

VetCPD Congress 2026
SPVS Leadership and Management CPD Stream
DRAFT: 27 November 2025
PLEASE NOTE THIS IS A DRAFT PROGRAMME AND IS SUBJECT TO CHANGE

		Day 1 Operational and Financial Excellence	Day 2 Optimising Communication and Improving Team Culture
Session 1	Topic	Optimising your Operational Efficiency	What Makes a Great Day: How practice culture transforms the working day
	Outline	Sharing practical strategies to simplify processes, minimise waste and increase team capacity to balance long-term growth with outstanding client care	Exploring what shapes a 'great day' in veterinary practice through team culture. To include collaborative wordcloud and practical, culture-focused takeaways
	Who		SPVS Board members
	Topic		Employment Law Update: The latest changes every practice needs to know
	Outline		Latest employment legislation changes, steps required to ensure compliancy, plus Q&A to address individual queries
	Who	SPVS Board members	Citation
Break			
Session 2	Topic	Financial Insights in a Changing Veterinary Landscape	Difficult Conversations & Conflict Resolution
	Outline	Exploring the financial challenges practices are facing and a look at what the future holds for growth and succession	How to manage conflict when the stakes are high and emotions run strong - handling performance concerns, interpersonal conflicts, and emotionally charged client interactions
	Who	Hazlewoods & practice case study	Elanco
Session 3	Topic	Understanding and Improving Your Practice Finances	Building Resilient, Motivated Veterinary Teams
	Outline	Learn how to use your management accounts to help with future planning, decision making and improving financial performance	Evidence-based approaches to boosting morale, reducing burnout and creating sustainable working environments in times of change
	Who	Hazlewoods	Elanco
Lunch			
Session 4	Topic	Understanding and Improving Your Practice Finances: A Continuation	How to achieve contextualised care: insights from the veterinary sector and pet owners
	Outline	A follow-on from the previous session, in this interactive session attendees can bring their own practice figures and work out how to improve efficiency and profitability	How tailoring care recommendations strengthens trust, improves outcomes and can drive business performance. To include reference to recommendations from RCVS report and roadmap
	Who	SPVS Board members	SPVS Board Member & RCVS Representative
Session 5	Topic	Enhancing Your Practice Offerings with Upskilling, Remote Specialists and Peripatetics	The Importance of Emotional Intelligence in Teams - And How to Develop it
	Outline	A look at how best to expand practice capabilities to improve operational efficiency. Exploring when to consider referring, when to integrate remote specialists and peripatetic clinicians, and when to offer in-house by upskilling your team	Exploring how EQ strengthens team cohesion, communication and decision-making in practice, offering practical approaches on how to develop this to create successful teams
	Who	Peripatetic Veterinary Surgery Specialist	Elanco
Break			
Session 6	Topic	AI and Tech in Veterinary Practice: How workplaces are adapting	Succeeding in a post CMA world
	Outline	A look at what AI and technology are doing right now in vet practices, how they're likely to evolve, and where they can support the running of a business, including improving processes, front of house and using AI to analyse data	A panel session of practitioners sharing how they've adapted their communication, pricing structures and clinical decision-making to offer transparency, clarity and client empowerment whilst remaining operationally sustainable
	Who	Tech Specialist and SPVS Board Member	SPVS Board Members and Elanco