



Quality Improvement in veterinary practice, making excellence better

Within a veterinary practice team, we do everything we can to provide the best possible outcomes for our patients. And this is what Quality Improvement is all about. Although it sounds like it might be a bit dull, difficult to get your head around and time consuming, it is actually far more than just meaningless management speak.

Quality Improvement is about working together, gathering real information from real teams and finding practical things that we can do to improve as a whole.

In the world of human health care, Quality Improvement has made a huge difference using scientific evidence to identify the massive benefits of even small changes, has already saved millions of lives and because Quality Improvement is continuous, even more will be saved in the future. And we can learn from that.

We know there is always room for us to improve and to a certain extent practice data collection is in its infancy and fear of repercussions means that we don't always talk about what went wrong if, and when we make mistakes. So it's very difficult for us to learn from them, and make sure that they don't happen again.

Quality Improvement is about to change in our professional culture, a shift in our mindset. So rather than viewing work processes as finished and concrete, we are free to look at them as a work in progress that we can continually improve. To plan before we do, study how it went and then act on that information when we make our next plan.

These ongoing cycles of improvement are a pathway towards finding simple but significant changes that we can start putting into practice today. Small steps that add up to giant leaps in our own positive experience of providing care in the efficiency of our practice. And most importantly, in the outcomes for our patients.

To drive this process forward, RCVS Knowledge has created a free online resource where you can find step-by-step guides, handy, checklists, and examples of changes that can make a real difference without disrupting the day-to-day running of your practice.

All over the country people are taking part and starting to think in a similar way, sharing, learning, and providing valuable data and insights.

We want you to get involved, to learn more about Quality Improvement and join in the conversation. By working together in a smart and integrated way, we can transform veterinary care, taking what is already excellent and making it even better.



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