



Medivet Clinical Report 2025



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Dr John Beel

BVSc CertVOphthal Dipl BusMan MRCVS RCVS Recognised Advanced Practitioner in Veterinary Ophthalmology

Clinical Services Director

The past year has been one of continued challenge and transformation for the UK veterinary profession. Workforce shortages, rising costs, increasing client expectations, and the CMA investigation have tested resilience across the sector.

Yet within this shifting landscape lies real opportunity. Strong pet ownership, advances in technology, and evolving care models open the door for innovation. By embracing team-based approaches—drawing on shared knowledge, skills, and expertise—we can

deliver care that is both more effective and more rewarding. Investment in clinical training, access to leading equipment, and a stronger referral network, position us not just to survive, but to thrive. We continue to think bold in identifying and delivering new ways to provide care.

At Medivet, our focus remains on putting clinics and their teams at the heart of our model—working together, investing in people, and embracing new ways of delivering exceptional contextualised care. This report reflects our commitment to clinical excellence, continuous learning, and the wellbeing of our teams, clients, and communities.



Dr Charlotte Jennings

BVetMed MRCVS

Chief Veterinary and Partnerships Officer

In a profession under constant change, one principle remains at the heart of exceptional care—clinical autonomy. At Medivet, we trust our veterinary teams to make the right decisions for their patients, drawing on their experience, compassion, and local knowledge.

Our branch partnership model turns this principle into action. It gives vets the opportunity to shape their practice, invest

in their future, and lead with confidence, supported by the strength of our national network. This blend of independence and collaboration -the best of both worlds- means we can respond faster, innovate boldly, and ensure every patient receives truly contextualised care.

We are unwavering in our commitment to helping more pets, supporting our people, and making it happen every day. By backing our teams to lead, and by standing shoulder-to-shoulder as partners, we are building a future where exceptional care is not the exception—it is the standard.



Dr Rhian Littlehailes

BSc(Hons) BVSc Cert AVP PgCert (VBM) MRCVS

Clinical Governance Director

2025 has brought complex challenges—workforce pressures, growing caseloads, economic uncertainty, and potential regulatory change—all while we strive to deliver exceptional contextualised care.

Throughout, the dedication and adaptability of our teams have been unwavering. Medivet’s hub-and-spoke model supports locally tailored care underpinned by the consistency of a strong clinical network. Our branch partnership model empowers clinical leaders to own and grow their practices,

while our referral centres—including our first specialist branch partner this year—strengthen our ability to deliver advanced care. This gives our teams the best of both worlds—independence with full network support.

Strong governance underpins all of this. It drives quality, ensures safety, and fosters a culture of accountability and continuous improvement. This report highlights our clinical performance and governance over the past year—celebrating successes, identifying learning, and reaffirming our collective commitment to excellence. We champion our values through every decision and policy we implement.



Executive Summary

Boldly Leading in a Changing Profession

2025 has been a year of resilience and opportunity. Against a backdrop of workforce pressures, economic uncertainty, and evolving regulation, Medivet has remained unwavering in its commitment to exceptional contextualised care and to supporting our people, pets, and communities.

Clinical Autonomy and Inclusive Governance

Our Branch Partnership model empowers veterinary leaders to make patient-and-client-first decisions, supported by the strength of our national network. This, alongside our inclusive governance structure—spanning the Clinical Board, Clinical Communities, and Quality Improvement Committees—ensures every clinical voice shapes the standards and strategy that guide our care. We champion our values through every decision and policy we implement.

Recognised Excellence

We are proud to have been honoured in the 2025 RCVS Knowledge Awards, with recognition for our improvements in peri- and post-operative NSAID use and antimicrobial stewardship. These awards highlight our evidence-led approach and culture of collaboration.

Delivering Measurable Impact

Through our national Quality Improvement audits, we have seen tangible gains in patient care, including:

58% ↑

58% increase in ear cytology use for otitis cases.

56% ↓

56% reduction in antibiotic usage in dental extractions.

8% ↑

8% increase in peri-operative NSAID administration during neutering.



Driving Clinical Standards

From new neutering guidelines and large-scale contextualised care training, to the launch of our Controlled Drugs Protocol, we have continued to embed safety, quality, and confidence in our clinical practice at pace.

Shaping the Future of the Profession

We know that to fulfil our mission of providing contextualised care to more pets, we will need a strong complement of talented clinicians. Our partnership with the University of Lancashire is building a more diverse, skilled, and sustainable veterinary workforce. Alongside this, our Graduate Vet Programme and our SVN Apprenticeship Programme are nurturing the next generation of veterinary professionals.



Looking Ahead

We remain bold, unwavering, and committed to making it happen—empowering our people, enhancing patient outcomes, and ensuring more pets receive the exceptional, tailored care they deserve.

A reminder of our *inclusive governance structure*

As we continue to evolve as a clinically led organisation, it is important to reaffirm our commitment to an inclusive governance structure that values the voices and opinions of every colleague—regardless of title, role, or tenure.

Our governance framework ensures that feedback and clinical insight from all corners of Medivet feed directly into the decisions that shape our clinical strategy. At its centre is the Clinical Board, a multidisciplinary forum of clinicians, community leads, and partners who convene regularly to guide direction on group-wide clinical priorities. This board is bolstered by our Clinical Communities, which provide an open platform for more than 400 vets and nurses to connect, share best practice, and co-create guidance across disciplines including surgery, medicine, ophthalmology, exotics, and diagnostic imaging. There is also a dedicated community for Registered Veterinary Nurses.

Our Ethics and Welfare Committee, chaired independently of commercial influence, upholds decisions grounded in animal welfare, while our National and Regional Quality Improvement Committees (QI Boards) ensure reflective learning and consistent audit implementation across the Group.

Importantly, these committees are open to all colleagues—participation is not limited to veterinary surgeons or nurses. Any team member with a passion for improvement and patient care is encouraged to get involved and contribute their unique perspective.

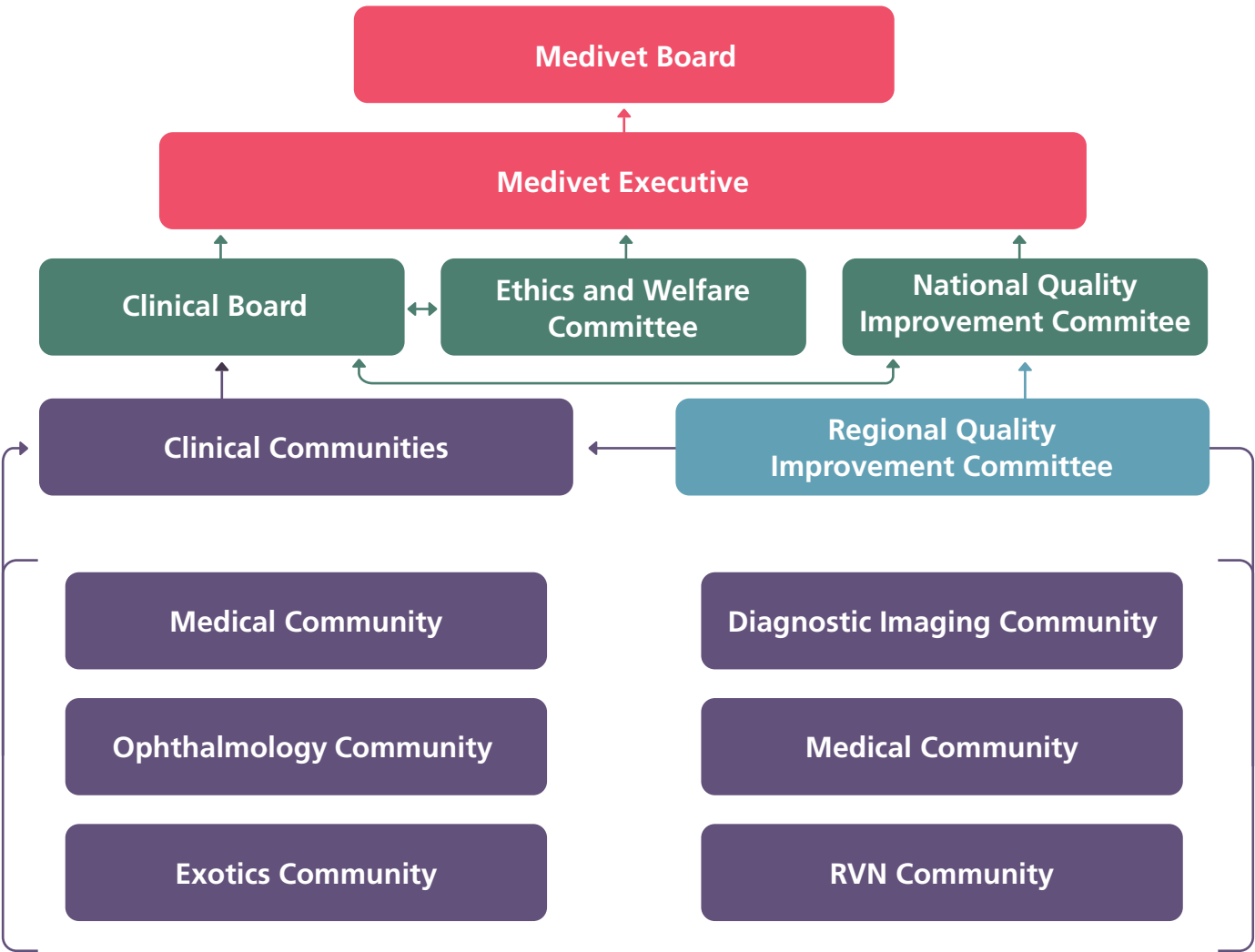
Complementing these structures is a team of senior veterinary professionals and leaders who play a crucial role in upholding high clinical standards across the Group. They actively encourage the adoption of quality improvement measures, provide guidance on complex clinical cases, and support the growth and development of veterinary teams. Their leadership helps ensure consistency of care, while empowering colleagues to continually enhance their clinical skills and confidence.

These structures have already demonstrated tangible impact—which will be discussed in further detail in this report.

We are especially proud that this governance model was formally recognised in the 2024 RCVS Knowledge Awards, which commended our focus on inclusivity, safety, and clinical improvement. This recognition reflects the collective efforts of every colleague who has contributed their insight and energy to making this system work.

This governance structure reflects Medivet’s ongoing commitment to transparency, shared clinical leadership, and inclusive decision-making. By embedding these values into our everyday processes, we are helping to shape a culture that is collaborative, evidence-led, and consistently focused on delivering the best possible outcomes for patients, clients, and the veterinary teams who care for them.

Fig. 1 - Medivet Clinical Governance Structure



Clinical Board review

2024–2025:

Driving excellence through inclusive governance

Over the past year, Medivet’s Clinical Board has played a central role in shaping, refining and advancing clinical practice across the organisation. Operating as the core decision-making forum within our governance framework, the board has brought together representatives from every corner of the clinical community—nursing, medicine, surgery, exotics, diagnostic imaging and ophthalmology—to collaborate on matters of clinical guidance, patient care, and standards of practice. We champion our values through every decision and policy we implement.

The board has met monthly and demonstrated the value of inclusive, multi-disciplinary clinical leadership. In November 2024, we marked a full year of the new governance structure with a celebratory board session, reflecting on a transformative 12 months of progress. Over this time, the board has overseen the introduction of new and updated protocols in areas as diverse as cytotoxic drug handling, vaccine schedules, contextualised care, exotic patient care guidance, as well as responses to potential disease outbreak such as Rabbit Viral Haemorrhagic Disease strain 2.

Crucially, the board has not operated in isolation. Through tight alignment with Medivet’s Clinical Communities and Quality Improvement Committees, many of its outputs have been informed by practice-based insights and evidence gathered from across the network. As a result, clinical recommendations have been both grounded and practical—designed by first opinion clinicians to support our teams in real-world decision making.

The board has also responded dynamically to industry developments, from emerging medicines and changes in antimicrobial guidance, to client-facing challenges such as contextualised care and informed consent. Guidance issued around the responsible use of monoclonal antibodies and the interpretation of new research has been balanced, collaborative, and widely disseminated to clinics in a format that supports local autonomy while ensuring clinical safety. This gives our teams the best of both worlds—independence with full network support.

Many of these contributions have become embedded in everyday practice across the group, with real-world impacts on prescribing, surgical planning, communication with clients, and the management of medicines. Importantly, the board's work has helped to create an environment where every clinical voice has influence, and every practice benefits from shared learning.

Looking ahead, the Clinical Board will continue to serve as the backbone of clinical governance within Medivet—remaining agile, inclusive and evidence-led as we face new challenges and opportunities in the profession.

National Quality Improvement Audits

At Medivet, our Quality Improvement (QI) programme is designed to empower clinical teams by focusing on the topics that matter most to those working in first opinion practice. Each year, the subjects selected for national audit and review are proposed and prioritised by our QICommunities—ensuring that the work is both relevant and grounded in day-to-day clinical experience. The following four reviews provide a snapshot of this approach in action. They explore ear cytology use in otitis, perioperative temperature management under general anaesthesia, antibiotic prescribing in dental extractions, and NSAID use in routine neutering. Each initiative aims to promote safer, more effective, and more consistent care for our patients, while also creating a culture where reflection, data, and shared learning drive meaningful change.

Audit overview

Audit 1: Ear Cytology

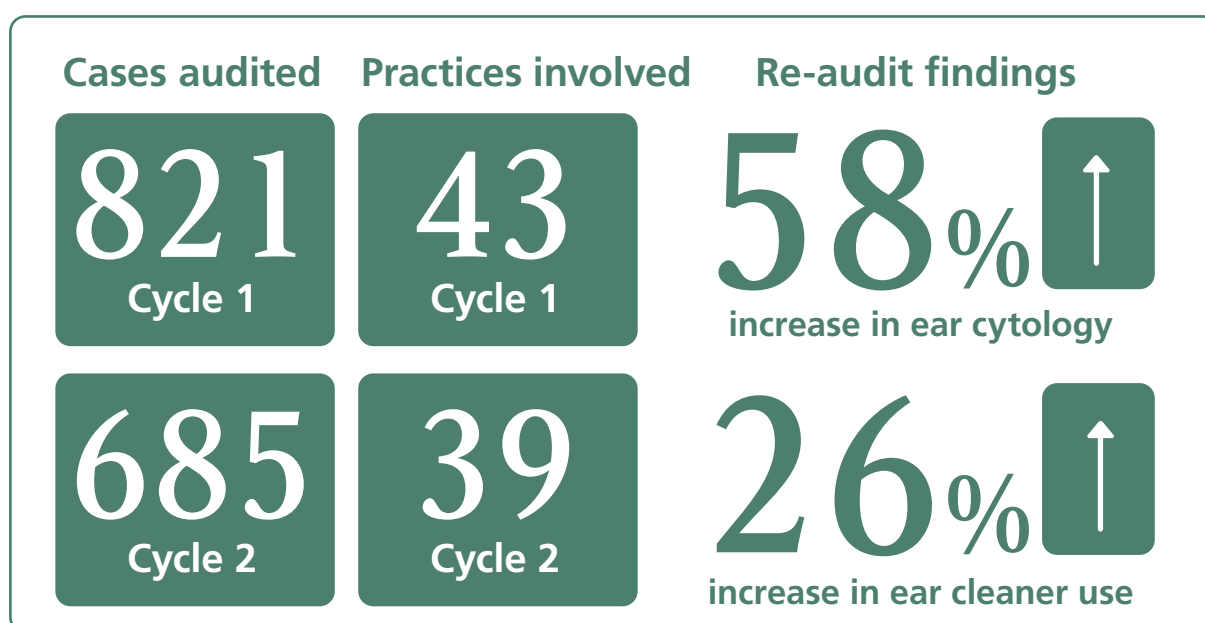
Following an observation that the approach to canine otitis was highly variable and inconsistent across the group, an audit was undertaken to assess the use of ear cytology and ear cleaner in these cases. Antibiotic type (when prescribed) was also recorded.

Following the first cycle data collection, a range of interventions were proposed, and ultimately decided based on the needs of the individual clinic. These included planning of practice discussions, introduction of protocols (with particular attention to making these protocols clear to visiting vets and locums where applicable), and provision of training for both vets and RVNs. One intervention that was introduced uniformly across all sites was the introduction of a pop-up on the PMS, prompting the vet to recommend ear cytology when antibiotic-containing ear medications are dispensed.

The group increase between the second cycle audit showed a figure of 42% of cases having ear cytology performed. This represented a 58% increase on the previously reported 33% in cycle 1 (Graph 1).

37% of cases had ear cleaner used concurrently at initial audit, which increased to 46% in cycle 2, representing a 26% increase on cycle 1 results.

While a similar rate of fluoroquinolone (FQ) prescription was reported in each cycle, the use of cytology and culture & sensitivity (C&S) alongside this group of antibiotics increased by 40% and 27%, respectively.



Graph 1 Percentage of patients prescribed antibiotic-containing ear medications, that had ear cytology performed

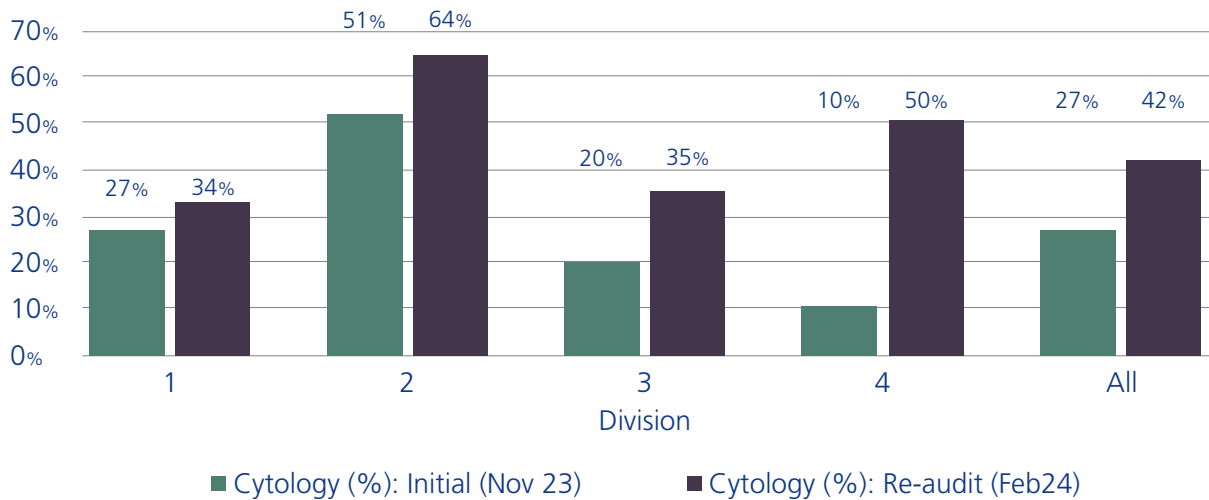
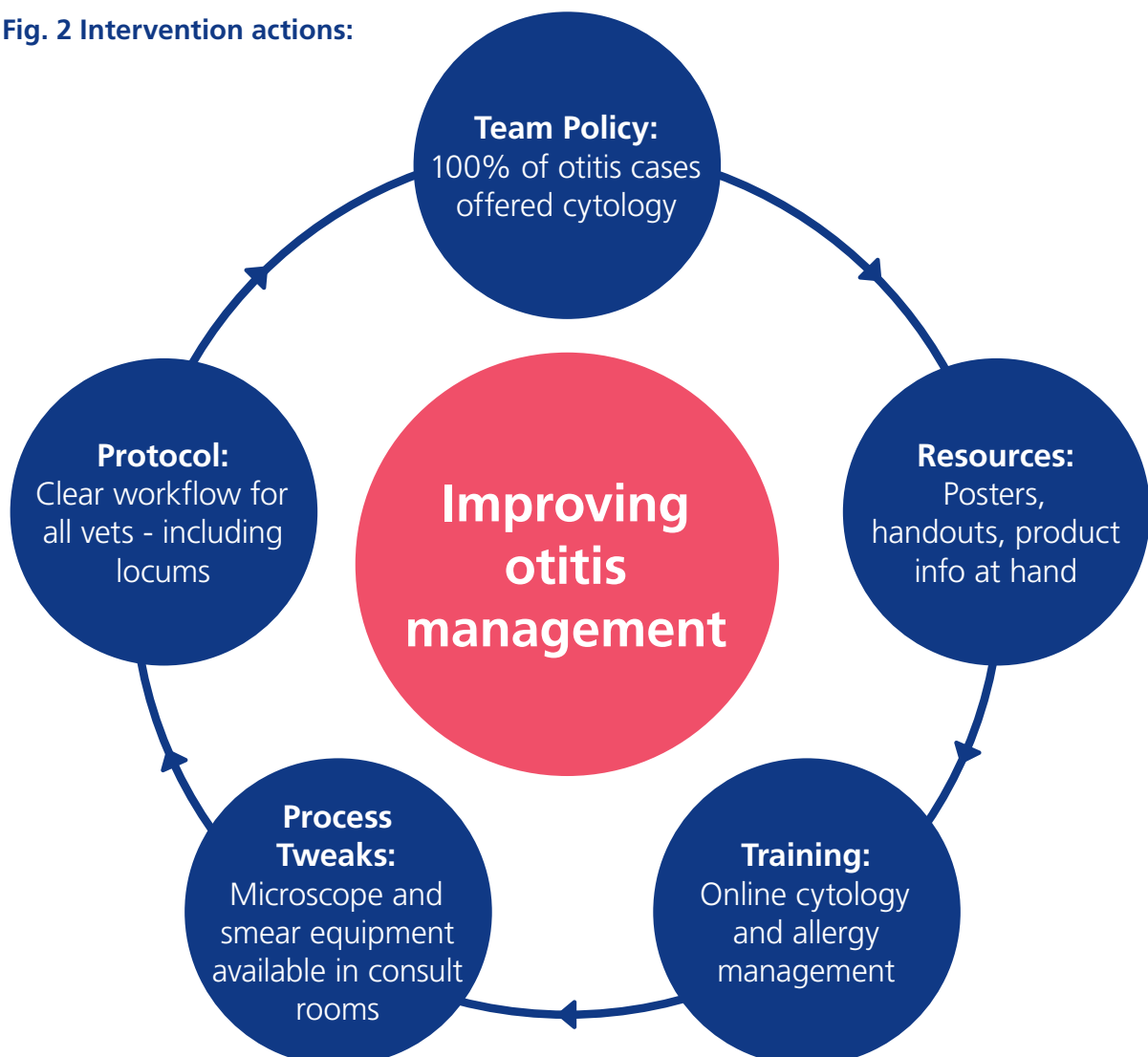


Fig. 2 Intervention actions:



Audit 2: Perioperative Temperature Management under General Anaesthesia

Maintaining normothermia during general anaesthesia is a critical component of patient safety and recovery, and in 2024 Medivet undertook a two-cycle audit to assess how effectively clinics were managing temperature in dogs, cats, and rabbits. The project involved retrospective analysis of general anaesthetic monitoring forms across two time periods, comparing pre- and post-operative temperatures to identify any significant drops.

Overall, the findings were reassuring. Across both cycles, no patient experienced a drop in body temperature exceeding 1°C—meeting the audit target and indicating that current warming protocols are generally effective. While some reduction in temperature was observed, all cases remained within the range classified as mild hypothermia (between 37.0°C and 37.7°C). This suggests that the combination of active and passive warming strategies currently in use—such as heat pads, Bair huggers, and pre-warming techniques—is supporting safe outcomes across a wide range of patients.

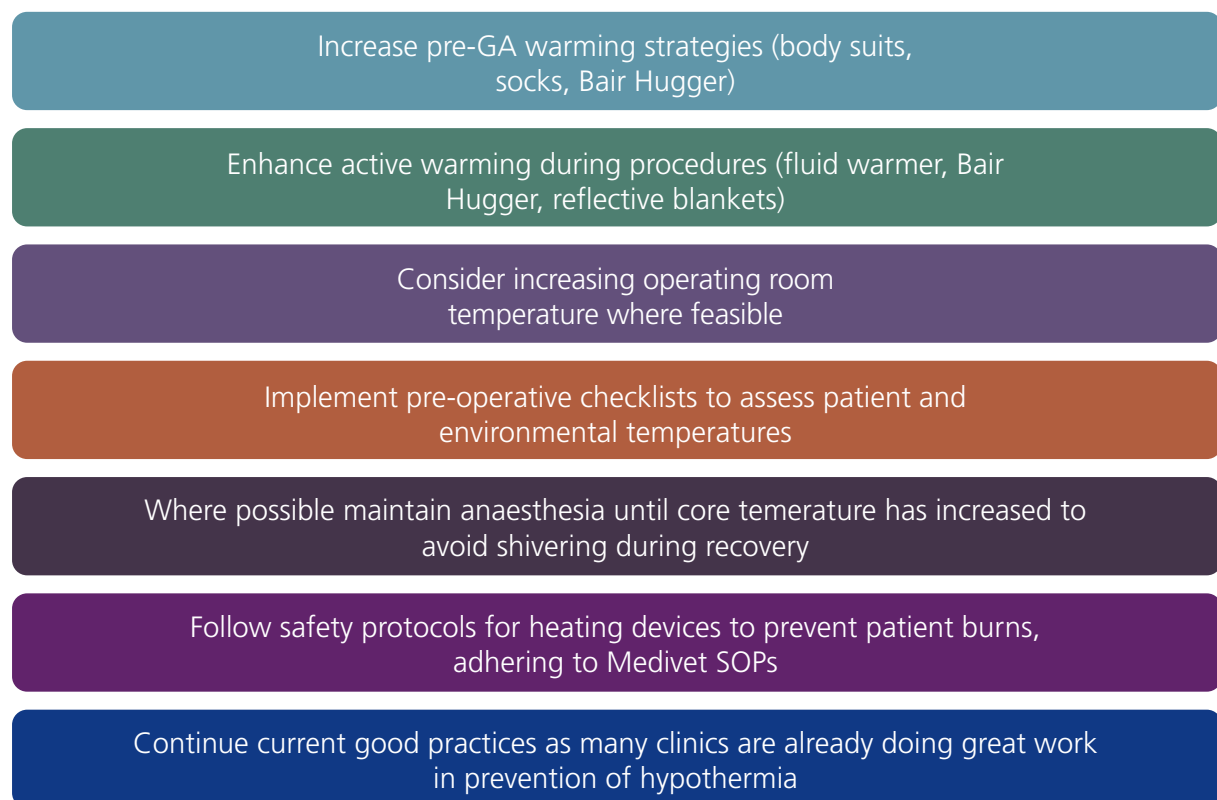
Engagement with the audit also prompted wider clinical reflection. Discussions within the QI committees highlighted the value of pre-warming patients, particularly those with higher ASA scores or those undergoing longer procedures. Several clinics had implemented the use of bodysuits or increased ambient theatre temperature where feasible, and a number had added temperature checks to pre-operative checklists to flag patients requiring additional support.



Interestingly, clinics reported that rabbits, often considered at high risk of peri-anaesthetic complications, maintained temperatures more effectively than expected in the second cycle, despite having longer anaesthesia times. This was attributed to diligent warming efforts and improved environmental control.

No major protocol changes were deemed necessary following the audit, but it did reinforce the importance of continued monitoring, accurate record-keeping, and the use of reflective equipment or other supplementary tools to minimise heat loss. The initiative also provided an opportunity to revisit the risks of both hypothermia and rebound hyperthermia—particularly in feline patients—and to refresh teams on safe practices when using heat sources such as microwaveable or electric warming devices.

Fig. 3 - Potential outcomes as a result of audit



The success of this audit reflects the attention to detail and patient care already embedded within our clinical teams. The collaborative work undertaken as part of this QI initiative not only upheld patient safety standards but also offered further practical guidance to sustain and build on that success moving forward.

Audit 3: Antibiotic prescription in dental extraction

As responsible veterinary clinicians in the modern age, there is a responsibility to be using antibiotics in an appropriate way. As part of our vigilance into this important aspect we elected to focus on the use of antibiotics in what is one of the most common veterinary procedures carried out in general practice.

An audit overview—869 dental procedures across two audit cycles were carried out. After the first audit a thorough review of the latest guidance and literature was used to create an awareness of appropriate use of antibiotics in dental treatment. The second cycle audit results were very encouraging showing 56% reduction in antibiotic usage in dentals after clinician education and awareness on evidence-based reasoning.

Fig. 4. Showing actions and resulting implementations.

Actions	Implementation
Improve diagnostic capabilities	Increase the use of dental radiography to diagnose severe periodontal disease
Implement antibiotic stewardship programmes	Increase awareness by highlighting the reasons for use on GA monitoring sheets Summarise and communicate with teams what the evidence base shows on ‘acceptable usage of antibiotics in dentals’
Focus on preventative care	Educate clients on the importance of dental hygiene
Optimise surgical techniques	Increase training on extraction techniques to minimise trauma to tissue
Monitor and audit usage	Conduct regular audits at clinic level to identify patterns
Optimise post-operative care	Clearly communicate treatment plans and schedule follow-ups to monitor recovery and promptly identify areas of concern before antibiotics are required.

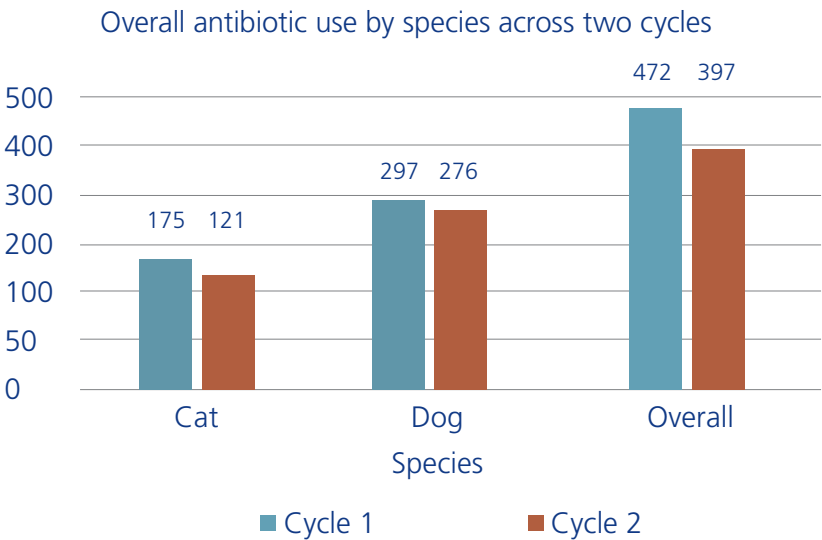
Graph 2

Cycle 1

472 dental procedures
297 dogs
175 cats

Cycle 2

397 dental procedures
276 dogs
121 cats



Audit 4: Use of anti-inflammatory medication in routine neutering procedures

As a clinical organisation, we value the autonomy and skill of our veterinary surgeons in applying their clinical judgement to each individual case. However, a group-wide review identified variability in the prescribing and administration of peri-operative NSAID analgesia. This observation prompted several key questions: What does the current evidence recommend? What practices are currently being followed across our network? And are there best practice guidelines that we could reinforce to ensure consistent, evidence-based care?

In response, an audit was conducted to evaluate prescribing patterns. Data were collected on the following parameters: species, type of surgical procedure (spay, castration, or laparoscopic spay), administration of injectable NSAIDs at the time of surgery (including drug name), oral NSAID prescription details (including drug name and duration of treatment). The aim was to assess current practice and identify opportunities for alignment with evidence-based guidelines.

- ▶ Total patients audited: 1,431 cases across two audit cycles
- ▶ Species: Dogs, cats, and rabbits primarily

After the initial audit, pain relief guidelines were reviewed and discussed with the QI champions who held meetings in practice to discuss the evidence, guidelines and targets.

Audit outcomes

- ▶ An 8% increase in patients receiving injectable NSAID peri-operatively during routine neuters delivering better patient care and analgesia
- ▶ A 1% decrease in patients receiving oral NSAID post operatively after routine neuters

The increase in numbers of patients receiving injectable NSAID was celebrated and teams were encouraged to continue best practice. To emphasise the importance of oral NSAIDs post operatively, Medivet guidelines were created based on the current available guidance:

	Peri Op	Post Op	Number of days recommended
	✓	✓	at least 5
	✓	✓	at least 3
	✓	✓	at least 5

Pain relief recommendations as a result of audit outcomes



HIGHLY COMMENDED
AWARDS 2025

RCVS Knowledge awards

We are incredibly proud to share that Medivet has received national recognition in the 2025 RCVS Knowledge Awards, with two of our Quality Improvement projects being honoured. Our work to refine peri- and post-operative NSAID use in routine neutering has been Highly Commended in the Quality Improvement in Practice category, celebrating our commitment to clinical audit and evidence-based improvement. In addition, our efforts in antimicrobial stewardship were recognised as a One to Watch Runner-Up, acknowledging our team's honesty, reflection, and dedication to change.

These awards highlight not only the impact of our clinical initiatives but also the culture of learning, collaboration, and patient-centred care that defines Medivet.

We are delighted by this important recognition and the encouragement it brings to continue our journey in raising standards across the profession.



Driving standards forward

Watch Rhian and John highlight how Medivet's Quality Improvement work earned national recognition at the RCVS Knowledge Awards.



Medivet *Canine and Feline* *Neutering Guidance*

Medivet's new internal neutering guidelines provide our clinicians with a clear, evidence-based, and UK-relevant framework for making breed-specific neutering decisions. Developed by our Surgical Clinical Community in response to the latest WSAVA recommendations, the guidelines distil complex and sometimes conflicting research into practical advice for first opinion practice.

This resource supports confident, individualised recommendations at the consultation table—helping clinicians explain their decisions with clarity and integrity. It reflects strong internal collaboration, with peer-led discussion and Clinical Board approval ensuring both scientific rigour and alignment with Medivet's standards and values. We champion our values through every decision and policy we implement.

By equipping teams with consistent, practical guidance, we strengthen clinical confidence, improve patient outcomes, and demonstrate how collaboration across our network can directly enhance the care we provide.

Delivering Contextualised Care at Scale: *Training Across 150+ Clinics*

In 2024, Medivet undertook a major training initiative to enhance clinical confidence and deepen client communication across more than 150 clinics. Centred on the concept of “valuing our care”, it demonstrated our commitment to helping clinicians deliver contextualised care.

Delivered through in-practice sessions and guided by Divisional Veterinary Directors, the training helped teams recognise and articulate the value of services. By emphasising the difference between cost and value and encouraging clinicians to explore what matters to clients, we empowered teams to build trust, support decisions, and navigate challenging conversations with empathy.

A key element of the workshops was contextualisation—understanding that every pet, owner, and situation differs. With practical frameworks and reflective tools, clinicians could tailor conversations,

treatment plans, and care pathways aligned with each client’s values, expectations, and circumstances. This reaffirmed our commitment to patient-centred care and strengthened the vet/client partnership.

The programme reflects Medivet’s belief that high-quality contextualised care begins with confident, supported teams. By embedding these principles across our estate, we continue to uphold our ethos of providing exceptional care that is not only clinically excellent but meaningfully valued by our clients and patients.

Fig. 4 Factors considered as part of contextualised care training initiative.





Protecting a Privilege: *Strengthening Controlled Drug Governance at Medivet*

Access to controlled medicines is essential for delivering pain relief, anaesthesia, and emergency care—but it carries a responsibility to uphold the highest standards of safety and accountability.

This year, Medivet strengthened governance in this area with the launch of a Group-wide Controlled Drugs Protocol. Developed by our clinical teams, it goes beyond statutory requirements to ensure rigorous safety, transparent record-keeping, and proactive oversight at every stage—from ordering and secure storage to prescribing, disposal, and regular audit.

Key measures include mandatory keyholder restrictions, enhanced documentation, standardised audit intervals, and clear escalation pathways for discrepancies. Every clinic now has a bespoke SOP, with all team members individually accountable for compliance.

The protocol has been implemented at pace and as a result, discrepancies have significantly reduced, awareness has increased, and shared responsibility has deepened across our network. This work reflects our values—showing that exceptional care is not only about what we do for patients, but also how we safeguard the medicines that make that care possible.

Medivet and The University of Lancashire Vet School:

Building a Diverse, Skilled and Sustainable Veterinary Workforce

In 2023, the University of Lancashire welcomed its first cohort of veterinary medicine students—marking the start of a transformative initiative to broaden access to the profession and equip students with the real-world skills essential for first opinion practice. Now, with a thriving second-year cohort in place and the 2025 intake fully subscribed before clearing, the success of the programme is clear. This investment supports more pets by strengthening our future workforce.

At the heart of this pioneering effort is a shared mission between the University of Lancashire and Medivet: to deliver exceptional veterinary education that is accessible, inclusive and clinically grounded. The collaboration goes far beyond sponsorship—it's a multi-year commitment to creating a more diverse and sustainable profession. Students are selected not only for academic merit but also for their resilience, communication skills and potential. Many come from contextual backgrounds, and nearly half of the first cohort meet at least one widening participation criterion.

Medivet's financial gifts have played a critical role in removing barriers to success. A flagship Student Success Scholarship covers full tuition fees for one student annually. A hardship fund—used for everything from emergency childcare to EMS-related travel—has already supported multiple students. And through the donation of digital devices for all students, the initiative has eliminated the effects of digital poverty, enabling full access to novel teaching methods like digital dissection suites and remote consultation simulation.



“ It was a very inspiring week and has taught me so much about veterinary, myself and that there is always a way to make your dream happen. ”

University of Lancashire student

Medivet colleagues have also been actively involved in the delivery of the programme. First opinion vets and nurses regularly teach sessions on clinical anatomy, ophthalmology, neurology, communication and ethical decision-making. These lectures have not only inspired students but have also proven highly rewarding for those delivering them. With many Medivet clinics now providing intra-mural and EMS placements, the connection between education and practice continues to grow stronger.

In Summer 2025, we were proud to fully fund a summer school for young people aged sixteen and seventeen who are considering careers in veterinary medicine. This residential programme gave students from diverse and under-represented backgrounds their first real insight into veterinary education and practice. Delivered by both Medivet and University of Lancashire colleagues, we delivered immersive sessions in anatomy, clinical skills, behaviour, and emergency care—helping build confidence and open doors for future professionals.

Through this partnership, Medivet is not just helping to shape the future of veterinary education—we're helping to shape the future of the profession itself. One that is more inclusive, better equipped, and ultimately more sustainable for the patients and communities we serve.



Celebrating our first Veterinary Summer School

We welcomed students from under-represented backgrounds to explore the world of veterinary medicine. From clinical skills to inspiring career advice, it was an unforgettable week—scan the QR code to read the full story.



Inspiring the next generation of vets

The Veterinary Summer School gave students a unique insight into veterinary medicine. Scan the QR code to see the skills, stories, and inspiration they shared.



Medivet Labs, working together for *better patient outcomes*

Medivet Labs has continued to grow as a trusted partner for practices, providing timely diagnostics, practical guidance, and direct access to our expert pathology team. Our focus this year has been on making laboratory support feel like a natural extension of the clinical teams in practice, strengthening the link between diagnostics and patient care.

Accessible expertise

Our clinical pathologists and laboratory specialists are now more closely embedded with our clinical colleagues. Practices can quickly connect with experts to discuss cases, interpret results, and receive guidance on next diagnostic steps. From simple queries to clarify next steps, through to more involved Exotics or Internal Medicine advice, our team is here to support.

Practice-first logistics

We have continued to improve our collection services, introducing more flexible and predictable courier routes to reduce disruption for busy practices and ensure samples reach the lab quickly with over 99.7% of samples collected and delivered safely and on time.

Tailored CPD and education

The team has delivered a wide range of CPD events, practice visits, and clinical training sessions, building diagnostic knowledge and confidence for our customers.



Collaboration in clinical decision-making

By working alongside vets in practice, Medivet Labs has supported more accurate and timely diagnoses, helping clinicians focus on what matters most: delivering the best outcomes for patients.

Building Trust Through Quality

Our continued UKAS ISO17025 accreditation provides practices with confidence that results are accurate, reliable, independently audited and underpinned by robust quality standards. This assurance, combined with our expanding in-house testing portfolio, ensures that the vast majority of samples can be processed quickly and effectively on site by our skilled team.

Working together with clinicians

By placing collaboration at the heart of our service, we are building a stronger connection between diagnostics and clinical care—helping clinicians deliver even better outcomes for patients and their owners.



Early Careers *update*



Developing our *Early Career Veterinary Surgeons*

Our early career vets are supported throughout by their clinical team, Vet GDP Advisor, and a dedicated team of community of clinical mentors.

Drawing on their own skill and experience, these mentors provide one-to-one guidance across three core areas: clinical development, business knowledge, and client care. In addition to clinic-based experience, each graduate also spends time in a hospital setting and in emergency care, making full use of the skills and resources available through our hub-and-spoke model.

Our early career vets are supported throughout by their clinical team, Vet GDP Advisor, and a community of experienced veterinary mentors. Drawing on their own skill and experience, these mentors provide one-to-one guidance across three core areas: clinical development, business knowledge, and client care. In addition to clinic-based experience, each graduate also spends time in a hospital setting and in emergency care, making full use of the skills and resources available through our hub-and-spoke model.





Developing *our future RVNs*

Medivet supports the development of more than 100 colleagues each year through our Student Veterinary Nurse (SVN) Apprenticeship Programme, which builds the next generation of Registered Veterinary Nurses (RVNs).

Throughout their qualification, SVNs are guided by Clinical Supervisors, whose primary role is to support practical training in-clinic. This includes ensuring safe practice, overseeing completion of the Nursing Progress Log or e-portfolio, and helping SVNs build their skills and confidence. Acting as role models, Clinical Supervisors share knowledge, offer guidance, and actively support professional growth.

In 2024, 121 apprentices completed their studies, with 84% securing an RVN role within Medivet.

Branch Partners

Our Branch Partnership model empowers vets to take full clinical ownership of their practice, combining the freedom to make patient-first decisions with the strength of Medivet's national network. This partnership approach puts experienced veterinary leaders at the helm—ensuring decisions are made by those who know their patients, teams, and communities best.

With clinical autonomy at its core, Branch Partner-led clinics consistently deliver exceptional contextualised care. They foster stable, high-performing teams, retain valuable clinical talent, and provide the mentorship and development that helps early-career vets thrive. As a result, patients benefit from a higher standard of diagnostics, treatment, and continuity of care, and clients enjoy a more personal, engaged service. This gives our teams the best of both worlds—independence with full network support.

Branch Partners also play a key role in shaping Medivet's future—contributing to clinical committees, supporting colleagues across the network, and guiding the practical implementation of new policies and regulatory changes.

We remain committed to backing our Branch Partners with the resources, support, and investment they need to succeed. Together, we are helping more pets receive the exceptional, contextualised care they deserve.



Your future *is calling*
BRANCH PARTNERSHIP

Looking Ahead: *Shaping the Future Together*

As this report highlights, 2025 has been a year of resilience, innovation, and progress across Medivet. From strengthening our governance structures to driving measurable improvements in patient outcomes, we have shown what is possible when clinical autonomy, collaboration, and evidence-led practice are placed at the heart of everything we do.



But this is not the destination—it is a stepping stone. The veterinary profession continues to evolve, and so must we. Looking forward, our focus is clear:

- ▶ **Empowering our people**—equipping every clinician, nurse, and colleague with the training, tools, and support they need to thrive.
- ▶ **Expanding our impact**—ensuring more pets and clients benefit from contextualised, patient-first care through our branch partnerships, referral network, and community-led initiatives.
- ▶ **Driving innovation**—embracing new technologies, clinical research, and forward-thinking education partnerships to build a more sustainable future for our profession.
- ▶ **Championing inclusivity**—keeping every voice at the centre of our governance and decision-making, ensuring that diverse perspectives shape the standards and strategies of tomorrow.

We are proud of the recognition we have received, but we are prouder still of the people behind these achievements—our teams, our partners, and our communities. Together, we will continue to think bold, Champion our Values, and Make it Happen.

The challenges ahead are significant, but so are the opportunities. By staying true to our purpose and working side by side, we will shape a future where exceptional, contextualised care is not only possible—it is the standard for every pet, every client, every day.

Get in touch

Whether you're interested in joining our team, learning more about our clinical initiatives, or discussing partnership opportunities, we'd love to hear from you.

- ▶ Press enquiries: pr@medivet.co.uk
- ▶ Recruitment enquiries: careers@medivet.co.uk
- ▶ Partnership enquiries: partnerships@medivet.co.uk

Visit **[medivetgroup.com](https://www.medivetgroup.com)** to explore more about our services, opportunities, and commitment to shaping the future of veterinary care.

