



Animal &
Plant Health
Agency

APHA Briefing Note 35/25

Call for volunteers for User Research: Contacting APHA

Date issued: 18 September 2025

Purpose

To invite Official Veterinarian (OVs) who interact with any APHA service to take part in research designed to help improve the experience for veterinarians when contacting APHA teams for help and support.

Background

Defra are working with APHA to review the current methods available to veterinarians to contact APHA for help and support. We would like to invite you to take part in user research for you to share your needs and experiences, and to provide feedback on early ideas and prototypes for a future contact service.

Action

The research involves a 45-minute video call with Stu Penny, an APHA researcher. Sessions can be arranged at a time that works best for you during September and October.

If you're interested, please complete this short survey with your contact details
https://defragroup.eu.qualtrics.com/jfe/form/SV_9FtdJ2XFqSis2cm

Further Information

Stuart Penny (Stuart.Penny1@DEFRA.gov.uk) will then be in touch to answer any questions and arrange a convenient time.

Thank you very much for your support.