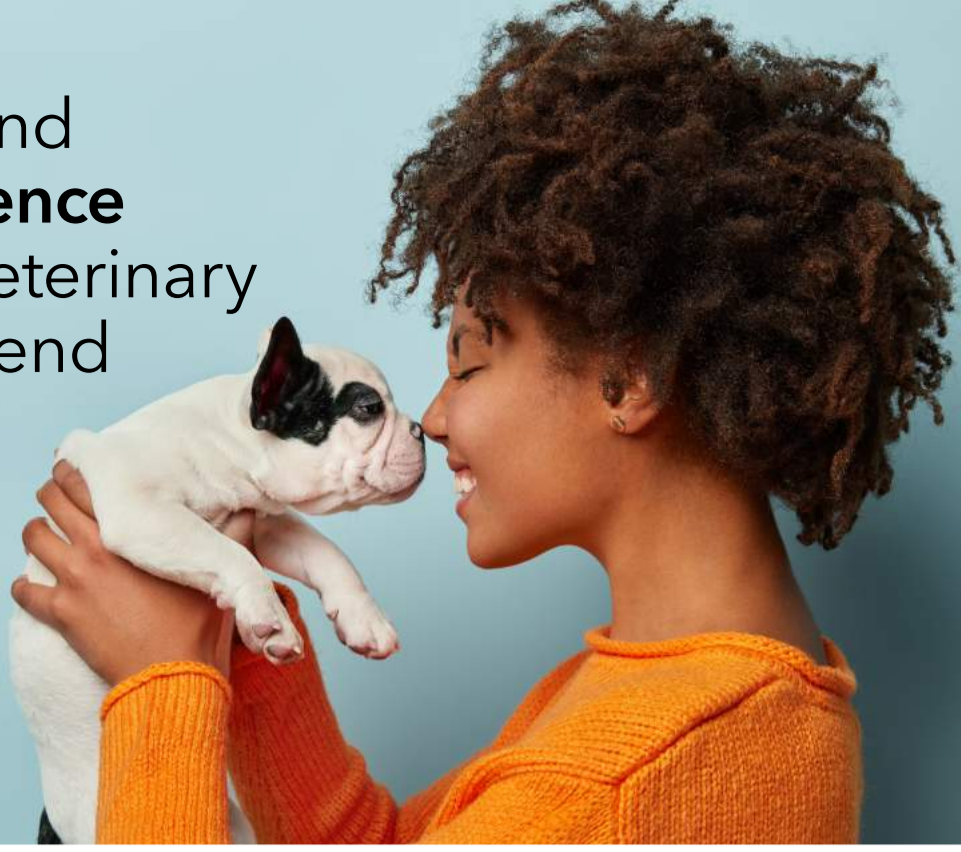
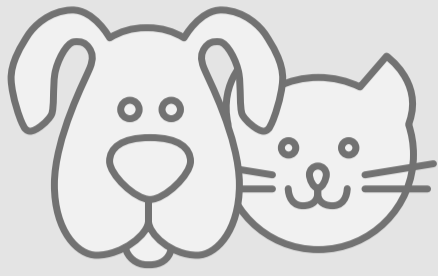


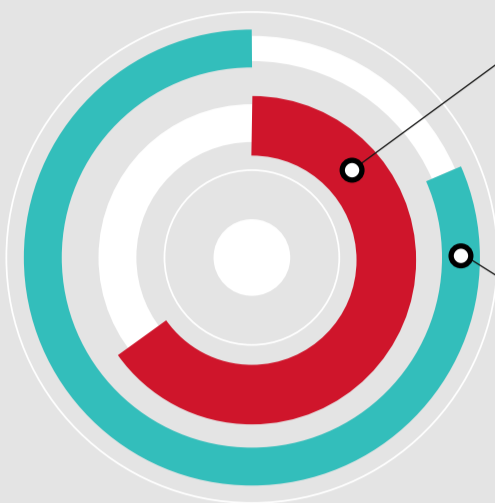
Why **employee** and **customer experience** should be your veterinary practice's best friend



Lockdown pets



Did you know that, since the start of the pandemic, 4.7m households in the UK have acquired a new pet?¹



65%

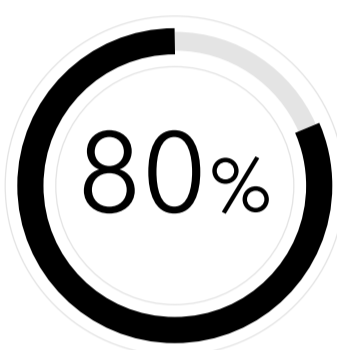
of vet professionals report experiencing conflict in their work-life balance²

80%

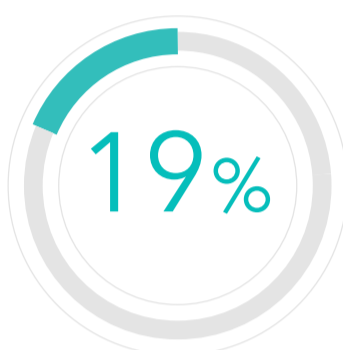
of practices have seen an increase in caseload due to the rise in pet ownership²

High demand

Staff shortages caused by the pandemic and Brexit have also collided, creating the perfect storm of record-high demand. So, how is this demand impacting a veterinary team's day to day?



of staff fail to offer an appointment when a prospective client calls³



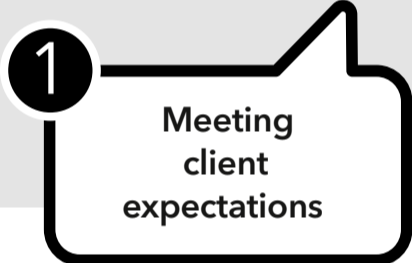
of vets are required to be on call (and they're up all night)³



of employees suffer from chronic stress, with wellbeing scores steadily declining since 2015³

Challenging times

As practices are inundated with queries and increased complaints, it's time to look at the biggest challenges facing the profession...



Meeting client expectations



Adopting and adapting to new technology



Lack of support and increased workloads



Despite these challenges, vets cited building client relationships as their favourite work aspect.

Are customer experience solutions the **best medicine**?



Improving customer experience

How do veterinary teams believe employee and customer experience could be improved?

- Offer different engagement channels³
- Make it easier for pet owners to log queries³
- More flexibility around new tech adoption³



They say animals can sense negative emotions - **so can their owners!**

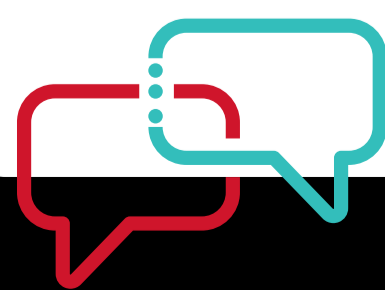
The **right** solution

Leveraged correctly, the right solution can address those 'ruff' challenges that make impeccable user experience and veterinary CX so difficult to deliver.

With the right solution, your practice can benefit from:

- Reduced call queues
- More time to work directly with clients and their beloved pets
- Ability to respond to multiple queries at once, engaging through different platforms
- Easy-to-implement technology
- The tools to work more efficiently and gain better insights to inform decisions
- Improved employee wellbeing as workload becomes manageable

Simplify, enhance, and transform user and customer experience with the right solution.



Get in touch with our team today to find out more →

References:

1. <https://www.pfma.org.uk/news/new-pfma-pet-population-data-highlights-pet-peak-but-the-number-of-owners-giving-up-their-pet-is-huge-concern>
2. <https://www.theguardian.com/lifeandstyle/2022/feb/13/we-are-exhausted-and-burnt-out-vets-in-crisis>
3. <https://www.rcvs.org.uk/news-and-views/publications/the-2019-survey-of-the-veterinary-profession/>