

## Where do you start with utilising your team?

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### Key Learning Objectives

Following this lecture, participants should be able to:

1. Better appreciate the roles of key stakeholders within the 'team'.
2. Identify opportunities for reciprocal support starting out in practice.
3. Explore the value that they bring to the team as a student progressing to new graduate.

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The journey from 'Saturday student' to fully fledged new graduate Vet will see us play an important, if somewhat unconscious, role in the practices we visit. We'll go from making cups of tea and wiping off consult tables, cleaning kennels and accompanying Vets out on their calls to practising our skills and testing our knowledge during our clinical EMS, arriving at our end goal - opening the consult room door and calling in our first client with their pet. Without realising it, we've been part of a team of people for a very long time, a team who've all played their part in fostering our growth, teaching us some of the softer skills and showing us what their role is in the team. But, how often do we step back and acknowledge how much we've gained and indeed, starting out in a new role as part of that team – just how much we can give back?

We'll consider the importance of the 'little l' in team and the roles around us, how we can utilise their expertise and support to enable a smoother transition from student to new graduate Vet. Traditionally, we might've looked at those members of the team within the 'bricks and mortar' of the practice, however, veterinary practice has changed, diversified and the teams have also grown out-with.

Stakeholders in our immediate and wider team, in no particular order of importance and non-exhaustive list, might include:

- Nursing staff
- Reception staff
- Vet colleagues
- Practice Manager
- Year-mates
- Employers/Seniors
- Cleaners
- **YOU**
- Clients
- University lecturers
- Volunteers/School students/EMS students

- Delivery staff
- Family & friends
- Pharmaceutical Reps
- Social Media
- RCVS/BSAVA/BVA/VDS/Scottish SPCA/RSPCA
- External Laboratories/Referral Colleagues

Highlighting who we might turn to when we need help with a 'tricky' client, who might help us organise the paperwork and directions to that lunchtime housecall, how we could include our year-mates in one another's out-of-hours rota for maximal learning, how to be ourself in the partnership with our clients – being honest about what we know and don't know...yet, how to prepare for our first school and EMS students coming to shadow us.

We'll discuss some of the anxieties surrounding entering into and being part of a new team, taking on a new role within an existing team and strategies we could employ to help maximise the positive experience that comes from being a team-player.

Together we'll explore out-with the traditional team how we fit in to this 'new' role, how we'll support ourselves and realise along the way, the support that we're able to offer other members of our team.

## MCQs

### Correct Answer

- 1) Which of the following is **NOT** a recognised Society for the Protection of Cruelty to Animals in the UK & Ireland?
  - USPCA
  - **WSPCA**
  - Scottish SPCA
  - RSPCA
  
- 2) Which members of your team are most likely to encounter emotionally-charged situations first, in the practice?
  - The delivery driver
  - EMS student
  - **Reception staff**
  - Your boss

3) Who in your team are you likely to learn the most from during your first month in practice?

- Reception staff
- Nursing staff
- Vet colleagues
- All of the above