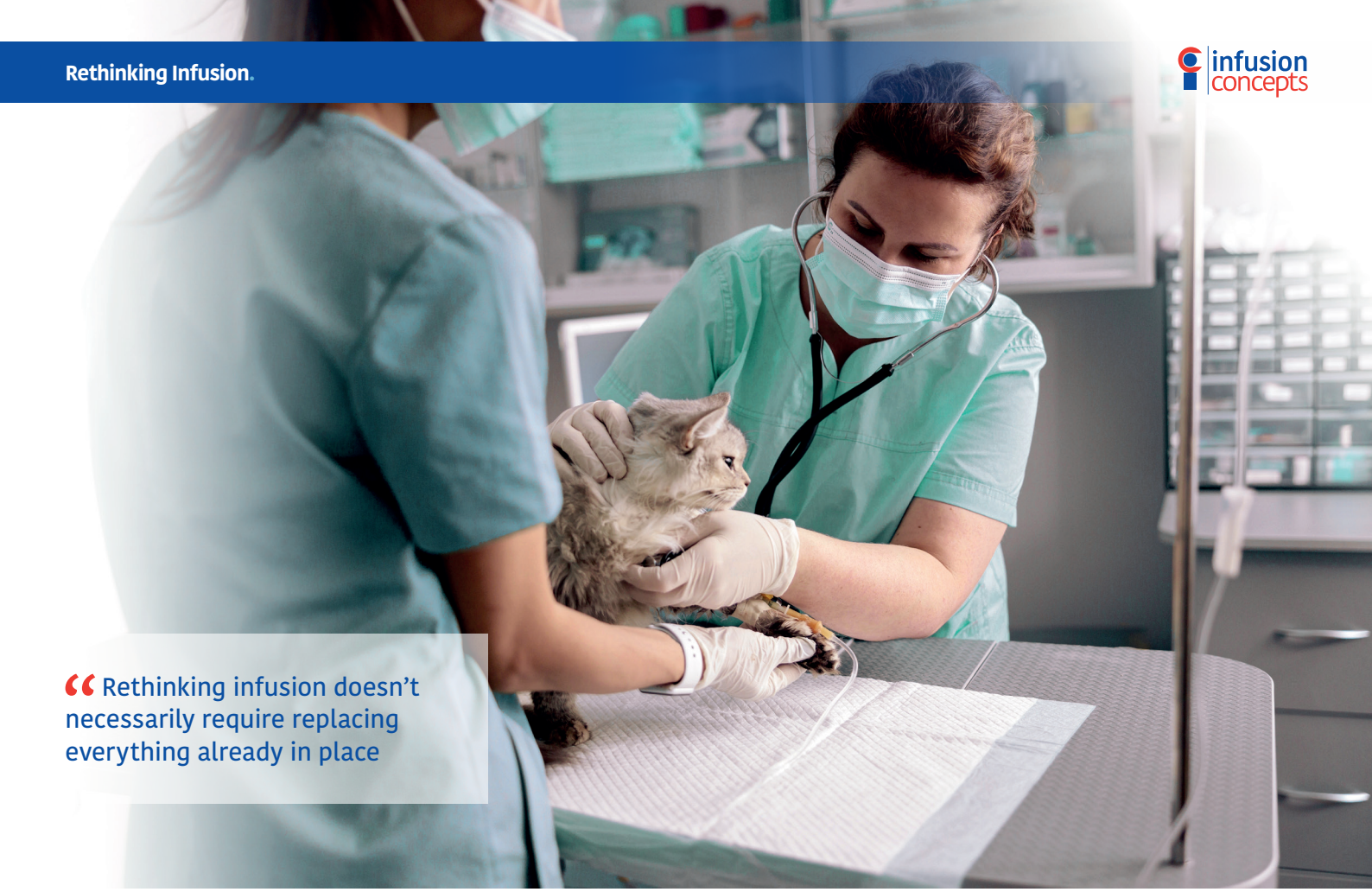


# Rethinking Infusion.

Are we accepting too many infusion problems as normal?
New research into infusion therapy in UK veterinary practice.

**Question what's accepted. Explore what's possible.**

infusion concepts



> Rethinking infusion doesn't necessarily require replacing everything already in place

# Rethinking Infusion: why now?

Infusion therapy is a familiar part of veterinary practice, with pumps, giving sets and associated equipment routinely used to support patients across a wide range of clinical situations.

But with familiarity comes the risk that certain frustrations simply become accepted as part of the process. A pump alarm that needs investigating, a line that becomes occluded or a patient interfering with tubing can all become part of the everyday experience of delivering infusion therapy.

Infusion Concepts commissioned new research to understand how veterinary professionals experience infusion in practice, what matters when selecting equipment and how practices approach the products and processes they use.

The findings raise an important question:

## When did infusion problems become routine?

Almost every respondent had encountered at least one giving-set problem, yet the research also found significant gaps in awareness around veterinary-specific giving sets, compatibility and equipment servicing.

The results suggest that rethinking infusion doesn't necessarily require replacing everything already in place.

Sometimes it starts by questioning what has become familiar, understanding the options available and reviewing whether existing equipment is still delivering the best outcome for the practice and its patients.

## Four findings worth considering

1. **97.8%** reported experienced at least one giving-set problem*.
2. **27%** had inherited their current supplier before joining the practice.
3. **Reliability ranked #1** when respondents considered what matters when choosing a giving set.
4. **Nearly two-thirds** had experienced a giving-set failure with a direct impact on staff time or cost.

* Respondents were asked whether they had experienced any of the listed giving-set related issues during their time in veterinary practice.



> “Reliability was the most important consideration when choosing a giving set, followed by ease of use

# Infusion is everyday practice

Infusion therapy forms part of everyday patient care for many veterinary teams, meaning the equipment used to deliver it needs to work effectively within the realities of a veterinary environment.

When equipment is used regularly, however, it can easily become part of the background. The same pumps remain in place, familiar giving sets are reordered and established processes continue without necessarily being revisited.

That doesn’t mean a practice’s existing approach is wrong, but it does make regular review worthwhile. The research found that **reliability was the most important consideration when choosing a giving set**, followed by ease of use. Cost-in-use and value for money followed behind.

This suggests veterinary teams aren’t simply focused on the lowest-cost consumable. Practical considerations around reliability and ease of use also play an important role when evaluating equipment.

Rethinking infusion therefore begins with a simple question:
**When was the last time your practice actively reviewed its infusion set-up?**

## About the research

The quantitative research was conducted in May 2026 and included 179 qualified respondents working within UK veterinary practice.

The wider research programme also incorporated four qualitative depth interviews across independent and corporate veterinary practice.



# When common problems become ‘normal’

## Pump alarms. Kinked lines. Patients interfering with tubing.

These can easily be dismissed as everyday frustrations of infusion therapy, but the research suggests they are far from isolated experiences.

Almost every respondent had experienced at least one giving-set problem, with only four of the 179 respondents selecting none of the problems listed.

Among the most commonly reported challenges were pump alarms associated with line issues, kinking or occlusion, patients biting or compressing tubing and lines that were too short for the kennel or cage set-up.

These challenges take on particular relevance in veterinary medicine. Unlike human patients, animals may move around their kennel, lie on tubing, twist lines or interfere with them directly, meaning the physical environment and behaviour of the patient can place different demands on infusion equipment.

Understanding whether an interruption originates with the patient, catheter, line, equipment or wider set-up is an important first step in addressing it effectively. Problems are often interconnected, and identifying the root cause can be key to improving reliability.

The research establishes how frequently these problems are being experienced. It does not establish that every reported problem is caused by the design of the giving set, but it does demonstrate that giving-set problems are widespread enough to warrant another look.



### What does an infusion problem look like?

**97.8%**

of veterinary professionals surveyed had experienced at least one giving-set problem*



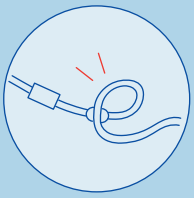
**50.3%**

Pump alarms associated with line issues



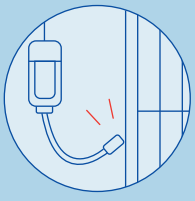
**40.8%**

Animals biting or compressing the line



**43.6%**

Line kinking or occlusion



**34.1%**

Lines too short for the kennel or cage set-up

Source: Infusion Concepts survey of UK veterinary professionals, May 2026. n=179.

* Respondents were asked whether they had experienced any of the listed giving-set related issues during their time in veterinary practice.

# The hidden impact of unreliable infusion

An alarm or kinked line may only take a few minutes to resolve. But repeated across patients, procedures and a busy veterinary team, those interruptions can have a wider impact.

Among the respondents who answered the question about giving-set failure, nearly two-thirds said they had experienced a failure that had a direct impact on staff time or cost.

Examples considered within the research included replacing a line mid-procedure, troubleshooting a pump alarm and reordering equipment at short notice. When veterinary professionals were asked what matters when choosing a giving set, product reliability ranked first, with an average ranking of 2.35. Ease of use followed at 2.90, ahead of cost-in-use at 3.53 and value for money at 4.09.

The true cost of a giving set isn't necessarily limited to the price paid for the product. Reliability, ease of use and the staff time associated with resolving problems can all form part of the wider picture.

## What matters beyond the unit price?

**65.2%**

of respondents answering this question had experienced a giving-set failure with a direct impact on staff time or cost

### The impact can mean:



**Replace**
Replacing a line mid-procedure

**Troubleshoot**
Investigating a pump alarm

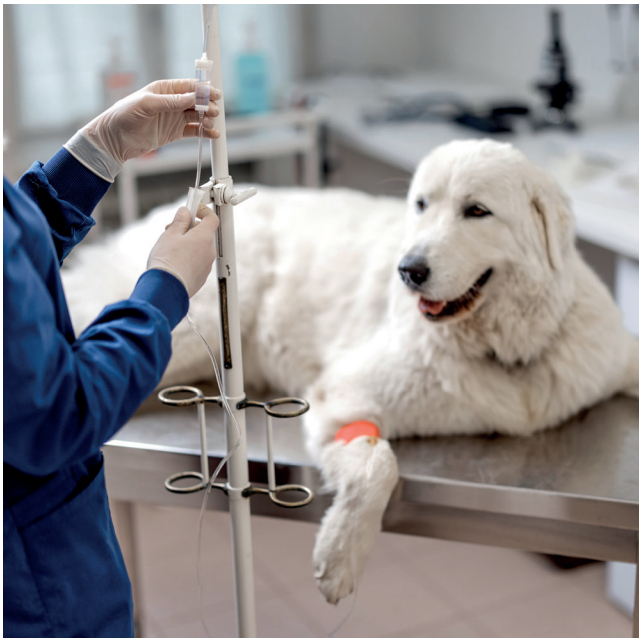
**Reorder**
Sourcing urgent replacements

## What matters when choosing a giving set?

| | | AVERAGE RANK |
|---|---|---|
| 1 | Reliability | 2.35 |
| 2 | Ease of use | 2.90 |
| 3 | Cost-in-use | 3.53 |
| 4 | Value for money | 4.09 |

Lower average rank = greater importance.

For practices reviewing their infusion equipment, it may therefore be worth looking beyond unit price and considering what the equipment is like to work with every day.





> More than one in four respondents said they had inherited their current supplier before joining their practice

# Did you choose your infusion set-up, or was it simply already there?

More than one in four respondents said they had inherited their current supplier before joining their practice, making this the most commonly reported route to their current supplier. A further 15.1% said their supplier had been determined through a corporate or practice group decision.

This isn't necessarily surprising. Veterinary practices are busy environments and, if equipment is working and consumables are readily available, reviewing an established set-up can naturally fall behind more immediate priorities.

In many cases, practices continue using the same equipment manufacturer and giving sets year after year simply because the existing arrangement works and has never been actively revisited.

However, an inherited set-up isn't necessarily one that has been actively reviewed. When the same products are routinely reordered, there may be little reason to explore alternatives unless a significant problem occurs. Rethinking infusion can therefore be as much about understanding **why** your practice uses its current equipment as considering **what** it uses.

## Questions to ask about your current infusion set-up

- When did we last review our giving sets and pumps?
- Why do we use our current supplier?
- What infusion problems does our team encounter most often?
- Are there recurring issues we've started to consider 'normal'?
- Do our current giving sets meet the practical demands of our patients and environment?
- Are we aware of the alternatives compatible with the equipment we already own?

**Sometimes rethinking infusion starts with understanding why things are done the way they are.**

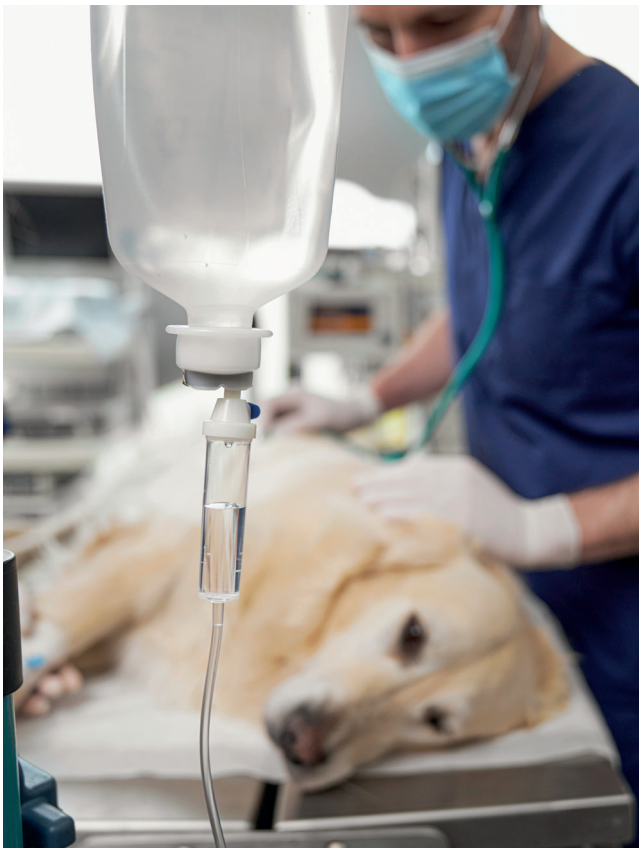
# Designed for veterinary reality

Veterinary infusion comes with practical considerations that can be very different from those encountered in human healthcare. Kennel and cage configurations can influence equipment positioning and tubing requirements, while veterinary patients themselves add another level of unpredictability.

Giving sets used within veterinary practice therefore need to work within the realities of that environment. The research indicated that awareness of veterinary-specific giving sets was limited among non-users, but also showed that learning more about veterinary-specific design increased interest in considering the veterinary-specific equipment, such as Infusion Concepts giving sets.

This suggests there is value in looking beyond the giving set as a simple consumable and considering what it has actually been designed to do.

Infusion Concepts' veterinary-specific giving sets have been developed around the realities of veterinary practice, including tougher tubing designed to resist kinking and biting, and configurations intended to support the practical demands of cages, kennels and active patients. For veterinary practices reviewing their current equipment, understanding these differences can help teams make a more informed assessment of the options available.



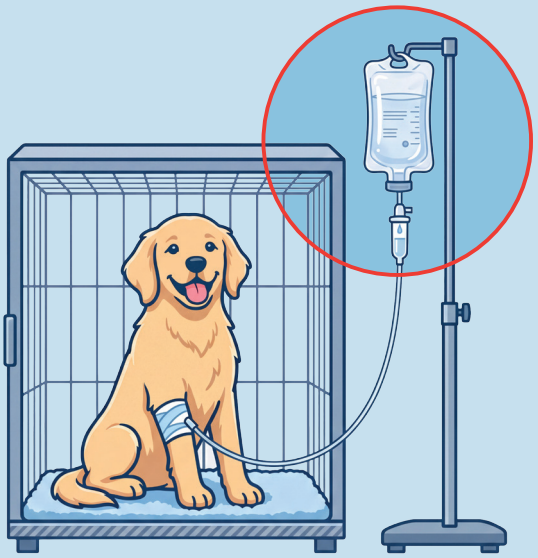
## Designed for veterinary reality

### Movement

Patients may move around their kennel during infusion

### Interference

Patients may lie on, twist or bite the tubing



### Set-up

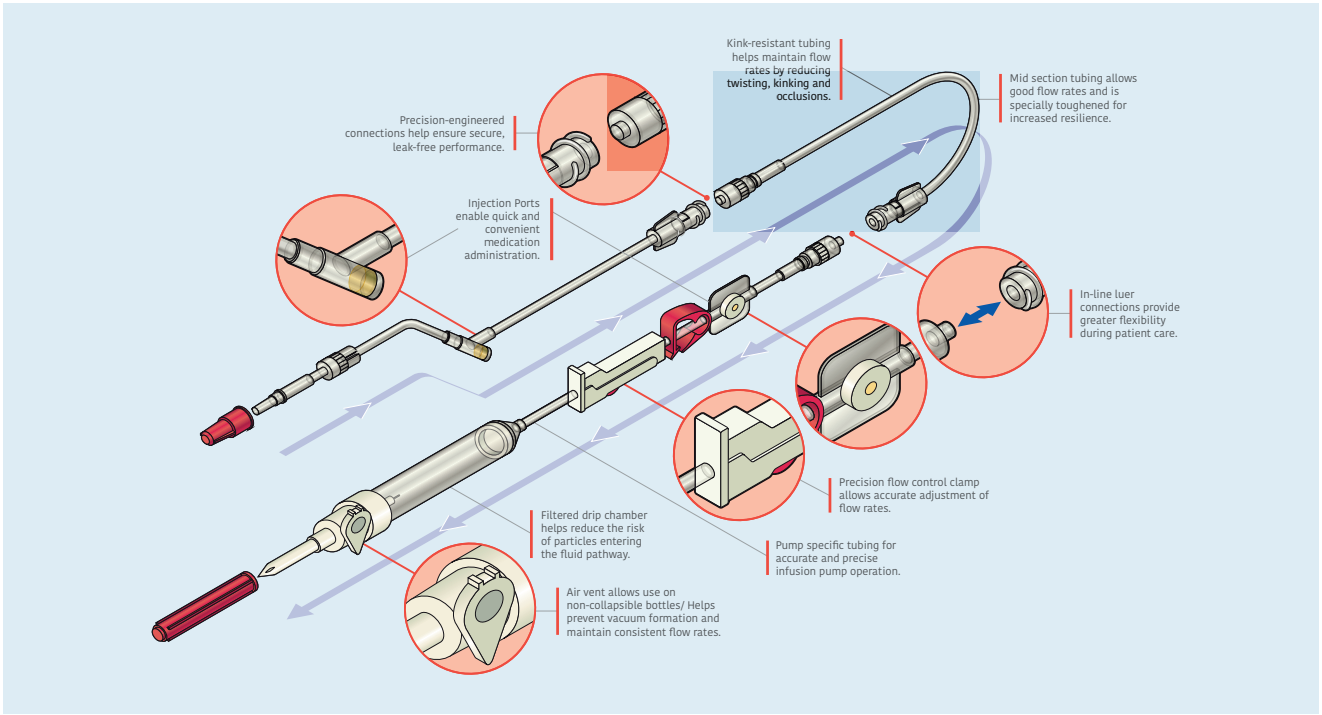
Kennel and cage configurations can affect line positioning and tubing requirements

### Veterinary-specific design

Infusion Concepts giving sets feature tougher tubing designed to resist kinking and biting

**Is your giving set designed for the environment it's being used in?**

# Upgrade to veterinary-specific giving sets




## Keep the pumps. Rethink the lines.

Reviewing your giving sets doesn't necessarily mean replacing the infusion pumps already in your practice.

The research found that the most commonly reported pump brand was used by nearly half of respondents, and Infusion Concepts giving sets are compatible with this equipment.

This means that for many practices, considering an alternative giving set may be more straightforward than expected. Existing pumps could already provide the opportunity to explore veterinary-specific Infusion Concepts giving sets without automatically investing in replacement equipment.

Rather than asking:
**"Do we need to replace our pumps to try a different giving set?"**

Perhaps the first question should be:
**"Which giving sets are compatible with the pumps we already have?"**

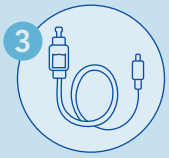
## Your pump. Another giving-set option.




Your existing infusion pump




Check compatibility




Explore veterinary-specific Infusion Concepts giving sets

### DID YOU KNOW?

The most commonly reported pump brand in the research is compatible with Infusion Concepts giving sets.

**Could your current pump already be compatible? Check your pump using our compatibility tool.**



> “Infusion Concepts supports practices in maintaining infusion equipment across multiple brands, helping to ensure pumps continue to perform reliably over time.

# What about the pump itself?

Rethinking infusion isn’t only about what connects to the pump. How the pump itself is maintained also deserves consideration.

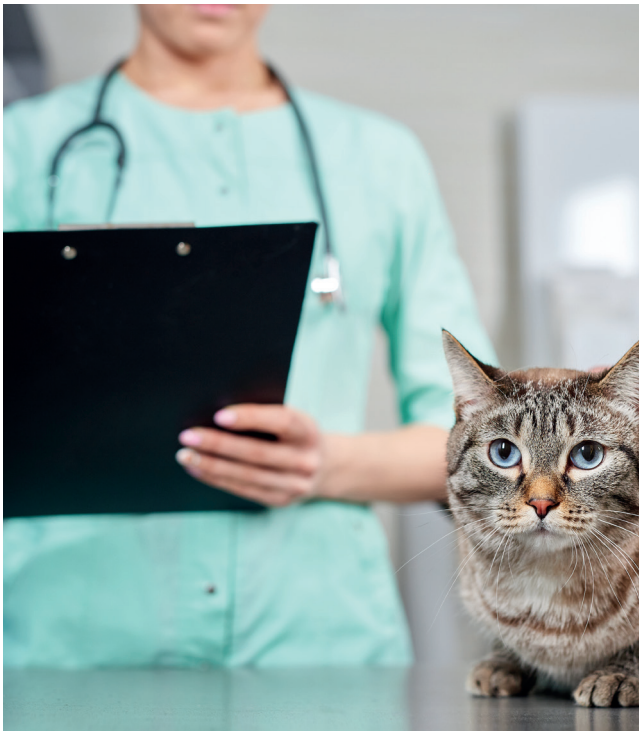
Understanding infusion performance means considering the entire delivery system, including the giving set, pump, calibration status and maintenance history.

The research highlighted significant variation in how practices maintain and review their infusion equipment. Only 29% of respondents said their pumps were serviced annually, while around half reported that equipment was either never serviced or only reviewed when something went wrong.

For practices reviewing their approach to infusion, this raises an important question: should equipment maintenance be reactive, or form part of a more proactive approach?

### When did your practice last review its infusion equipment?

Regular review of pumps, giving sets and supporting equipment can help practices identify opportunities to improve reliability, consistency and day-to-day usability.



# Time to rethink infusion

The research doesn't suggest that veterinary practices need to change everything about the way they deliver infusion therapy. Instead, it highlights the value of periodically reviewing equipment and processes that can easily become part of the everyday routine.

Problems can become familiar over time, suppliers can become habitual and equipment may remain in place simply because it continues to do its job. At the same time, alternative products may go unexplored because practices haven't had a reason to investigate the options available or consider what could work with their existing equipment.



## Your Infusion Review Checklist

**1. Giving sets**
What problems does your team encounter most often with the giving sets you currently use?

**2. Reliability**
Have pump alarms, kinking or other interruptions become something your team simply expects?

**3. Veterinary suitability**
Are your giving sets designed around the practical demands of veterinary patients and environments?

**4. Compatibility**
Do you know which alternative giving sets are compatible with the pumps you already own?

**5. Choice**
Do you know why your practice uses its current infusion equipment and supplier, or has the set-up simply been inherited over time?

# Rethinking Infusion.

**Question what's accepted. Explore what's possible.**

Rethinking infusion means taking a fresh look at the whole picture. Infusion Concepts specialises in veterinary infusion, providing veterinary-specific giving sets, infusion pumps and technical expertise to help practices deliver safe, reliable infusion therapy.

**Find out more and speak to the team here:**
**infusionconcepts.com**