FIVP™ | Federation of Independent Veterinary Practices

# My CMA Compliance Checklist

This checklist is intended to act as a basic guide to the requirements of the CMA's Market Investigation Order for independent practices.
If you require specific advice on any of these tasks, please contact us at **enquiries@fivp.org.uk**

## Before you start

### Have you sent your practice and contact details to the RCVS?

The RCVS requires the following details from your company by **30 November 2026**:

- Its registered or company name.
- Its trading name.
- Its Head Office address (or correspondence address).
- The name and email address of a compliance officer.
- The name, postal address and email address of each FOP, OOH centre, crematorium and referral centre it operates.

This must be emailed to **cma-help@rcvs.org.uk** before the deadline.

### Are you classified as a small business or a large business?

- A small veterinary business has fewer than 15 FOPs and/or OOHs centres.
- A large veterinary business has 15 or more FOPs and/or OOHs centres.

Each business type will have different deadlines for the CMA remedies.

### Have you assigned responsibilities?

You will need a compliance lead to act as a responsible contact for each site. It is also recommended you assign owners to websites, prices, clinical policies, communications and RCVS submissions.

### Monitoring and Compliance

If a business is aware that it is not compliant with any of the requirements of the Order, it must report this to the CMA or RCVS (as applicable) **within 14 days** of discovering the breach. Attestations relating to Article 19 should be submitted to the CMA using the webform on the CMA's website.

### Paying the Levy

To fund its role, the RCVS is charging a levy on veterinary businesses. This will fund the additional costs involved with the RCVS' new responsibilities, including monitoring compliance and running the 'Find a Vet' website. The initial levy has been calculated based on the RCVS' estimates of the costs it will incur between 24 March 2026 and 31 March 2027. Subsequent levies will be based on estimated costs for successive 24-month periods and will be paid annually.

## Stage One: Providers of outsourced OOH services

- [ ] **Contracts for the provision of third-party OOH services must not have notice periods of longer than 12 months.**

  **Deadline** All businesses: **22/09/26**

- [ ] **Contracts must not have a termination fee payable unless an FOP client stops using the services before the notice period expires.**

  **Deadline** All businesses: **22/09/26**

- [ ] **Veterinary businesses providing OOH services:**
  **tell the CMA you're complying with the Veterinary Services Market Investigation Order.**

  **Deadline** All businesses: **24/10/26**

- [ ] **Write to FOP clients to inform them of changes to their contracts.**

  **Deadline** Next working day after: **22/12/26**

## Stage Two: Publishing Practice Information

**Deadline**
Large businesses: Next working day after **22/12/26**
Small businesses: Next working day after **22/03/27**

- [ ] **Entities that carry out or operate a group or network of veterinary businesses must clearly display the identity of their group on websites, in premises, on external signage and in pet owner communications.**

- [ ] **Publish qualifications held by practice staff, including any RCVS professional accreditations (these can be anonymised).**

- [ ] **Publish current Practice Standards Scheme (PSS) accreditations and awards.**
  This should include a link to RCVS supporting information for pet owners about the PSS.

- [ ] **Publish where you outsource your OOH service. This should include:**
  - Where the service is provided.
  - Identity of the provider.
  - Telephone numbers.
  - Premises.
  - Web addresses.
  - When the provider is available.
  - The nature of services provided.

## Stage Three: Publishing Price List

- [ ] **Publish a price list on your website which displays the price for each defined service in the CMA's template.** This price list must be one click away from your homepage and also be available in-person at the practice.

  [The CMA's template can be accessed here.]

**Deadline**
Large businesses: Next working day after **22/12/26**
Small businesses: Next working day after **22/03/27**

- [ ] **Parasiticides**: You must publish the prices of your most commonly sold flea, tick, and worming medicine products on your website. This must sit alongside a prominent link to the [VMD Register of Online Retailers].

  The price list must be clearly identifiable on your website and easily accessible.
  The same information must also be available in practices.

## Stage Four: Pet Care Plans

- [ ] **Publish your '[Pet Care Plan Standard Information]'. This includes**:
  - A list of all products and services included in the plan.
  - The number of times each service can be accessed – including when a service is typically used just once in a pet's lifetime.
  - Time frame during which each service is available (per month or per year).
  - Total price of the plan as a monthly and annual rate.
  - Standalone price for each service included.
  - Information on cancellation terms.

  [View the CMA's example Pet Care Plan here.]

**Deadline**
Large businesses: Next working day after **22/12/26**
Small businesses: Next working day after **22/03/27**

- [ ] **Pet Care Plans which include parasiticides**:
  - Provide a link to your parasiticide product price list.
  - Identify which parasiticides are included.
  - State that pet owners must speak to a vet or SQP to understand parasiticides, dosages and frequencies.

- [ ] **Where 'savings' are advertised, demonstrate a calculation of said savings and disclose this information.**

- [ ] **Update prices before any new prices are charged.**

- [ ] **Send pet owners reminders when annual pet care plans automatically renew.**

## **Stage Five**: Prescriptions and Billing

- [ ] **Written estimates for higher cost treatments if:**
  - the Treatment Pathway is reasonably likely to cost £500 or more, including VAT, and
  - at least 20% of that reasonably likely cost relates to tests and/or treatments that have not yet been provided or chosen by the Pet Owner.

**Deadline**
Large businesses: Next working day after **22/06/27**
Small businesses: Next working day after **22/09/27**

- [ ] **Itemised bills provided before or at the same time as payment is sought. It must at least show:**
  - the amount charged for each medicine product
  - the total amount charged for good and services
  - any fees for services provided by an external provider, including any administration or arrangement charges.

**Deadline**
Large businesses: Next working day after **22/06/27**
Small businesses: Next working day after **22/09/27**

- [ ] **Inform pet owners of their ability to request a written prescription and that medicines may be cheaper.**

This must be communicated on written materials and through oral prompts before, during and after each consultation.

The RCVS and CMA will provide information and materials on this, including the Standard Written Prescription Notice.

**Deadline**
Large businesses: Next working day after **22/06/27**
Small businesses: Next working day after **22/09/27**

- [ ] **Provide a written prescription to clients, either as:**
  - A hard copy by the end of the consultation.
  - A digital copy by the end of the second working day – either to an online retailer or the pet owner.

**Deadline**
Large businesses: Next working day after **22/06/27**
Small businesses: Next working day after **22/09/27**

- [ ] **Give clients the Standard Flyer for ongoing medication.**
This must be given to pet owners prescribed ongoing medication one of these formats:
  - A physical flyer.
  - On a dispensing bag alongside medication.
  - Email sent at same time or immediately after medicine dispensed (on owner request).

**Deadline**
Large businesses: Next working day after **22/06/27**
Small businesses: Next working day after **22/09/27**

- [ ] **When prescribing 'own brand' medication, inform clients that there is a reference product alternative available, and what it is. In doing so, vets must comply with the following requirements**:
  - **Consultation**: Inform clients orally that they are being prescribed an own brand product, and that a reference product alternative is available.
  - **Dispensing**: When dispensing, provide the name of the reference product in writing.
  - **Labelling**: Specify on labelling that a reference product alternative is available.

**Deadline**
Large businesses: Next working day after **22/06/27**
Small businesses: Next working day after **22/09/27**

- [ ] **The maximum prescription fee is now £21.40 for a primary prescription. FOPs can charge up to £12.70 for each additional medicine prescribed within the same consultation or outside a consultation.**

These prescription fee caps will apply until 31 March 2028, from which they will be adjusted annually with inflation.

**Deadline**
Large businesses: Next working day after **22/03/27**
Small businesses: Next working day after **22/09/27**

## Stage Six: Complaints and Mediation

- [ ] **Have and follow a written in-house complaint process.**

This must inform pet owners how to complain about services received, how the business must respond and by when, and what steps pet owners can take if complaints cannot be resolved in-house.

**Deadline** Next working day after: **22/03/27**

Full guidance available on **CMA website**.

- [ ] **Practices must operate and participate in mediation in good faith, should the in-house complaint process be exhausted and pet owners wish to enter mediation.**

Businesses must select a specific Alternative Dispute Resolution (ADR) provider that offers mediation services to pet owners.

**Deadline** Next working day after: **22/03/27**

This option must be communicated with pet owners as part of the in-house complaint process.

## Stage Seven: Other Tasks

- [ ] **Submit information to the RCVS to be published on the 'Find a Vet' platform.**

**Deadline**
Next working day after three months from the date on which the RCVS has fully complied, or the next working day after **22/09/27**, which ever is later

- [ ] **Ensure that veterinary professionals can act in accordance with RCVS Codes and Guidance.**

**Deadline**
Large businesses: Next working day after **22/12/26**
Small businesses: Next working day after **22/03/27**

- [ ] **Cremation: make sure that pet owners are aware of the full range of options available to them before or when a pet reaches the end of its life. These are:**
  - Purchase an individual or communal cremation from the FOP.
  - Make separate arrangements themselves directly with a crematorium.
  - Take their deceased pet away for burial at home.

You must publish these options on your websites, offer a basic communal cremation service and ensure that clear pricing information for both individual and communal cremation is available.

**Deadline**
Large businesses: Next working day after **22/12/26**
Small businesses: Next working day after **22/03/27**