

## Job Description

**JOB TITLE: VETERINARY SURGEON (INTERN)**

**REPORTING TO: HEAD OF SERVICE -ECC**

**FIXED TERM CONTRACT: 12 MONTHS**

### Overview

Willows is one of the UK's leading small animal referral centres with state-of-the-art diagnostic and surgical facilities and renowned specialist staff who are working at the cutting edge of veterinary medicine and surgery. An internship at Willows provides a broad foundation in small animal practice, and can act as a stepping stone for committed, hard-working individuals to further their career through small animal residency and other postgraduate programmes both in the UK and overseas. Interns are expected to work to the highest clinical standards as the philosophy of Willows is "commitment to excellence". Support and training will be provided to ensure these standards of clinical excellence are attained.

Our vision is to provide an unrivalled clinical, patient, client and team experience that is recognised as the definition of excellence on the veterinary world stage.

Our mission is to achieve excellence in all we do, including clinical outcomes, patient care, client experience, service to referring vets, care of our team, and care of our environment, ethically and sustainably through:

- World leading specialist veterinary expertise, using exceptional facilities and diagnostics with leading edge technology
- Being the preferred partner for veterinary professionals offering the best shared care for their patients
- Being recognized as thought leaders and preferred partners in developing clinical expertise
- Giving every patient the best possible clinical outcome in a safe and comfortable environment
- Delighting every client and referring vet by exceeding expectations at every opportunity
- Providing every team member with a safe, supportive, inspired, motivated and engaged environment
- Delivering an exceptional Price to Value ratio

This philosophy should be carried through at all levels, in terms of professionalism, team work, approach, positive attitude and communication (between vets, clients, external providers such as laboratories and staff).

### The internship programme

Our internship training programme has three key components: (1) working alongside specialists and residents in Willows Referral Service, (2) provision of Emergency Service for Willows' primary care clinic and registered 'User Practices' within the area, (3) caring for in-patients of Willows Veterinary Centre & Referral Service out-of-hours. In addition, interns will have the opportunity to be involved in a research project leading to publication of a paper in a peer reviewed journal. They will have access to a comprehensive library and on-line journals.

Interns will rotate through various Willows Referral Service disciplines including medicine, orthopaedics, soft tissue surgery, oncology, cardiology, ophthalmology, neurology, emergency and critical care, imaging and anaesthesia. Training will involve attending consultations and assisting with investigations, surgical procedures and in-patient care. There will be daily case-related tuition from specialists and residents in addition to more structured CPD.

Interns will be involved with a wide variety of small animal cases. They will become competent in history taking and performing a specific clinical examinations, such as ocular and neurological examinations, under specialist supervision.

Interns will have training in investigations including digital radiography, ultrasonography, MRI, CT, endoscopy (GI, airway, arthroscopy, laparoscopy) and electrodiagnostics. They will gain experience of anaesthesia and analgesia, orthopaedic, soft tissue, ophthalmic and neurological procedures. Interns will develop detailed knowledge of managing complex medical and oncology cases.

Willows Emergency Service provides out-of-hours care for both Willows Veterinary Centre's first opinion patients and other local 'User Practices'. The interns on this rotation will have primary responsibility for seeing OOH emergencies and caring for in-patients from emergency service User Practices, including follow-up communication with the relevant practices as well as clients. Rotations on this service involve night and weekend work as well as day time shifts. Interns on the out of hours rotations will work alongside a second intern who will primarily care for ICU patients, and a team of Veterinary Nurses and Veterinary Care Assistants. Interns will have 24-hour back-up support from specialists and residents in the multiple referral disciplines, should urgent referral be required.

Both OOH interns will be expected to support each other and adopt a flexible approach as required dependent upon case load and the in-patient list. They should liaise with each other during out-of-hours and also with regards to the transfer of patient care in the morning to relevant day staff. Where appropriate, cases should be discussed during medical and surgical ward rounds.

### **Key skills and qualifications**

- MRCVS with a minimum of two years post graduate experience in either small animal or mixed practice, at least some of which should have been spent in the UK.
- A professional approach and appearance is expected at all times, including out-of-hours duties.
- Excellent interpersonal skills and a positive friendly attitude are essential for effective teamwork within the practice, together with the ability to make decisions and communicate clearly and effectively with colleagues at all levels.
- Excellent client communication skills are essential for this role as most client exposure will be within an emergency situation. Clear explanations of treatments and costs are vital to prevent misunderstandings and client dissatisfaction.
- A commitment to practising the highest standard of veterinary medicine, adhering to the RCVS code of ethics at all times.

### **Key clinical and administrative tasks**

- Provide support for our clinical services as required, with particular responsibility for the discipline through which you are rotating at the time. Such support will include, but not be limited to: assisting with patient handling; coordination of patient throughput; sample collection/analysis and handling; setting up and maintenance of intravenous lines; induction and monitoring of anaesthesia; care of in-patients, including those undergoing critical care; assisting with administrative tasks associated with patient care; admitting and discharging patients; communicating with referring veterinary surgeons. All these tasks to be performed in strict accordance with the instruction from relevant veterinary surgeons and senior members of staff.
- Provide an emergency out-of-hours service to WVC clients and emergency service User Practices as per the out-of-hours rota. The offer to see a patient out-of-hours should always be forthcoming, unless there are grounds for believing that there may be a risk to staff safety or that the client presents a high financial risk (the latter not to preclude the administering of necessary basic emergency pain relief where indicated). When not seeing clients during out-of-hours duty periods you will be expected to assist with ongoing in-patient care.
- Comprehensive hand-over of patients seen out-of hours to the intern with day care responsibility for emergency service User Practices. Where indicated, with the consent of the owner, referral to a WRS clinician at a time which is appropriate to the needs of the patient should be undertaken.
- When dealing with a first-opinion patient for which you have primary responsibility (WVC or emergency service User Practice), explain physical examination findings and communicate to the client a diagnosis of the pet's problems; generate and present a treatment plan for the pet to the client; educate the client on the best course of action including follow up consultations, here or at their own practice. For User Practices, always ensure the client's own practice is updated as soon as is practically possible, via email or phone call if appropriate.
- When dealing with a client who is the owner of a pet being treated by another Willows' clinician or when communicating with a referring veterinary surgeon, ensure that you:
  - I. say or do nothing which conflicts with communications given to date or planned by the clinician with primary responsibility for the case
  - II. say or do nothing which undermines the position of the referring veterinary surgeon

- III. liaise with the clinician in charge of the case (or a colleague from the relevant discipline) if necessary.
- Maintain client/patient/surgical/medical records and make certain all necessary information is kept up to date through established protocols.
  - Attend CPD and training opportunities in agreement with the partners.
  - Read, understand and implement the practice's current clinical, operational, safety and commercial policies.
  - Read and understand the Staff Handbook, ask for clarification if necessary.
  - Do nothing which might prejudice the good name of the practice in the eyes of the public or the veterinary profession.
  - Read, acknowledge and act upon all internal communication and information.

### **Uniform**

The uniform provided by the practice (consulting tops, theatre scrubs, surgical clogs) should be worn during consultations and surgery. Sensible clean and, where appropriate, polished shoes must be worn (not trainers) and hair of shoulder length or longer must be tied back, with long fringes pinned neatly off the forehead. A smart professional appearance is expected at all times. The wearing of denim jeans during working hours is not permitted. A 'bare below elbows' policy is in place for all clinical staff during working hours.

### **Salary**

A competitive salary will be paid.