November 2025

JCRA OPEN LETTER TO VET BUSINESSES

The Jersey Competition Regulatory Authority (**JCRA**) is issuing this open letter to all vet businesses in Jersey to encourage consideration of the provisional findings of the Competition and Markets Authority (**CMA**) following its market investigation into the UK's vet businesses. This open letter will also be published on our website: here.

Who we are

The JCRA is responsible for upholding and enforcing Jersey's competition law[1]. Our aim is to ensure that consumers, businesses and the economy benefit from competitive markets, with an overarching objective of promoting healthy and sustainable markets for all goods and services in Jersey.

Introduction

As an island of pet owners, vet businesses provide a vital service to Jersey. The professionalism and commitment of individual vets is not in doubt. We know how much they care for our pets and we appreciate the work they do. The point of highlighting the CMA's market investigation, is not to challenge vet businesses, but to encourage and support the good work they do and reflect on the CMA's provisional findings to see where it may be possible to make improvements for Jersey pet owners.

The CMA's market investigation

The CMA's market investigation was focussed on determining the extent to which vet businesses are properly compensated for their time, skills and investments, whilst also ensuring pet owners benefit from efficiencies and a good range of choices at fair prices.

The investigation found the following competition issues do exist within the UK market:

- pet owners are not always being given adequate and timely information on, for example, prices for services and treatments, and options for purchasing medicines;
- there are barriers to pet owners making appropriate choices, for example, uncertainty, high prescription fees, difficulties in making a complaint or seeking redress; and
- an out-of-date regulatory framework.

In light of these findings, the CMA has proposed a series of remedies to improve the situation:

- Requiring vets to publish price lists and provide itemised bills for treatments.

---

[1] Competition (Jersey) Law 2005

- Ensuring that vets provide written estimates for treatments over a certain threshold, allowing pet owners to better plan for the costs.
- Mandating that vets have a published complaints procedure, which helps resolve issues and keeps the relationship between pet owners and vets positive.
- Encouraging vets to inform pet owners about cheaper options which may be available, such as online prescriptions, when available.
- Finally, requiring vets to disclose the ownership of practices to avoid any potential conflicts of interest.

Veterinary services in Jersey

We are not suggesting Jersey has the same issues. For example, we recognise vet businesses do typically publish prices for certain services. However, the benefits of the CMA's recommendations for pet owners are clear and we see this as a good opportunity for vet businesses to consider whether, in light these provisional findings, improvements can be made in Jersey. It may be that implementing the CMA recommendations could lead to improvements which will enable consumers to make better informed decisions, compare prices, and feel more confident about the choices they are making for their pets' care. Ultimately, the goal is to make sure that the veterinary sector in Jersey remains competitive, transparent, and consumer friendly.

Closing

At this stage we are encouraging vet businesses to consider the UK proposals and how the delivery of veterinary services in Jersey may be improved for the benefit of their business and pet owners.

Vet businesses are encouraged to contact us to discuss any aspect of this open letter. Please email competition@jcra.je with your enquiry or to arrange a meeting.

We will continue to follow the CMA's work in this area closely and when the UK investigation has concluded, consider whether we can add further value by doing more work in this market in Jersey.