

Programme

10.00 Registration and networking						
	Stream 1: Compliance	Stream 2: Optimising existing resources	Stream 3: Clinical effectiveness	Stream 4: New opportunities	Stream 5: The bigger picture	Immunisation Training
10.30	<p>The General Data Protection Regulation: Are you compliant?</p> <ul style="list-style-type: none"> • Refresher: Information governance • What do pharmacists need to do to ensure compliance with new data protection law • Marketing your services under the GDPR <p>Leyla Hannbeck, Director of Pharmacy, NPA</p>	<p>Workforce planning and upskilling</p> <ul style="list-style-type: none"> • Making the most of your team: delegating to technicians and counter assistants to free up pharmacist time. • How to upskill the pharmacy team. • Organisational development to position your team better. <p>Adam Layland, Senior Lecturer in Leadership and Management, Coventry University</p>	<p>Recognising the opportunity for community pharmacy in managing patients with acne</p> <ul style="list-style-type: none"> • Refreshing clinical skills to confidently recognise mild to severe acne • New and traditional treatments including treatment of acne in line with responsible antimicrobial stewardship • Complimentary treatments: appropriately increasing retail spend <p>Rod Tucker, Community Pharmacist and Research Associate, Robert Gordon University</p> <p>Sponsored by</p> 	<p>Please see sessions in other streams</p>	<p>Women in Pharmacy Starting at 10am, a networking forum specifically addressing gender inequality where you can discuss some of the shared challenges affecting your career in pharmacy.</p> <p>To book your free ticket for this session click here.</p>	<p>Flu Training Part 1</p> <p>Pre-booking is required</p> <p>https://www.1centralhealth.co.uk/pharmacy-forward-flu</p>
11.30 Refreshment break and exhibition						
12.00	<p>Revalidation for Pharmacy Professionals: providing assurance and improving quality</p> <ul style="list-style-type: none"> • How revalidation has been developed. • The components of revalidation that pharmacy professionals will be required to complete. • What pharmacy professionals need to do now, and in the coming year, to meet revalidation requirements. <p>Osama Ammar, Head of Revalidation, GPhC</p>	<p>Beyond Healthy Living Pharmacy</p> <ul style="list-style-type: none"> • Embedding and building on HLP as a platform for the future. • Further developing the skills and knowledge of the pharmacy team. <p>Michael Holden, Principal Associate, Pharmacy Complete</p>	<p>Session to be confirmed</p>	<p>Introducing the pharmacy of the future: An insight into in-store automation and digitalisation</p> <ul style="list-style-type: none"> • Understanding the benefits and efficiencies automation can afford community pharmacy • Improving medication safety and avoiding dispensing errors • Future-proofing your pharmacy ahead of upcoming legislative changes, such as FMD • Maximising the potential of new revenue opportunities within the pharmacy environment • Showcasing real life outcomes: My Rowa Story, Peter Thnoia (Rose St. Pharmacy, Wokingham) <p>Mark Roylance, Senior Key Account Manager, UK&I, BD Rowa Technologies</p> <p>Sponsored by</p> 	<p>The role of community pharmacy in the new NHS landscape</p> <ul style="list-style-type: none"> • Is community pharmacy catered for under STPs and ACOs? • Influencing the agenda • Making the most of opportunities for pharmacy <p>Panel session chaired by Professor Ash Soni, Chair, Royal Pharmaceutical Society</p> <p>Trudi Ward, CPPE National Tutor for Pharmacy Technicians and chair, West Midlands APTUK branch</p> <p>Olutayo M Arikawe, Superintendent Pharmacist, The Priory Community Pharmacy</p> <p>Jeff Blankley, Chairman, Birmingham LPC</p>	<p>Flu Training Part 2</p> <p>The second part of Flu Training (attendees must attend part 1 and 2)</p> <p>Pre-booking is required.</p> <p>https://www.1centralhealth.co.uk/pharmacy-forward</p>

13.00	Lunch and networking				
A selection of exhibitors have been invited to share the latest innovations and support available to community pharmacy and pharmacists. Take time over a free buffet lunch to discuss your challenges and how they may be able to help.					
14.00	<p>Patient safety: Professional duty in avoiding harm</p> <ul style="list-style-type: none"> Medication errors: How is the landscape changing? Use appropriate tools to conduct a root cause analysis and identify steps to minimise risk in the future. Demonstrate an understanding of what constitutes a patient safety incident and how and when to report such incidents <p>Megan Harris, Regional Tutor and Education Supervisor for CPPE in the Midlands region</p>	<p>Panel discussion: Is there anything you can do to minimise the impact of supply chain challenges</p> <ul style="list-style-type: none"> Managing shortages Why are shortages occurring? <p>This session will include information from The Pharmacist #waronshortages. To take part in the survey and let us know the impact of shortages on your pharmacy, click here</p>	<p>'How to be skin experts' – creating a skincare niche within pharmacy to increase business</p> <ul style="list-style-type: none"> How to leverage the skincare opportunity in your pharmacy and the importance of aftercare advice Apply the principles of Healthy Living Pharmacy to proactively promote healthy skin, through Health Champions and the team How to create growth in your business by understanding and responding to the skincare needs of your patients, especially with regards to scars and stretch marks <p>Deborah Evans, Consultant Pharmacist, Pharmacy Complete Natalia Shelton, Bio-Oil Skin Care Expert, Skin Therapist and Educator, PGCE</p>	<p>The business of community pharmacy: Planning for a sustainable future</p> <ul style="list-style-type: none"> Identifying your strengths and opportunities. Developing your plan. Measuring success. <p>Michael Holden, Principal Associate, Pharmacy Complete</p>	<p>Vaccination Upskilling – Get ready for Travel</p> <p>If you are experienced in delivering flu vaccinations but interested in upskilling to travel health then this course is what you need. It will give you the skills to vaccinate children (2yrs and up) and practise reconstitution skills.</p> <p>Price is £29.95 + VAT.</p> <p>The course is 45 minutes and runs at the following times 14.00 – 14.45 and 14.45 – 15.30. Pre-booking is required.</p> <p>https://www.1centralhealth.co.uk/vaccination-upskilling</p>
14.45	<p>The Falsified Medicines Directive (FMD): Are you ready?</p> <ul style="list-style-type: none"> What does FMD mean for community pharmacy? What preparations should I make? Are my systems compatible? Responsibilities of manufacturers, wholesalers and pharmacies. <p>Raj Patel MBE, Chair of UK FMD Working Group for Community Pharmacy and NPA Board Member</p>	<p>The Quality Payments Scheme: PSNC update</p> <ul style="list-style-type: none"> A run through of the Quality Payments Scheme's gateway and quality criteria to explain the changes this year. Learnings from last year to help you to address the most common pitfalls and ensure you are maximising your potential engagement with the scheme. Q&A <p>Zainab Al-Kharsan, Service Development Pharmacist, PSNC</p>	<p>Mental health: Understanding different needs of patients with a mental health disorder</p> <ul style="list-style-type: none"> Recognising needs and concerns that your patients may have. The importance of physical health changes and what to do about them. Implications of adherence and missed appointments/uncollected prescriptions. Eradicating stigma. <p>Andrew Down, Deputy Chief Pharmacist, Worcestershire Health and Care NHS Trust</p>	<p>Optimising retail and OTC sales: Small change, big reward</p> <ul style="list-style-type: none"> Analysing the impact and opportunity of reduction in OTC prescriptions Working OTC categories to deliver new revenues. Small changes in approach to benefit the pharmacy, customers and community Maximising your POS and merchandising opportunities <p>Sponsored by</p> 	<p>Vaccination Upskilling – Get ready for Travel</p> <p>If you are experienced in delivering flu vaccinations but interested in upskilling to travel health then this course is what you need. It will give you the skills to vaccinate children (2yrs and up) and practise reconstitution skills.</p> <p>Price is £29.95 + VAT.</p> <p>The course is 45 minutes and runs at the following times 14.00 – 14.45 and 14.45 – 15.30. Pre-booking is required.</p> <p>https://www.1centralhealth.co.uk/vaccination-upskilling</p>
15.30	<p style="text-align: center;">Keynote: The responsible pharmacist [Stream 2]</p> <p style="text-align: center;">It is increasingly important for pharmacists to be aware of professional and moral responsibilities to protect patients, the public and themselves. From opioid misuse to counterfeit medicines, are you prepared for the unexpected?</p> <p style="text-align: center;">Tony Saggars, Former Head of Threat and Intelligence for Drugs, National Crime Agency, Director of StraTac Logical and a consultant specialising in Threat, Risk and Harm strategies, illicit markets and expert evidence</p>				
16.00	Close				