

# Vet services market investigation

Glossary

© Crown copyright 2024

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence.

To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence/> or write to the Information Policy Team, The National Archives, Kew, London TW94DU, or email: [psi@nationalarchives.gov.uk](mailto:psi@nationalarchives.gov.uk).

# Glossary

Save where the context requires otherwise, the following terms and acronyms have the following meanings in the Issues Statement.

<b>Term / Acronym</b>	<b>Definition</b>
<b>Animal crematoria</b>	Establishments that provide cremation services for pets.
<b>Animal hospital</b>	A veterinary practice that has Veterinary Hospital accreditation by RCVS or equivalent. Animal hospitals offer more specialist veterinary services and may also offer such general veterinary practice services alongside these..
<b>Call for Information (CFI)</b>	On 7 September 2023 the CMA opened a market review of the veterinary sector and launched a call for information inviting pet owners, people who work in veterinary practices and people who supply products and services to the veterinary services market to share their thoughts on the veterinary market for pets.
<b>Contextualised care</b>	This is describes an approach whereby appropriate and proportionate care is tailored to the overall needs of both the client and the animal
<b>CVS</b>	CVS Group plc. A provider of veterinary services in the UK, Australia, the Netherlands and the Republic of Ireland.
<b>Diagnostic laboratory services</b>	Services which provide diagnostic tests.
<b>Diagnostic Test</b>	Any test with the aim of identifying a disease or condition or checking general indicators of overall health. This may include but is not limited to analysis of blood, tissue, urine or stool, as well as a range of scans and imaging tests. \.
<b>DNA Vetcare</b>	A group of veterinary practices operating in South London, Surrey, Sussex and Kent.
<b>FOP</b>	First Opinion Practice, sometimes referred to as a general veterinary practice.

<b>Household pet</b>	An animal such as a dog or a cat, but not a farm animal or horse, that is kept for companionship or protection and habitually resides in the owner's dwelling.
<b>IVC</b>	IVC Evidensia is an international veterinary group operating across 20 countries.
<b>Large corporate groups</b>	The six largest veterinary groups in the UK: CVS, IVC (IVC Evidensia), Linnaeus, Medivet ,Pets at Home, and VetPartners
<b>Linnaeus</b>	Linnaeus Veterinary Limited is a provider of veterinary services across the UK and Ireland.
<b>Medivet</b>	Medivet Group Limited operates in the UK, Germany, Spain and France.
<b>MI</b>	Market investigation. An MI provides for a detailed examination of whether there is an adverse effect on competition (AEC) in the market(s) for the goods or services in a market. Following an MI, a wide range of legally enforceable remedies are available to make the market(s) more competitive in the future.
<b>Mobile vets</b>	A mobile veterinarian is a veterinary professional who provides medical care to pets at the owner's home or other locations, offering services like wellness exams, vaccinations, and treatments without a visit to a fixed clinic location.
<b>OOH services</b>	Out- of-hours services are Veterinary Services provided at times when the Veterinary Practice where the animal has been receiving treatment is closed.
<b>PDSA</b>	The People's Dispensary for Sick Animals, a charity which provides lower-cost treatment to pets whose owners can't afford the full cost of their veterinary treatment.
<b>Pet Care Plans</b>	Paid plans offered by Veterinary Practices offered by Veterinary Practices for a monthly or annual subscription fee that cover routine medication and services which may include annual vaccinations, check-ups, and preventative treatments against fleas and worm

<b>Pets at Home</b>	Pets at Home Group Plc own pet stores and owns 'Vets4Pets' veterinary practices
<b>Postcode district</b>	A postcode district comprises the letter(s) and the number(s) which precede the space, for instance, N1, BN1 or SW19.
<b>Prescribed Veterinary Medicines</b>	Prescription-only Medicines prescribed by a Veterinary Surgeon (POM-V) and Prescription-only Medicines prescribed by a Veterinary Surgeon, Pharmacist or Suitably Qualified Person (POM-VPS).
<b>RCVS</b>	The Royal College of Veterinary Surgeons. The RCVS is the regulator for veterinary practitioners. It is also the accrediting body for veterinary education.
<b>Referral Centres</b>	A veterinary practice or animal hospital that offers services accessed via a referral from one qualified vet to another and where such referral work forms a substantial part of the site's offering (ie they have Veterinary Hospital accreditation by RCVS or equivalent). Vets at a referral centre may have a particular specialism, and referral centres may, for example, offer specialist imaging, dentistry or complicated surgery.
<b>Related Veterinary Services</b>	These include services provided by animal referral centres, hospitals, out of hours service providers, locum services, diagnostic laboratories, pet crematoria and pet medicines suppliers (whether at the manufacturing, wholesaling or retailing level).
<b>RFI</b>	A request for information. Once a market investigation has been launched, the CMA can use its statutory powers under section 174 of the Enterprise Act 2002 to compel parties to provide certain evidence,
<b>Telemedicine</b>	A term that covers the use of technology to deliver clinical care at a distance.
<b>Veterinary Practice</b>	A business providing Veterinary Services.

<b>Veterinary Services</b>	<p>For the purposes of this reference, ‘veterinary services’ includes, but is not limited to, the provision of:</p> <ul style="list-style-type: none"> <li>● first opinion practice services;</li> <li>● out-of-hours first opinion services;</li> <li>● diagnostic laboratory services;</li> <li>● animal hospital services;</li> <li>● referral centre services;</li> <li>● pet cremation services;</li> <li>● pet care plans;</li> <li>● prescribed veterinary medicines.</li> </ul>
<b>Veterinary Surgeons Act 1966</b>	<p>The legislation which gave the RCVS its statutory remit to regulate veterinary surgeons and nurses ie veterinary professionals.</p>
<b>VetPartners</b>	<p>VetPartners Limited operates in the UK, Italy, Spain, Portugal, Germany and Ireland,</p>
<b>Vets</b>	<p>Veterinary surgeons</p>