding Chair PM: Liz Barton, SPVS	Stream B Marketing Chair: Ryan Davis, SPVS	Stream C Our Digital Future Chair AM: Stuart Saunders, VMG PM: Ben Sweeney, SPVS	Stream D Leadership and Culture Chair AM: Kathleen Robertson, SPVS Chair PM: Richard Casey, VMG	Stream E Management Mastery <i>In Partnership with VMG</i> <i>Sponsored by VetShare & MiVetClub</i> Chairs: Mark Gill & Liz Somerville, VMG	Stream F Exhibitors Showcase
LOCATION	Beaumaris 1 & 2	Conwy	Manor Suite	Denbigh	Court Suite	Exhibition Hall
10:40	LGBT+ In Practice Dan Makin, BVLGBT+	Marketing Your Practice in 2020 Graham Avent, IVC	The Digital Vet 2030 Guen Bradbury & Greg Dickens, Innovia Technology	Emotional Intelligence; What is it, how to Measure and Improve it Margaret Burnside, Cake People	Analyse, Plan & Strategise: How to plan your business and projects Richard Casey, Blue Cross + VMG	10:40 Confidence, Compliance and Control Bayer
						11:00 From your practice – to their door MSD
						11:20 Zoetis
11:40	Inclusion and Equality in the Workplace Panel Session Chair: Clare Balding	America's best Practices and how they do it Bash Halow, Halow Consulting, New York	Future Pet Owner Chair: Gudrun Ravetz, Simplyhealth Professionals	Understanding Personality Jodi O'Dell, Engage & Penny Barker, VDS Training	Filling that Vacancy Georgina Hills, IVC + VMG	11:40 Boehringer
12:30	Lunch in the Exhibition		Lunch in the Exhibition		CVPM Update VMG Certificate & Training Committee	12:00 Norbrook's Nurse Academy Norbrook
13:00		Lunch in the Exhibition		Lunch in the Exhibition	Lunch in the Exhibition	
13:30	Being the Leader you and your Team Need Caroline Pearson, Progressive Vet Consulting plus panel of Wellbeing Award Winners	Pimp up your Pet Health Plans Charlie Barton, Virtual Recall	Getting Veterinary Telemedicine Just Right Thom Jenkins, Gula & Susie Samuel, Vet Help Direct	Mindful Leadership Explained Vicki Curtis, Indigo Square	Understanding Profit	14:00 Just another Buying Group? Vetshare / MiVetClub
14:00						14:20 Agria
						14:40 Vetsure – the future of veterinary healthcare budgeting Vetsure
15:00	Coffee in the Exhibition					
15:30	Civility in Practice Dan Tipney, VetLed	Websites that Work (and those that don't) Andrew Rastall, Connected Vet	The Digital Debate Guen Bradley, Greg Dickens & Thom Jenkins. Chair: Susie Samuel, Vet Help Direct	Mindful Leadership in Practice Vicki Curtis, Indigo Square	Peace in a War Zone: Managing conflict in the workplace Tracey Morley Jewkes, Willows Referral Service & Veterinary Centre	15:30 If you can't measure it, you can't manage it Vet Dynamics
						15:50 Save time and money dealing with your utility requirements Full Power Utilities
						16:10 Your PMS should help not hinder you Dotvet
16:30 – 17:30	Happy Hour in the Exhibition					
17:00-18:00	Screening of Cal Major's Vitamin Sea, Manor Suite					
19:15	Drinks Reception followed by Presidents' Banquet, Caernarfon Suite					



Saturday 25 January 2020



8:00	Boehringer Business Breakfast: Behavioural Economics: What it is and how to use it - Leigh Caldwell, Caernarfon Bar						
	Stream A Profitable Practice Chair: Suzanne Headington, Hazlewoods	Stream B Adapt, Improve, Achieve <i>In partnership with RCVS Knowledge</i> Chair AM: Gillian Page, VMG	Stream C Effective Leadership <i>Sponsored by MWI Animal Health</i> Chair AM: Ashley Gray, VMG	Stream D Equine & Large Animal	Stream E Sustainability in Practice <i>In Partnership with SPVS</i>	Stream F Exhibitors Showcase	
LOCATION	Beaumaris 1 & 2	Conwy	Denbigh	Beaumaris Lounge	Court Suite	Exhibition Hall	
9:00	How to Cost the Options and Measure the Returns	Getting the Team on Board to own and Deliver Improvement Shobhan Thakore, Scottish Quality and Safety Fellowship	Performance Conversations Margaret Burnside, Cake People	Where is the Money coming from in Large Animal Practice? Alan Robinson, Vet Dynamics & Jenny Bellini, Friars Moors Vets	Greening Up: The Case for a Professional Approach Ellie West, Davies Veterinary Specialists & April Sotomayor, Investors in the Environment	9:00	Understanding the Connected Pet Owner – our research insight Vet Help Direct
						9:20	Connected Vet
						9:40	Investing in your team: The importance of Front of House BVRA
9:55	The Psychology of Pricing Leigh Caldwell, The Irrational Agency	Quality Improvement in Vet Practice: Where the Profession is Right Now? Dr Tom Ling, RAND Europe	Sleep: A Manager's Responsibility Mike Farquhar, Guys and St Thomas NHS Trust	Flexible Working and Continuity of Care in Equine Practice Hattie Lawrence, CVS	Sustainability Saves Money... lots of it Clare Topping, Northampton General Hospital	10:00	Mandatory testing – do you know what and when you should be testing Citation
						10:20	End of life, but not end of relationship...supporting clients when they need it most Silver Pet Prints
10:50	Coffee in the Exhibition						
11:20	Making the most of your Labs and Lab Work Lynn Mckeown, Zoetis	Safety and the Human Factor: Thinking Differently Suzette Woodward, Patent Safety Specialist	The Loneliness of the Leader Penny Barker, VDS	Running Successful Client Meetings Liz Somerville, Loch Levine Equine Practice	Plastic and other Waste: Are you Compliant? Anne Woolridge, Independent Safety Services	11:20	"Nothing stays the same!" Veterinary Insights
12:15	Working with Charities: Making it a Win, Win Adam Clowes & Paula Boyden, Dogs Trust	System Thinking for Safe Practice Angie Rayner & Richard Killen, CVS	Practical Ways to Communicate Effectively Caroline Pearson, Progressive Vet Consulting	Quality Improvement: Walking the Talk in Ambulatory Practice Rachel Dean, VetPartners	How We Did It... and won an award! Ellie West, Davies Veterinary Specialists		
13:10	Lunch in the Exhibition (Exhibition to close after lunch)						
14:10		How We Do It: Quality improvement in practice Louise Northway, Wendover Heights Veterinary Centre; Alison Thomas, Blue Cross; Liz Cox, IVC; Richard Byrne, West Bar Veterinary Hospital. Chair: Dan Tipney			The Sustainability Q&A Ellie West, April Sotomayor, Anne Woolridge and Clare Topping		
16:00	Congress closes						

Draft Programme – subject to change