



**British Veterinary  
Receptionist Association**

# **BVRA CONGRESS**

**2020**



# Congress Programme

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## Friday 20<sup>th</sup> March

8.30 – 9.30	Registration and refreshments in the London Suite
9.30 – 9.45	Welcome to BVRA 2020 Congress - Brian Faulkner
9.45 – 10.45 Session 1  Telephone Triage Speaker: Rachel Bean	<p>Rachel's talk will cover the following areas:</p> <ul style="list-style-type: none"> <li>• What is Triage</li> <li>• How to Triage</li> <li>• Essentials of Triage</li> <li>• Essential Triage Questions</li> <li>• Common Emergencies</li> <li>• Red flag Responses</li> <li>• Handling Severe Emergencies</li> <li>• The Client's Journey</li> </ul>
10.45 – 11.15	Coffee break and exhibition in the London Suite
11.15 – 12.15 Session 2  The Psychology of Confidence Speaker: Brian Faulkner	<p>This lecture is about confidence; what it is and what people do when they don't feel that they have enough of it. There are 2 classic coping strategies that people adopt in order to deal with feelings of self-doubt that are counterproductive on the longer term. These are the perfectionist strategy and the ego-narcissist strategy. Whilst both of these profiles or personality types may seem very different on the outside, they are actually underwritten by the same psychology, both are obsessed about being judged as inadequate or not good enough by other people. Both are therefore constantly managing other people's perceptions of them. I want to contrast these strategies with a more productive mindset which I call the pragmatist strategy. The pragmatist believes, 'I'm part of a wider community. I want to get along with people and I want to learn how to get better at what I contribute to that society.</p>
12.15 – 13.00 Session 3  Speaker: Nick Sydenham – Canine Partners	<p><b>Canine Partners</b> is a national charity providing assistance dogs to help transform the lives of people with physical disabilities. Their dogs allow people to enjoy a greater independence and quality of life, by assisting with everyday tasks which are difficult, painful or impossible for individuals with a disability to perform. Each dog is carefully matched to the applicant's needs and lifestyle, no matter how challenging. They learn tasks and commands that will be of most use in the partnership which could include opening and closing doors, unloading the washing machine, picking up dropped items, pressing buttons and switches and fetching help in an emergency. They can even help people to get undressed and remove a card from an ATM.</p> <p>Canine Partners is celebrating its 30<sup>th</sup> anniversary in 2020 and, since the charity was formed, it has created 880 partnerships. It is based in West Sussex and Leicestershire with satellite training centres across the UK. You can find more information about them on their website at <a href="http://www.caninepartners.org.uk">www.caninepartners.org.uk</a>.</p>
13.00 – 14.00	Lunch and exhibition in the London Suite

<p><b>14.00 – 15.15</b> <b>Session 4</b></p> <p><b>Reception as a Nutrition Touchpoint</b></p> <p>Speaker: Libby Sheridan, Purina</p>	<p>Clients spend much of their time in and around reception and the waiting room and the receptionist often acts as the first point of contact about feeding and nutrition, whether that's by merchandising the pet food fixture in the waiting-room, or responding to specific questions.</p> <p>Reliable feeding advice helps the client keep their pet healthy and encourages them to follow specific nutritional recommendations when their pet is ill or in recovery. Being able to provide them with the information they need and explaining the benefits of following a nutritional recommendation, are vitally important aspects of the receptionist's role and make a significant (and often under-estimated) difference to pet health and welfare. Our talk will focus on making the most of nutritional touchpoints for all pet lifestyles and stages.</p>
<p><b>15.15 – 15.45</b></p>	<p>Afternoon Tea and exhibition in the London Suite</p>
<p><b>15.45 – 16.45</b> <b>Session 5</b></p> <p><b>Animal Behaviour in Reception</b></p> <p>Speaker: Charlotte Carr, CEVA</p>	<p>The talk will be on behaviour in reception. Dog and cat behaviour in reception, with a bit of understanding the communication of animals, stress signs, a touch on pheromones and how the work or can help.</p>
<p><b>16.45 Finish</b></p>	

### Friday Night Congress Dinner: (Ticket Only Event)

The Congress dinner will be held in the Jurys Inn, Lakeside Room from 7pm until late.

There will be 3 course meal with drinks, followed by the BVRA Veterinary Receptionist of the Year award winner announcement and the Lifetime Achievement award. Ours thanks Adaptil and Feliway for sponsoring these awards.

Evening entertainment: Music bingo with DJ Steve Munroe.

## Saturday 21<sup>st</sup> March

9.30 – 10am	Registration and refreshments in the London Suite
<b>10.00 – 11.00</b> <b>Session One:</b>  <b>Euthanasia and bereavement</b>  Speaker: Carrie Ball	<p>Carrie will be discussing the topic of end of life support for pet owners and why end of life does not mean end of responsibility. Talking about how the veterinary team can help their clients pre and post loss and how the reception team can make the difficult calls less painful for all concerned.</p> <p>Giving helpful tips and recounting personal experiences to encourage, hopefully inspire and support those who are not only the face of the practice but are essential to its success.</p>
11.00 – 11.30	Coffee break and exhibition in the London Suite
<b>11.30 – 12.45</b> <b>Session 2</b>  <b>NLP for veterinary receptionists</b>  Speaker: Steph Writer-Davies	<p>It's Monday morning. You oversleep. Downstairs you discover the cat has thrown up, not on the hard floor, but on the new sofa. You clean it up. You quickly make a coffee but, in your rush, you knock it over and break your favourite mug. Having had no breakfast, you hurry to get to work but the traffic is awful and you're 15 minutes late. The practice manager snaps at you and tells you that your colleague has called in sick and no one is available to cover so you'll have to cope with reception on your own. The waiting room is already busy and there are 3 clients waiting at the desk. You start to apologise and deal with the first one but the phone rings. You answer it and are immediately shouted at by Mr Green, the most notoriously difficult client the practice has. How do you feel and what happens next?</p> <p>The answer is that it's up to you; you have the power to choose and so to be in control of your mood and the rest of your day! Steph will explain the principles behind NLP and how understanding and using it can help you experience life more positively.</p>
12.45 – 13.45	Lunch and exhibition in the London Suite
<b>13.45 – 14.45</b> <b>Session 3</b>  <b>Competent Veterinary Dispenser</b>  Speaker: Brian Faulkner	<p>Many veterinary surgeons delegate the processes of acquiring, storing and dispensing medicines to non-veterinary colleagues, often veterinary receptionists. In order for this to take place legally, as regulated by the Veterinary Medicines Directorate and the Royal College of Veterinary Surgeons within their Practice Standards Scheme, anyone who handles a veterinary medicine must be deemed "competent" to do so. This lecture will explain the difference between prescribing and dispensing and then cover the six steps in dispensing.</p>
14.45	Finish

## Congress Speakers



### **Brian Faulkner BSc (Hons), BVM&S, CertGP(SAM), CertGP(BPS), MBA, MSc(Psych), MRCVS**

Brian graduated from Edinburgh Vet School in 1995 and has worked in 250 veterinary practices across the UK before, during and after setting up, developing and exiting 4 veterinary practices of his own in Suffolk. Brian was SPVS President in 2017. He is the Honorary Lecturer in Entrepreneurship at Nottingham University and well as the founder of the Colourful Consultation®, The Vet Whisperer®, The British Veterinary Receptionist Association and The Colourful Certificate in Veterinary Nurse Consulting. In 2017 Brian raised £120,000 for Brooke Animal Hospital in by running 10 marathons in 10 days all across UK and Ireland.



### **Rachel Bean RVN MCFBA Biography**

Rachel is an RVN who qualified in 2002 and has been in practice for 18-years, 6-years as a head nurse.

Rachel was Assistant Manager for the Dogs Trust

Working in frontline practice has given Rachel the necessary experience in emergency situations and how to deal with trauma, accidents and life-threatening conditions.

Rachel's Canine First Aid Workshops have been running regularly for a number of years and Rachel is now the preferred tutor for The Canine Hydrotherapy Association, The National Association Registered Canine Hydro therapists and The Ministry of Defence.



### **Nick Sydenham**

Nick Sydenham is a retired Crisis Management Consultant who now works as a Volunteer Speaker for Canine Partners. Nick has been volunteering with the charity for three years and, as he lives very close to the Midlands Training Centre, also helps out in other areas such as dog fostering, corporate engagement, event support and office administration.



### **Libby Sheridan – Purina**

Libby graduated from Dublin vet school and after 10 years working in mixed and small animal practice, she entered industry working in pet nutrition. She then set up and ran her own company Mojo Consultancy, specialising in technical communications, PR and project management, before joining Purina Petcare in 2018 as Technical Affairs Manager for the UK & Ireland.

Libby has built on her direct practice experience of client relationships with the development of professional and client support programmes, technical training programmes and roles in managing customer and consumer support teams, alongside regular contributions to veterinary and consumer publications on nutrition and client care topics.



### **Charlotte Carr – CEVA**

Charlotte Carr studied BSc Bioveterinary Science and MSc Clinical Companion Animal Behaviour at the University of Lincoln and have been working in Ceva Animal Health since 2017 as Technical Manager of Behaviour.



### **Carrie Ball VCA, Acc Dip PBC, Cert Pet Bereavement BC**

Carrie is a Companion Animal Bereavement Counsellor. In 2001 she completed the Diploma of Companion Animal Bereavement Counselling. She has achieved a Level 3 certificate in Pet Bereavement, and a Diploma in Counselling skills and is a Level 2 Veterinary Care Assistant.

Carrie started working in veterinary practice in 1999 and has seen many pets come and go. The expected and the unexpected losses, the horrific accidents and the cancer patients, and the unusual cases.

The loss of a pet no matter how big or small is like losing a relative or a close friend. It can be a very lonely time. All too often clients are sent away with the bare minimum of support, and Carrie aims to change that.



**Stephanie Writer-Davies, BVSc, MRCVS**

Steph has developed the Colourful Nurse Consulting Skills Training Course alongside Brian Faulkner. Steph is a veterinary surgeon with 35-years' experience of first opinion practice including owning her own business which was a VN training practice. She was SPVS Hon President in 2016 and was the SPVS VN liaison for 9 years. She is a strong supporter of the VN profession, believing in the important role they play in our practices and is a member of the Career Development & Progression and Training Practice working groups of VN Futures. With an interest in how people think, behave and communicate, Steph enrolled on an approved training programme and qualified as an accredited NLP Practitioner in April 2019. She is also DISC accredited and uses this and her NLP skills to help veterinary teams or individuals to communicate with and understand one another and their clients more effectively.

List of BVRA Sponsors and Exhibitors:



Exhibitors:

- Dogs Trust
- Innovet
- Silver Pet Prints
- Dot Vet
- Street Vet
- TVM Animal Health
- Vet Times
- Veterinary Insights



## Congress Organisers and Contact Details:

British Veterinary Receptionist Association (BVRA)

Website: [www.bvra.co.uk](http://www.bvra.co.uk)

Facebook: [@BritishVeterinaryReceptionistAssociation](https://www.facebook.com/BritishVeterinaryReceptionistAssociation)

Twitter: [@BVRAawards](https://twitter.com/BVRAawards)

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