Information Note: C-081 Veterinary Services

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Information Note

This information note follows up on the Open Letter issued by the Jersey Competition Regulatory Authority (the **JCRA**) on 18 November 2025 to Jersey's veterinary businesses[1].

Following engagement with veterinary businesses, consumers and other stakeholders, and its own market research, the JCRA has not identified a need for further detailed work at this time. However, noting concerns raised by consumers, clearer communication is encouraged on pricing by veterinary businesses. Also, noting the relative concentration in the market, the JCRA will keep Jersey's veterinary services market under review through its routine market surveillance activity.

This note summarises the work undertaken, explains the JCRA's current position and sets out its approach to ongoing monitoring.

The JCRA

The JCRA upholds and enforces Jersey's competition law. Its aim is to promote healthy and sustainable competition so that consumers, businesses and the wider economy benefit from markets working effectively.

Competition and veterinary services

Competition works best when consumers can make informed choices between providers. Clear information about treatment options, likely costs and what is included in estimates and bills helps pet owners understand their options. Price is one factor in that choice, alongside the care and services offered. Estimates may change as an animal's condition is assessed and treatment needs develop, and opportunities to compare providers may be more limited when urgent treatment is needed.

The CMA's market investigation

The UK Competition and Markets Authority (**CMA**) investigated competition in veterinary services for household pets in the UK. The JCRA's November 2025 Open Letter encouraged Jersey's veterinary businesses to consider the CMA's provisional findings and whether lessons from its work could improve transparency and consumer choice

[1] November 2025 JCRA Open Letter to Vet Businesses

locally. The CMA's findings concern the UK market. They provide relevant context but do not necessarily mean similar issues exist in Jersey.

JCRA work and observations

Since issuing the Open Letter, we have followed developments in the CMA's investigation and considered whether similar work is warranted locally. We have engaged with veterinary businesses, consumers and other relevant stakeholders, and undertaken our own market research. Our work has focused on understanding local consumer concerns, the choice of providers available and the information provided to consumers by providers to establish the relevance of the CMA's findings to Jersey veterinary services market.

Veterinary businesses that engaged with the JCRA demonstrated awareness of the CMA's investigation. The JCRA's research found that Jersey's veterinary services market is relatively concentrated, with consumers having a limited choice of providers. The research also found that, generally, veterinary providers provide a price list for standard treatments, provided itemised bills and have a complaints process.

These comments and findings informed the JCRA's assessment and reinforce the importance of clear information to support consumer choice. Businesses' indications that they are considering improvements following the CMA's investigation.

Current position and next steps

Based on the information considered, the JCRA has not identified a need for further detailed work at this time. Its current approach is to encourage clearer information for consumers and keep the market in view through routine market surveillance

Whilst responsibility for considering and implementing improvements rests with the businesses, the JCRA encourages all veterinary businesses to strengthen their communication with customers by providing clear information about treatment options, likely costs, what estimates and bills include, and any changes to estimated costs. As part of its routine market surveillance, the JCRA will take account of relevant consumer and stakeholder feedback and market developments as they arise.

The JCRA thanks the veterinary businesses, consumers and stakeholders who contributed their views during this review. If you have any questions about this information note, please contact us at competition@jcra.je.