

Please note: Stream lectures do not require pre-booking, however, Saturday afternoon workshops must be booked in advance.

## Friday 13 May

08:30	Elanco Business Breakfast: Dr Abosedede Ajayi				
09:30	Presidents' Welcome and Opening Speaker: Sabrina Cohen-Hatton				
10:30	Coffee and Exhibition				
	<b>Stream A</b>	<b>Stream B New to Management</b>	<b>Stream C SPVS</b>	<b>Stream D VMG</b>	<b>Stream E Exhibitors Stream</b>
11:00	<b>What Can We Learn From Retail?</b> Matt Diffey, Pets at Home	<b>Help! They were my friends, now I'm their manager</b> Helen Ballantyne, NHS	<b>Conquering the Caseload Peak: How small changes can lead to great achievements</b> Laura Playforth, RCVS Knowledge	<b>Civility Saves Lives: Why behaviour matters</b> Helen Silver-MacMahon, VetLed	<b>11:00: Effective Client Interaction in 2022</b> Susie Samuel, VetHelpDirect
					<b>11:20: Commit to Care: Using Social Media - You can't fight it.</b> Hillary Noyes, Hills
					<b>11:40: Why Nurse Clinics?</b> Gary Sheils, Norbrook
12:00	<b>Flexible Working in Equine Practice: Making it work for you</b> Lucy Grieve, Rosssdales Veterinary Surgeons & BEVA SVP	<b>Sink or Swim - What other options are there? Supporting new team members from a new managers perspective</b> Samantha Thompson, Linnaeus	<b>Digital Innovation in 2022 and Beyond, Where Convenience is King</b> Jamie Crittall, Virtual Recall & Zoetis	<b>Personal Effectiveness and Work / Life Balance</b> Andrew Kitton, AFK Training	<b>12:00: Sustainability in the Pharma Industry &amp; the Responsible Use of Parasiticides for Pets</b> Jacqui Skelly, Elanco
					<b>12:20: An overview of understanding practice culture and how change is possible</b> Dan Tipney, Vetled, for Boehringer
					<b>12:40: Safe and Effective Laser Therapy - Is It Possible?</b> Jason Anderson, Pioneer
13:00	Lunch and Exhibition				
14:00	<b>Understanding Practice Culture and How Change is Possible</b> Dan Tipney, VetLed	<b>Effective Complaint Management</b> Jennie Jones, VCMS	<b>What matters to you? Finding joy in work as an antidote to burnout</b> Angela Rayner, RCVS Knowledge	<b>Driving Performance Through Feedback</b> Andrew Kitton, AFK Training	<b>14:00: The first thing you should think - and say - when colleagues don't do what you expected</b> Brian Faulkner, BVRA
					<b>14:20: Great products are only part of the solution to successfully managing long-term conditions</b> Charlie Barton, Virtual Recall
					<b>14:40 Practice Ownership: What are my options in 2022</b> Dr Andy Tartaglia, Medivet
15:00	Coffee and Exhibition				
15:30	<b>Human Leadership: How to lead when you don't have the answers</b> Carolyn Crowe, VDS Training	<b>10 Laws Every Veterinary Manager Needs to be Aware of</b> Brian Faulkner, Colourful CPD & BVRA	<b>Time Management: Escaping The Hamster Wheel Once &amp; For All</b> Dave Nicol, VetX	<b>Leading from the Right Brain</b> Mark Tabachnik, Wright & Morten Vets	<b>15:30 The most valuable thing your practice probably ISN'T doing</b> Will Stirling, VetsDigital
					<b>15:50 Inpatient Updates without the Telephone Tennis</b> Thom Jenkins, PetsApp
					<b>16:10: Technology in the Modern Veterinary Practice</b> Jonathan Holloway, MWI Animal Health
16:30	Happy Hour in the Exhibition				
19:15	Drinks Reception and Presidents' Party				

# Saturday 14 May

08:30	Citation Business Breakfast: Key Employment Law Updates for 2022 with Sarah Rhodes				
08:30	Coffee and Exhibition				
	<b>Stream A</b>	<b>Stream B Setting Up Practice</b>	<b>Stream C SPVS</b>	<b>Stream D VMG</b>	<b>Stream E Exhibitors Stream</b>
09:30	<b>Imposterism: What is it and how can I address it for both myself and my team?</b> Iain Price, VDS Training	<b>Setting Up in Practice: Do you have your finances in place?</b> Simon Biles, Moore Scarrott	<b>Performance Management: Why you shouldn't run a practice on opinions</b> Joe Hill	<b>How to Engage your Team &amp; Why</b> Chris White, VMG & Vets4Pets	<b>09:30: Why does Petplan recommend Vet Envoy for claims submission?</b> Sarah Kirkham, PetPlan
					<b>09:50: 5 reasons to go digital with your patient workflow'</b> Peter Renwick, PlexiVet
					<b>10:10: Recruitment marketing – let the talent come to you!</b> Olly King, The Meraki Initiative
10:30	<b>Effective Equine Out of Hours Provision</b> Panel Session	<b>Your Vision, Mission and Values: The guiding force behind your practice</b> Rhiannon Gibbs, Ad-Esse	<b>Using Content Marketing to Achieve Your Goals</b> Andrew Rastall, Connected Vet	<b>Enabling Inclusion Through Leadership</b> Rebecca Armstrong, Sparkle	<b>10:30: An introduction to Citation</b> Adrian Brine & Nigel Lea, Citation
					<b>10:50: The Essentials of Collaboration</b> Andrew Curwen, XLVets
					<b>11:10: Saving Veterinary Medicine One Leadership Action At A Time</b> Dave Nicol, VetX
11:30	Coffee and Exhibition				
12:00	<b>Empowered RVNs: Becoming the quality improvement ambassador in your practice</b> Lesley Moore, RCVS Knowledge QI Champion	<b>Setting up my own Practice: How I did it and what I would do differently</b> Panel Session	<b>Designing 5 Star Veterinary Team Experiences</b> Thom Jenkins, PetsApp	<b>Social Contracts: What they are and how they're shaping our future</b> Andrew Curwen, XLVets & Alice Moore, Garston Vt Group	<b>12:00: Nutrition for behavioural health. Fact or Fiction?</b> Shelley Audis-Riddell, Breakthrough Behavioural Products
					<b>12:20: Motivation Matters</b> Karen Froud-Murray, Vital Spark
					<b>12:40: The impact of Brexit and COVID upon the veterinary supply chain</b> Anita Bates, MiVetClub & VetShare
13:00	Lunch and Exhibition (Exhibition closes after lunch) / VMG ILM Session, Hannah Perrin				
14:00	<b>Pre-bookable Workshops:</b>				
	<b>Workshop 1</b> <b>Enabling Inclusion Through Leadership: A workshop</b> Rebecca Armstrong, Sparkle		<b>Workshop 2</b> <b>Sustainability in Practice: Practical top tips</b> David Black, Ruth Clements & Zoe Halfacree Vet Sustain		<b>Workshop 3</b> <b>Wellbeing in Practice</b> Tracey Morley Jewkes, Linnaeus with Olivia Oginska, SPVS
	<b>Workshop 4</b> <b>Creating a successful marketing strategy for launch and beyond</b> Justin Philips, Practice Made Purrfect		<b>Workshop 5</b> <b>Shake Up Your Business - Using digital to create the perfect cocktail of happy teams and satisfied clients</b> Susie Samuel, Vets Digital		<b>Workshop 6</b> <b>New to Management Forum</b> Facilitated by Alison Daubney, VMG and Summerleaze Vets & Fiona Leathers, Westport Vets
16:00	Congress Closes				