Since the last newsletter in January 2018 the Regional structure has been literally buzzing with excitement and activity! A new initiative, the ‘Regional Roadshows’ have been introduced and engagement is at an all-time high! The concept is that three topical lectures will be delivered across our regions, throughout the year of 2018.

Presidents Piece
This is my first column as President of the Veterinary Management Group (VMG)! For those of you who don’t know me, I joined my veterinary practice in 1995 as a part-time member of the reception and admin team when I ventured back into work after maternity leave. It was supposedly for a year before returning to a ‘proper job’ in human clinical research, but I had always wanted to work in the veterinary world and knew instantly that it was where I belonged.

Over time, I took on further responsibilities, joined the VPMA, became Practice Manager and studied hard to gain my Certificate in Veterinary Practice Management (cVPM). I was asked to join VPMA Council in 2011 and the rest, as they say, is history! I feel that my background of ‘moving up’ in veterinary practice will help me to lead the VMG in its quest to appeal to everyone involved in management within the industry, not just practice managers, but also those leading client care, nursing or vet teams.

In the run up to becoming VMG President, the question I have often been asked is whether I have a particular aim or theme for my time in office? With some new Board members, the rebrand from VPMA to VMG, our new website (www.vetmg.com see page three for member registration details), and GDPR to contend with, no extra projects are required but the subjects most close to my heart are education and mental health. VMG will be running a regional roadshow with VetLed, industry authorities on ‘human factors’, around the country between April and July 2018. See page two for more information and details of how to register to hear more about improving the culture within your practice to achieve positive mental health outcomes for your team and improve practice performance.

My first official duty as VMG President was as part of the judging panel at the Pet Plan awards. It was an inspiring and enjoyable day though difficult to choose with so many great nominations! The finalists will be announced in March 2018 and the awards ceremony will be on Thursday 5th April 2018, watch this space!

Lastly, a very big thank you to Renay Rickard for all her hard work and many achievements as President over the last two years. I have big shoes to fill but I am honoured to be chosen and will do my best to carry out my role in leading the VMG during my time in office. Thanks also to those who work tirelessly for the organisation, namely the members of the VMG Board, and Maria and Cath who make up the VMG Office team. Onward and upward in 2018 VMG!

Julie Beacham BSc(Hons) CVPM
President

Our first Regional Roadshow ‘Effective Credit Control within the new GDPR Regulations’ presented by VMG and Mike Brooks of dsl (UK) Ltd is well underway with meetings in Basildon, Newton Aycliffe Grantham, Bury St Edmonds, Stockport, Bromsgrove and St Helens having gone down a storm. South West region also hosted a GDPR themed regional meeting with Ben Grey of GDPR Portal, with Regional Organisers Renay Rickard and Suzanne Headington hosting nearly 30 attendees! Before the middle of April 2018 this Roadshow will also go to Rotherham, Cardiff, St Asaph, High Wycombe, Worthing, Maidstone and Aberdeen! Don’t miss out as some meetings are selling out quickly, visit www.events-by-vmg.co.uk to register, VMG members get a preferential rate!

Our Regional Organiser for East Anglia, Tamsin Swain, shared her experience of this great session:

A very animated meeting was held by the VMG East Anglian region on Thursday 16th February 2018 at the Active Business Centre in Bury St Edmunds. Mike Brooks of dsl (UK) Ltd was an extremely knowledgeable and approachable speaker who could relate directly to the veterinary management setting – providing countless examples and suggestions that all found extremely useful. The advice offered regarding the new data protection regulations was welcomed but daunting; many quizzical and terrified glances between delegates were exchanged with eyebrows well exercised!

As this was only a relatively small group with confidentiality assured all delegates were happy to share suggestions, experience and concerns which provided an excellent support framework to all; with requests for a review being put forward so that mutual support could be provided, particularly for those in independent practice who were the majority represented and may not benefit from group/corporate support.

Feedback at the time was good and all questions were answered with all attendees being thoroughly involved in the meeting and appreciative of the learning and networking opportunity.

"Continued over..."
March 2018

Back in November last year at the London Vet Show we gave away about 300 of our little mascot ‘Stressed Eric’ figures and asked people to take a photograph of him somewhere interesting and then... nothing - not one picture... until now!!

Thank you to Charlotte French of Wood Green Animal Shelters, Godmanchester, Cambs. Here you can see VMG Stressed Eric at Osaka castle Japan. If you look carefully in one of the photographs you can see the arm of another tourist who promptly stole Eric and took him on another adventure to who knows where! Charlotte we will send you a new VMG Stressed Eric as a replacement!

So, members, the bar has been set high! Who can get a more far flung or adventurous Eric piccie? Contact VMG Office on office@vetmg.com if you would like your Eric posting out in readiness for the challenge, or if you need your VPMA Eric replacing with a spangled new VMG Eric!! (Do we have too much time on our hands...?)

STRESSED ERIC IN JAPAN...

From April – July 2018 we will be ‘road showing’ ‘Practice Performance and Culture’ with the assistance of the professional ladies at VetLed (see below) and finally, in autumn 2018 we will be partnering with the Blue Cross to bring you support in delivering gold standard client care in that hardest of situations; end of pet life.

Registrations are open via www.events-by-vmg.co.uk for Roadshow two and keep an eye on our wonderful new website www.vetmg.com for all the latest dates and more info on Roadshow three!

VMG ROADSHOW TWO

PRACTICE PERFORMANCE AND CULTURE

VetLed are delighted to be collaborating with the VMG to bring you the Performance in Practice Roadshow, in which we start to explore how Veterinary professionals can maximise their own wellbeing, and fully utilise their job specific skills. Together we will establish ‘what good looks like’ and uncover the ingredients for high performance with relation to patient care, team retention and client satisfaction.

Our teams’ varied backgrounds bring a unique perspective to performance. In our workshop we draw upon insights from not only veterinary medicine, but also elite sport, coaching, aviation, healthcare training, psychology, and business communications. We examine topics such as patient safety, human factors, alternatives to blame culture, wellbeing, checklists and reporting systems. Crucially, we explore the pivotal role of organisational culture as a means to applying these principles to your practice, and the subsequent benefits for your team, your patients and for your business.

Register at www.events-by-vmg.co.uk
VETERINARY MANAGEMENT GROUP (VMG) IS DELIGHTED TO ANNOUNCE...

VMG Members may now log into www.vetmg.com!

As a valued VMG member you can now take advantage of all of the fantastic resources in the Members Area of the website, including the back catalogue of over 30 Lunchtime Management Update webinars (ICO advice on GDPR, advice on Managing Difficult Clients, Mental Health, Stress and Wellbeing etc).

Also available is the complete New To Management Webinar Series 1 aimed at team members new to management responsibilities!

All of this in addition to all of the most recent Regional News and Roadshows Information, Facebook and Twitter feeds and our favourite regulars; Positions Vacant, Certificate in Veterinary Practice (CVPM) and Congress!

All of this is FREE to VMG Members only.

Simply visit the website, click on the LOG IN box and follow the instructions that may be located through a link in the text underneath the MEMBER REGISTRATION box.

VMG welcome you to the Members Area!
International Women's Day (IWD) is a global day that celebrates the social, economic, cultural and political achievements of women, and marks a call to action for accelerating gender equality. IWD is celebrated on 8th March every year.

Meanwhile, back in the real world...

news from our colleagues in the veterinary industry

ROYAL COLLEGE OF VETERINARY SURGEONS (RCVS) NEWS!

Dozens of practices recognised at PSS awards ceremony! Veterinary practice premises from around the UK were recognised for the high-quality veterinary care they offer at an awards ceremony hosted by the Royal College of Veterinary Surgeons (RCVS) last month. Practices achieving awards, many of whom are VMG members were:

387 Veterinary Centre, Walsall; Aberdeen Veterinary Referrals, Blacks Vets main premises in Dudley and branches in Lye, Oldbury, Quinton and Sedgeley, Elands Veterinary Clinic, Sevenoaks, Gatehouse Veterinary Group practices in Allerton, Bingley and Howarth, Gillivervet, Chorley, Mill House Veterinary Surgery and Hospital, King's Lynn, North Downs Specialist Referrals, Redhill, 18 Vets Now practices from across the UK (Bournemouth, Canterbury, Caterham, Chippenham, High Wycombe, Kilmarnock, Lincoln, Luton, Macclesfield, Manchester, Middlesbrough, Milton Keynes, Salisbury, Stoke-on-Trent, Thamesmead, Tunbridge Wells, Winchester and Worcester), YourVets Solihull.

Chair of the Practice Standards Group, Jacqui Molyneux said Achieving an award is something that the whole practice team – veterinary surgeons, veterinary nurses, practice managers, receptionists, care assistants and any other members of staff – can be rightly very proud of, because it demonstrates how effectively they work together to offer the best service possible to their patients and clients. I believe the Scheme and its awards are a brilliant way of recognising the high standards of veterinary care in practices across the UK and demonstrate a commitment to excellence.

UK GOVERNMENT EMPLOYMENT LAW UPDATE:
The government has today announced its intent to bring greater clarity and rights to flexible workers. Some of the key areas covered in the government’s plans include:

- A list of day one rights – including holiday and sick pay entitlements;
- Increasing penalty enforcement fines to £20,000 in certain cases; and
- Naming and shaming employers who don’t pay employment tribunal awards.

BVA NEWS:

VETS WELCOME GOVERNMENT PLEDGE TO BAN WILD ANIMALS IN CIRCUSES IN ENGLAND

The British Veterinary Association (BVA) has welcomed the news that a legislative ban on the use of wild animals in travelling circuses will be in place in England within the next two years. In its five-year review of The Welfare of Wild Animals in Travelling Circuses (England) Regulations 2012, the Government has committed to introducing legislation banning the use of wild animals in circuses by the time the regulations expire on 19 January 2020.

HARVARD BUSINESS REVIEW MANAGEMENT TIP OF THE MONTH:

DON’T LET STRESS LEAD TO BAD DECISIONS

It’s hard to think clearly when you’re under stress. Your blood pressure and heart rate rise, adrenaline and cortisol flood your body, and your survival instincts kick in — all of which interfere with decision making. To avoid making bad decisions when you’re stressed, pay careful attention to your physical symptoms. We all have an inner “lookout” that helps us monitor our reactions. Tap into that part of your mind and look for physical sensations or emotions that indicate your stress level is rising: a tightness in your stomach or a feeling of anxiety or panic. By noticing these reactions, you can hold yourself back from acting rashly. For example, when you get an annoying email, and you notice that you’re irritated, you can hold off on replying until you’ve calmed down. Use your “lookout” to recognize these impulses before you act on them.

Adapted from “Manage Your Stress by Monitoring Your Body’s Reactions to It” by Erica Ariel Fox

HM GOVERNMENT - DEFRA

CCTV to become mandatory in all slaughterhouses in England under new legislation laid in Parliament Legislation to make CCTV cameras mandatory in slaughterhouses in England to safeguard animal welfare has been laid today (23 February) by Environment Secretary Michael Gove.

The legislation will come into effect from May 2018, once it passes through Parliament, at which point businesses will have six months to comply. Environment Secretary Michael Gove said:

We have some of the highest animal welfare standards in the world and want to cement our status as a global leader by continuing to raise the bar.

International Women’s Day (IWD) is a global day that celebrates the social, economic, cultural and political achievements of women, and marks a call to action for accelerating gender equality. IWD is celebrated on 8th March every year. As members of Health Assured from industry suppliers Peninsula, all VMG members are entitled to their monthly Health and Wellbeing Tips and advice for Employers. Read about this and other articles on physical and mental wellbeing through their Wellbeing and Legal hubs. These can be found on: https://mail.google.com/mail/u/0/#label/Newsletter+Materials/161e190583bd7535
A LITTLE TASTER OF THE VMG CONGRESS 2018

SAVE THE DATE FOR VMG CONGRESS 2019!
24-26 JANUARY 2019 • CELTIC MANOR RESORT, NEWPORT