



## VCNZ update – September 2016

### In this issue

- [Changes to the Code of Professional Conduct](#)
- [VCNZ elections: nominations close soon](#)
- [Employability survey](#)
- [Controlled drugs survey](#)
- [Dealing with complaints](#)
- [Learnings for the profession](#)
- [Unauthorised use of our name](#)

### Changes to the Professional Relationships section of the Code

The [Professional Relationships](#) section of the Code of Professional Conduct has been updated.

Wayne Ricketts [summarises the requirements](#) in the latest issue of VetScript.

### Reminder: VCNZ election nominations close Thursday 6 October

VCNZ elections for the three elected veterinary members of Council will be held in December. Nominations must be made on the official nomination form and must be received by **5pm on Thursday 6 October 2016**.

For more information see the [previous email to the profession](#). For the nomination form, candidate guide and information on the Council member role, see the [election resource page](#).

### VetSet2Go employability survey

[VetSet2Go](#) is a project involving researchers from Australia, the United Kingdom and the United States investigating veterinary employability. They are looking into what employability means in the veterinary context, and what contributes to veterinary employability.

They're conducting a survey into stakeholder perceptions and want your views. The survey is open until Friday 28 October 2016 and takes around 10 minutes to complete. Click for more information and to [start the survey](#).

### Recent controlled drugs survey

We had a fantastic response to the controlled drugs survey – 367 of you took part. Thanks to everyone who participated.

Your feedback will help the Professional Standards Committee review Council's guidance on controlled drugs. We'll keep you updated.

### Dealing with complaints

Council has committees that review notifications and complaints.

We have to treat all complaints seriously (even if they appear vexatious) and let Council's committees do their job thoroughly and fairly.

At the start of September, we brought the members of these committees together in Wellington. The day was an opportunity for members to meet in person, discuss challenges they all face, and receive training in this difficult work.

One of the things that we talked about was how stressful the complaints process is.

If you do receive a complaint, remember that support is available. Talking about it can help. You may want to talk with colleagues, a senior vet, or your manager. If you're a NZVA member, they can help too.

[Vitae counselling](#) is always available for all vets who need it. The service is free for all vets, paid for by NZVA and VCNZ. Vitae provides 24 hour access to confidential and professional offsite counselling. You can contact them on 0508 664 981.

### **Learnings for the profession**

In a recent case, the Notification Review Group noted that clients often don't know when to bring their animal back if they aren't improving. Vets need to make sure clients know when to phone or return to the clinic.

The committee recommended that practices be proactive in contacting clients by phone or text to check if the patient is improving. Some software lets users generate reminders to call clients a specified number of days later.

Making a follow up call can help prevent issues arising or escalating.

### **Unauthorised use of VCNZ's name**

We recently became aware that a company was referencing our name in their marketing material. We contacted that company and asked them to stop.

We felt that including our name in their email made it look like we'd provided contact details to them, and we had feedback from some of you who thought this too.

We don't give out vets' contact details for marketing purposes. To do so would breach the Privacy Act.

We publish the Register so that the public can search for vets. Vets choose whether their contact details are made available.

You can search the [Register](#) to check which of your details are available online. To make changes, complete [this form](#). See [our website](#) for more information.