



## CURIOUS?

2019

Premises in Kings Lynn secured to house our second practice. Building works commence. Team of 45.

2020

Pandemic hits. Decision made to ensure safety of team as main priority. Kings Lynn practice opened quietly in August.

2021

Continue to support team and local community as correctly and effectively as we can.

2022

Team numbers hit 60. Fog clears following the pandemic.

2023

Set 5 year plan for maintaining our full independent status.

2024

Relaunch of Vets 1 Referrals. Team of 70. Start taking Dermatology & Regenerative Medicine referrals.



# tribe

*(trahyb) noun*

Your tribe are the souls that are the close will fill your heart, they are your people

Patient. Client. Colleague.





# Hello

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What you are holding in your hands is unashamedly a tool to tempt you to join our team.

Twelve years ago, I launched Vets 1. I broke some rules. No business plan. No strategy. Just a desire to create a veterinary business that didn't resemble any that had come before. The business launched in the dining room of my rented house. It was rustic and basic, but it worked. 4 months post launch, my landlord, a guy called Count Luca Padulli (truly, you can't make this stuff up) sent his chap around to have a word. He could have closed us down, but instead he took me to visit the most beautiful 200 year old derelict barn complex ever left to rot in a field.

And the rest, as they say, is history.

2025. We are a rebellious team of 60. We have held RCVS Hospital status since 2017 and we work out of a 10,000 square foot barn that is no longer derelict and is run on 100% green energy. We also work out of a 2nd premises. A large, 1970's two storey red brick building on the outside and on the inside a cross between the Titanic and a Cyberpunk play pen.

We do things differently at Vets 1. We manage our team differently to others. We deliver a level of patient care that consistently exceeds expectations. We have the tools to help us that are the best available. Most importantly, we care upmost for people. Which may sound odd for a veterinary business that is meant to say, 'we put patient first'. But we don't. Our team comes first. Your welfare, future and career. Our client's come second, ensuring they feel supported and have options, making sure they know we are on their side. Then the patient, who receives something remarkable, because we have built a team of humans to support them.

We are Vets 1. We would like to meet you. Please come find us.

**Dr. Katharine Power** BVetMed GPAdvCert (SASTS) PgC GPCert SAS MRCVS  
Managing Director / Clinical Lead  
Vets 1 Group of Companies



Vets 1 Small



## Culture & Ethos

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*“When I used to read fairy tales, I fancied that kind of thing never happened, and now here I am in the middle of one.”*

If you join us, you will live a life of 20-minute consults for the most routine appointments and 40 minutes for pretty much everything else. Theatre days are pure theatre days. Protected time for study is truly, protected. We shut for an hour each day so you can eat lunch. You will never know what you bill each month or have it used against you to berate and cajole. Your mental health is taken seriously with internal and external support mechanisms in place from day one of employment. We embrace individuality - please, join us and be you, don't change who you are on account of your job.

We have never charged a registered client for helping them say goodbye to a much loved family member. We charge for everything else; we don't need to make money from a PTS.

Private healthcare, from day one of employment.

Have children? They will receive a £100.00 book voucher each birthday from birth until aged 16. Reading is important.

When kit breaks, we replace with better.

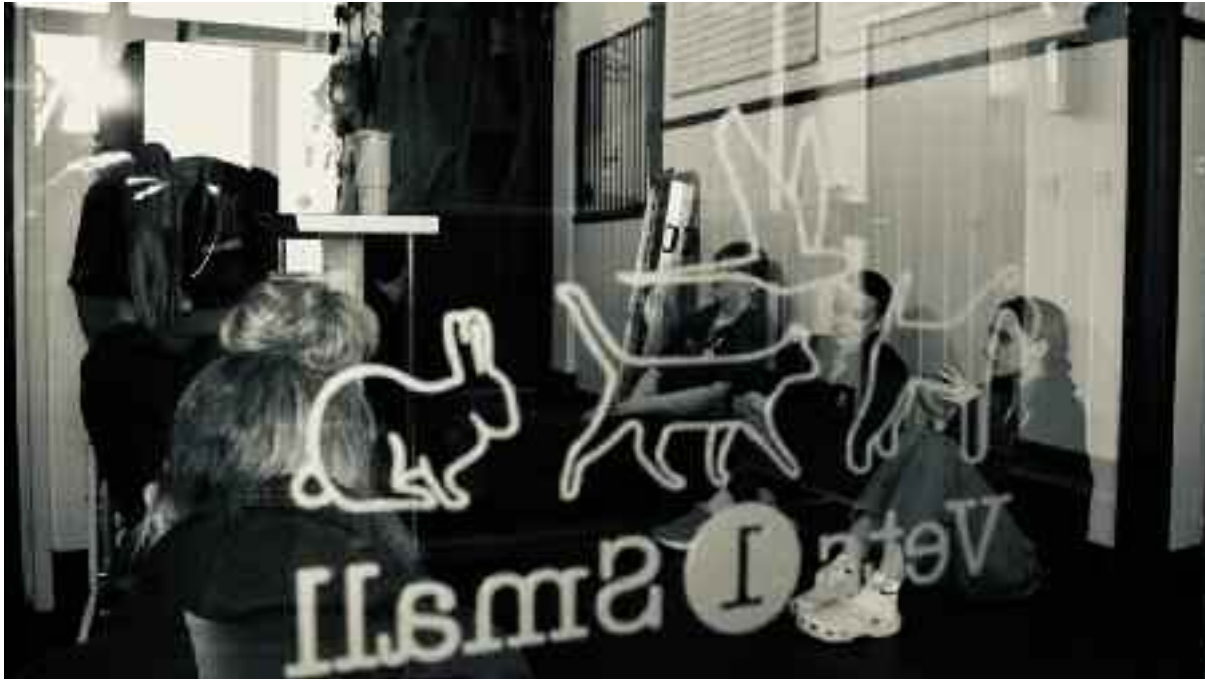
CPD is uncapped. If you can justify it, we will support it. Certificate study is fully supported and encouraged.

The phrase, “that's the way we have always done it”, is banned.

We work hard during the good times in order to be able to support when things are tough, we are a tribe.







## Equipment

*“Toys to play with, and oh! ever so many lessons to learn”*

Since launch, we have always invested in the best supporting equipment that money can buy. In the early days when money was tight, we begged and borrowed to ensure that our vet team had the tools required to perform at a top level. It was a gamble. It paid off.

CT, GE manufactured, IMV supported.

Scopes by Karl Storz – abundant and new.

Lab by Idexx – every analyser you would expect and a few more.

X-Ray – DR and CR options. 4-way floating table. IMV supported.

Dental X-Ray in each location, IM3.

Ultrasound – GE Vivid and a few smaller units.

PACS on each terminal plus a mobile unit on IPAD for ease of sharing images with clients.

TPLO and Intra Articular kits. Still have a TTA kit in a cupboard but not been used for a while.

Kyon THR kit.

Humphrey ADE Circuits throughout.

First class monitors, infusion pumps, mobile BP monitors, all in abundance.

Tonometer.

Basic surgical kits are abundant and high class.

And sure, we also have kettles, microwaves and fridges for storing your lunch and a nice selection of crockery. Little things matter.



# tribe

*(trahyb) noun*

Your tribe are the souls that are the closest to you, your tribe  
are the people that are your people, your world.





## Our Two Locations

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*“Mark my words, this is gonna be the greatest chocolate shop, the world has ever seen!”*

Inside each of our locations is everything that is required but within the most unexpected packaging.

Our Crimplesham Hospital has 6 large consult rooms, 2 sterile theatres, dental theatre, large prep area, split level dog ward with 15 large walk-in kennels alongside smaller units, spacious cat ward, isolation unit, team break away area, secure patient walk out options, parking for 55 cars.

In King’s Lynn we have 4 large consult rooms, two sterile theatres, dental theatre, large prep area, isolation unit, secure patient walk out area, team rest room, dog ward with 6 walk-in kennels alongside smaller units, cat ward and parking for around 30 cars.

Both of our reception areas are unique with no pet shop product and no dodgy looking notice boards. Lighting is reduced to a sensible level to aid patients' arrival; bright lights can be intimidating. Secure tables to keep cats off the floor in baskets, chairs that don't match, soft music on large flat screens and a feeling of warmth and love. Nothing too clinical, nothing too corporate.

So many people over the years, at first visit, have enquired if they are in the right place, such is the difference between Vets 1 and everywhere else. This makes us smile.

In 2015 we received a commendation from the British Veterinary Hospital Association for outstanding practice design.

Our Crimplesham Hospital holds RCVS Small Animal Hospital accreditation. Our Kings Lynn practice holds RCVS General Practice accreditation.







## Days @ Vets 1

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*“I knew who I was this morning, but I've changed a few times since then”*

Between 8.30am and 9am, we admit the days surgical patients. Clinical ward rounds start shortly after with the first consult booked no earlier than 9.40am. By 10am the first theatre patients are being scrubbed.

If you are on ops for the day you will decide with your nurse team, depending on case load, when you will break for lunch. If you are consulting, lunch is between 12.30pm and 1.30pm.

Consulting days are split with half the day booked in advance with standard routines and the remainder of the day booked on the day with cases that need a quick presentation. Sliced into both the morning and afternoon session is a 40-minute protected time for returning phone calls. The aim is to get you out the door as close to the 5.30pm finish point as possible.

Various shift patterns run throughout the week. We have an early start, 7am, combined with a 4pm finish. A 10am start, finishing at 7pm. Standard working week is 4 days with weekends (Saturday and Sunday) coming around every 5 weeks.

We run OOH for our own clients, we do not provide an OOH service for any other practice. Nights are a block of 7 followed by 7 days recovery and appear on rota approximately once every 10 weeks (5 times a year). On each night shift you will have RVN support around the clock and layers of senior vet backup. 5 night blocks a year equates to 35 days recovery which if combined with your holiday entitlement bumps you to 55 days leave per year (excluding bank holidays).

Days are busy with a client base that is high in volume and varied in species. Time though is provided to ensure that you can deliver a level of care that makes you feel good about you.

Integral to each day is the support of your team. It's fine to be stumped with a case and it is perfectly acceptable to seek help. Collaboration occurs top to bottom, bottom to top throughout our business. We are all hardwired to help.



# Protecting your Mental Health

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*“Before Alice got to Wonderland, she had to fall”*

We had a visitor recently from a much larger veterinary business. Whilst drinking coffee together following her tour, she said something a little odd.

“Everyone is smiling”

“Pardon”, I responded. I was a little confused.

“Your team, they smile. All of them. They seem to like each other”.

“Thank you”, I mumbled. A stupid answer I know, but I was a little embarrassed.

I had never noticed before, I guess because I spend every day under our roof with our team and smiling is just something we do. I live on site with my husband and our main hospital is in our back garden. Most people have in their back garden a BBQ and possibly some decking. I have this place. It’s where I head to enjoy myself and I want people around me that are also enjoying themselves.

That said, the mental health issues in our profession are well documented and I am always conscious that a smile can be used to hide true feelings, so in conjunction with my senior management team, we protect in the following ways:

Each month we bring Max Selwood up from London. He is one of the UK’s leading young mental health advocates. Every new team member has a time booked with him to learn how he can either help them directly or alternatively, help indirectly as a gateway to specialist support and advice. Further sessions with Max can be requested whenever he visits.

Private healthcare from day one of employment with strong mental health support package attached.

Remote Employee Assistance Program provided by ‘Health Assured’ available to all team members.

Daily check-in with everyone on site, a simple, private, hello, how are you? Ensuring everyone knows that they are surrounded by people that care and providing an opportunity to talk.

And we hug. When it goes wrong. When the day is sad. When we say goodbye to a much loved 4 legged friend, we hold each other up and we tell each other, we did our best.



# tribe

*(trahyb) noun*

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will fill your heart, they are you  
Patient. Client. Colleague.



## Team

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*“The secret, Alice, is to surround yourself with people who make your heart smile. It’s then, only then, that you’ll find Wonderland”*

At point of typing, we are team of approaching 60 which includes:

Laura, graduated 2017 and has been under our roof for 9 years. Holds a surgery certificate.

Corey, SVN, has been with us for 18 months.

Chris, graduated 2007. Holds a surgery certificate and has been with us for 2 years.

Katie, graduated 2020, studying for a Dermatology Certificate and has been with us for 4 years.

Katie, started with us aged 18, now Finance Director, has been with us for approaching 10 years.

Hannah, RVN for over 20 years, 9 years working alongside us, heads up our clinical standards team.

Kamil, graduated 4 years ago, studying for a surgical certificate alongside Antonio, graduated 3 years ago, also studying for a surgical certificate.

Tarn, Sam and Josie, 2024 Cambridge grads all finding their feet under our guidance.

Lisa RVN, Nurse Manager with us for 6 years, supported by Ciona RVN, Assistant Nurse Manager who has been with us for 8 years.

Breeze, HR Director, an integral part of the team for approaching 6 years.

Jade, graduated 2013, holds a certificate in Anaesthesia & Analgesia.

Kelsey QVN, just completed her RVN studies under our guidance.

Lauren, 2024 graduate, smashing through her VetGDP.

Carly RVN for over 20 years, heads up our insurance processing team.

And me, Katharine, graduated 2009 and incredibly proud of the team we have built.

# What are we looking for?

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*“So she sat with closed eyes, and half believed herself in Wonderland, though she knew she had but to open them again, and all would change to dull reality.”*

If you are a recent grad, we would expect your day one skills to have been put to the test, polished and ready for action with your VetGDP completed or at least well underway.

If you are two to three years into your career, we would want you to hit the ground running with a good plan already in place for how you want to rinse your CPD allowance.

Four to five years since graduation? Certificate time? Excellent. Let's talk.

8 years plus experience? Want to teach, inspire, motivate, love and cherish a team? Develop a new grad on a 1 on 1 basis? Realise the importance the next generation of vets has for the future of the profession in the UK? Brilliant, then we want you on board.

Whatever your career journey up to this point, we would be keen to talk.

We start each interview process with a Teams meeting followed by an invite to spend a few days with us. We want you to meet the team, explore our premises and discover the stories of those that have travelled many miles alongside us.





We are proud to have been recognised by our peers and fellow business leaders, awards to date include:

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Achieved Royal College of Veterinary Surgeons (RCVS) Hospital Status in 2017.



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Winner of the 'Best Growth Story' in the East of England 2015 awarded by the governments 'Business is Great' campaign team.



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Winner of the 'British Veterinary Hospitals Association' President's Award for outstanding practice design 2015.



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Awarded 2016 membership to the 'Future 50' group of companies in East Anglia who support and nurture the top 50 new and exciting ventures in our region.



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Awarded 'Gold Clinic' status by the International Society of Feline Medicine.





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## We've been doing this a while:

**2013**

The Vets 1 Group launches as 100% LA in the small village of Barton Bendish in West Norfolk with a team of two.

**2014**

We move out from the dining room and into two rooms at the Home Farm site. Now a team of four.

**2015**

Work completes on our 10,000 square foot premises. Team now numbers 15.

**2016**

We win a practice design award from the BVHA. Team of 25.

**2017**

We become exclusively Small Animal. RCVS Hospital Status achieved. CT Installed. Start taking referrals. Team of 30.

**2018**

First Total Hip Replacement completed. Team of 40.