SPVS Congress 2027

Programme Timetable

Thursday 4 February 2027

08:45	**Registration Opens (Monarch Reception)**				
09:15	**Opening Plenary & Keynote Speaker: Liz O'Riordan (Kings)**				
10:30	**Coffee in the Exhibition**				
	Leading the Way: Unlocking Business Success Through Leadership and Self Development	**Grow your Business (Supported by PetsApp)**	**Achieving Business Success Through Positive Client Care**	**Adapting your Business and Practice Management to Achieve Results**	**Interactive Workshops**
	Library	**Arden**	**York**	**Kings**	**Warwick**
	Providing you with the skills and confidence to lead your team through times of change. Leadership can boost not only employee engagement, productivity and retention, but also improve client satisfaction and financial performance	A full day of guidance, advice and top tips for anyone thinking of starting-up or expanding their practice	Exploring how exceptional client care not only enhances satisfaction and loyalty but drives tangible business outcomes. Practical strategies, real-world examples and the business case for investing in client care excellence	In a post-CMA world, adapting your processes will be key to achieving sustainable results. We'll demonstrate how practices that innovate and evolve are best positioned for long-term success	Practical and interactive sessions to actively engage you in the learning process, making the experience more effective, memorable and impactful
11:00-11:30	**Breaking the Bottleneck: Leadership That Builds Team Ownership** Emma Barnes and Tracey Morley Jewkes, Vetpreneur	**Thriving as an Independent Vet: Five lessons learned along the way** Ryan Davis, MSM Vets & Southwater Veterinary Group	**Dealing with Dr. AI** Liz Barton, Vet Validaite	**11:00-11:45** **CMA in Practice: The Tools and Resources to Help You Get It Right** Peter Orpin, Vicki Farbon and Kate Higgins, SPVS	**11:00-11:45** **Making Sense of Difficult Days: Practical Debriefing for Clinical Teams** Emma Tallini, IVC & BSAVA
11:35-12:05	**What if Great Leaders are Full of Contradictions? Why the best leaders master balance not perfection** Andy Green	**Less Effort, More Impact: Rethinking Your Online Presence** Naomi Jenkins, PetsApp	**A Lifetime of Trust: Why lifetime value isn't built through bigger bills, but better journeys** Ben Sweeney, Vidivet	11:50-12:35 **CMA in Practice: What Are We Learning?** Panel Session chaired by SPVS, with Simon Biles, Moore Scarrott; Justin Phillips, Practice Made Purrfect, Alex Wraight, Mulberry House Vets & Amit Uppal, White Mill Vets	**11:50-12:35** **How to Find More of the 'Right' Clients** Brooke Paul, James Street Veterinary Centre
12:10-12:40	**More than a Mission Statement: Why your 'just cause' matters in practice** Kerrie Hedley, Veterinary Women in Leadership and XLVets	**AI Without the Anxiety: Building Confidence and Efficiency** Adele Williams-Xavier, AiWX & Steven Goodear, SPVS and Black Sheep Vets	**The Upside of Upset: A rethink of client complaints** Rebecca Maher, Inside Minds Consulting		
12:45-14:20	**Lunch & keynote speaker**	**12:45-13:30 Benchmarking to Strengthen Profitability and Performance** Suzanne Headington, Hazlewoods & Natalie Morris-Webb, Malthouse Vets **Lunch**	**12:45-13:30 / 13:35-14:20** **Lunch & keynote speaker (Kings)** **Big Mac Thinking: The secret to consistency and a high performance culture** Marianne Page		
14:25-14:55	**Adapting Your Leadership to People, Performance and Pressure** Helen Silver-MacMahon Being Human Consulting Ltd & Granta Veterinary Specialists	**Setting the Right Price: Balancing profitability, transparency and online comparison** Brian Faulkner, Vetology	**Beyond the Front Desk: How veterinary receptionists protect trust, retention and revenue** Danielle Poole, BVRA	**Doing Well by Doing Good in Veterinary Medicine: A Smarter Veterinary Practice Strategy** Thom Jenkins, PetsApp	**Repairing & Rebuilding The VCPR: Unlocking the future together** Robyn Lowe, Veterinary Voices UK & Paul Horwood, Head of Farm IVC
15:00-15:30	**From CPD to Results: Making learning stick for you and your team** Rebecca Robinson, Vet Dynamics & VMG	**Planning and Funding for Growth and Development** Ray Cox & Nigel Crossman, Medifinance & Peter O'Hagan, Dalehead Vet Group	**Prescriptions are going online. Make sure they go through your Practice.** Covetrus	**Stronger Teams, Better Care: Making the Most of External Support** Carolyn Roberts, Purina	
15:30	**Coffee in the Exhibition**				
16:05-16:35	**The Leadership Capacity Crisis: How to Reclaim 5 Hours Every Week** Paul Manktelow, Blue Cross	**From Values to Behaviours: Creating a Positive Culture in Veterinary Practice** Helen Silver-MacMahon Being Human Consulting Ltd & Granta Veterinary Specialists	**Talk Better, Consult Stronger: The importance of effective communication** Andrew Whitfield-Roberts, White Cross Vets & VMG	**Identifying Opportunities to Thrive with the SPVS Practice Strength Tracker** Pete Orpin, SPVS and Anval	**Integrating Suicide Prevention in Veterinary Workplaces: A masterclass** Rosie Allister, James Glass and Hannah Sampson, Vetlife
16:40-17:10	**Burnout: What has fuelled the flames and how to make it better** Joe Hill	**From Good to Great: How to take your clinic from plateau to performance** Francesca Verney, Pet People	**Trust in a Transparent World: Using feedback to strengthen your practice** Philip Molden, Working Feedback	**Recent and Upcoming Changes Under the Employment Rights Act 2025: What employers need to know** Emma McGrath, Citation	
17:10-18:15	**Happy Hour in the Exhibition**				
19:00	**President's Party**				

Friday 5 February 2027

07:50-08:40	**Elanco Business Breakfast (Arden): Growing People, Not Just Skills: Supporting Underconfident Colleagues To Thrive** **Claire Grigson & Katie Ford, Vet Empowered**		**Morning wake-up (York): Unlocking Confidence in Leadership - Why Mind-Body Connection Tools Could Be The Key You Need!** Chloé Hannigan, VetYogi		
08:45-10:10	**Business Club Live** **(Kings)**		**Interactive Supplier Demos** **(Warwick)**		
10:15	**Coffee in the Exhibition**				
	Effectively Embracing and Implementing Technology	**Evolving your Clinical Work to Improve your Business Outcomes**	**Improving Team Dynamics**	**Business and Practice Management** **(Supported by Vet Dynamics)**	**SPVS CMA Resources**
	Library	**Arden**	**York**	**Kings**	**Warwick**
	The importance of technology in improving efficiency, enhancing the client experience and giving you the competitive edge. Technology is strategic enabler that helps you work smarter, respond faster and grow stronger	See how adapting your clinical offerings can improve efficiency and provide better care, adding up to a stronger, more sustainable veterinary business	Discover how strong team dynamics are not just a 'nice to have' - they are a business imperative in veterinary practice. They underpin clinical excellence, client loyalty, staff wellbeing and financial health.	In a post-CMA world, adapting your processes will be key to achieving sustainable results. We'll demonstrate how practices that innovate and evolve are best positioned for long-term success	Bring your questions, queries and concerns for practical guidance on the CMA's remedies, with tools, resources and advice to help you understand what's required and how to get it right.
10:50-11:20	**Leading Your Team Through AI and Technology Change** In conversation with Nick Lloyd, Lupa and SPVS	**Unlocking the Complexities of Parasite Protection: Balancing pet owner understanding, parasite risk and compliance** Alan Ormerod-Taylor, Elanco	**Balancing Care, Clients and Costs:** **How to make good decisions as a team** Katie Mantell & Julie Gibson, RCVS Knowledge; Dani Bowers, BVRA; & Sarah Holliday, BVNA	**Membership, Subscriptions & the Future of Practice: Designing Models That Work** Chair: Justin Phillips, Practice Made Purrfect Gavin Durston, Thrums Vets (hybrid), Florence Page, Vetsure (subscription), Lennon Foo, Amity Veterinary Care (membership in practice)	**SPVS CMA Resources and Advice** Drop-in Sessions
11:25-11:55		**Before You Refer: How In-House Team Development Can Improve Profitability, Confidence and Client Loyalty** Hayley Baker, Vets for Pets Bar Hill	**The Human Side of Veterinary Care:** **Supporting teams and clients through complex decisions** Rebecca Stephens, University of Sussex		
12:00-12:30	**Best in Class: Successful marketing in 2027** Matthew Madden, Heedly	**GP Dentistry: Top tips on offering high quality, affordable care to your patients** Nichola Hinchy, Leith Vets	**Making Mentoring Work in Practice: From Good Intentions to Real Impact** Rachel Clay, XL Vets and panel discussion	**The New Find a Vet: What Your Practice Needs to Know** RCVS	
12:35	**12:35-13:05 / 13:10-13:50: Lunch & keynote speaker (Kings)** **Articulate, Consult, Explain: Reading the change ahead, and taking your team with you** Richard Artingstall				
13:55-14:25	**How to Be the Practice that AI Recommends** Andrew Rastall, Connected Vet	**Cost Saving in Veterinary Anaesthesia** Courtney Scales, aNURSEsthesia	**Stop Being Busy. Start Getting Traction:** **What Village Vets learned about teamwork, accountability and turning ideas into action** Howard Goatley, Village Vets	**More Than Feeling: Using Data to Decide What Comes Next** Gemma Barmby, Vet Dynamics	
14:30-15:00	**Climbing the Digital Maturity Pyramid: How to select and implement technology effectively** Gareth Hines & Paul Shepherd, XLVets	**The Two-Line Ultrasound Scan Report: How ultrasound documentation is costing your practice more than you think** Camilla Edwards, FOVU	**How to Support Underperforming Employees to Improve** Rob Williams, BVA	**Building a Team-based Approach to Veterinary Healthcare Delivery** Jill Macdonald, RCVS	
15:00	**Coffee in the Exhibition (Exhibition closes after break)**				
15:30	**Big 6 Live: Navigating Change: Real-world solutions for today's veterinary challenges**				
16:30	**Congress Close**				