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<tr>
<td>10.00</td>
<td>The General Data Protection Regulation: Are you compliant?</td>
<td>Workforce planning and upskilling</td>
<td>Recognising the opportunity for community pharmacy in managing patients with acne</td>
<td>Please see sessions in other streams</td>
<td>Women in Pharmacy</td>
<td>Flu Training Part 1</td>
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<td>• Making the most of your team: delegating to technicians and counter assistants to free up pharmacist time.</td>
<td>• Refreshing clinical skills to confidently recognise mild to severe acne</td>
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<td>Starting at 10am, a networking forum specifically addressing gender inequality where you can discuss some of the shared challenges affecting your career in pharmacy.</td>
<td>Pre-booking is required</td>
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<td>• How to upskill the pharmacy team.</td>
<td>• New and traditional treatments including treatment of acne in line with responsible antimicrobial stewardship</td>
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<td>To book your free ticket for this session click here</td>
<td><a href="https://www.1centrailhealth.co.uk/pharmacy-forward-flu">https://www.1centrailhealth.co.uk/pharmacy-forward-flu</a></td>
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<td>• Organisational development to position your team better.</td>
<td>• Complimentary treatments: appropriately increasing retail spend</td>
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<td></td>
<td>Osama Ammar, Head of Revalidation, GPhC</td>
<td>Adam Layland, Senior Lecturer in Leadership and Management, Coventry University</td>
<td>Rod Tucker, Community Pharmacist and Research Associate, Robert Gordon University</td>
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<td>Levla Hannbeck, Director of Pharmacy, NPA</td>
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<td><a href="https://www.mylan.com">Sponsored by Mylan</a></td>
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<td>11.30</td>
<td>Refreshment break and exhibition</td>
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<td>12.00</td>
<td>Revalidation for Pharmacy Professionals: providing assurance and improving quality</td>
<td>Beyond Healthy Living Pharmacy</td>
<td>Session to be confirmed</td>
<td>Introducing the pharmacy of the future: An insight into in-store automation and digitalisation</td>
<td>The role of community pharmacy in the new NHS landscape</td>
<td>Flu Training Part 2</td>
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<td>• Embedding and building on HLP as a platform for the future.</td>
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<td>• Understanding the benefits and efficiencies automation can afford community pharmacy</td>
<td>• Is community pharmacy catered for under STPs and ACOs?</td>
<td>The second part of Flu Training (attendees must attend part 1 and 2)</td>
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<td>• Further developing the skills and knowledge of the pharmacy team.</td>
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<td>• Improving medication safety and avoiding dispensing errors</td>
<td>• Influencing the agenda</td>
<td>Pre-booking is required</td>
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<td></td>
<td>Osama Ammar, Head of Revalidation, GPhC</td>
<td>Michael Holden, Principal Associate Pharmacy Complete</td>
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<td>• Future-proofing your pharmacy ahead of upcoming legislative changes, such as FMD</td>
<td>• Making the most of opportunities for pharmacy</td>
<td><a href="https://www.1centrailhealth.co.uk/pharmacy-forward-flu">https://www.1centrailhealth.co.uk/pharmacy-forward-flu</a></td>
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<td>Levla Hannbeck, Director of Pharmacy, NPA</td>
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<td>• Maximising the potential of new revenue opportunities within the pharmacy environment</td>
<td>Panel session chaired by Professor Ash Soni, Chair, Royal Pharmaceutical Society</td>
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<td>• Showcasing real life outcomes: My Rowa Story, Peter Thnoia (Rose St. Pharmacy, Wokingham)</td>
<td>Trudi Ward, CPPE National Tutor for Pharmacy Technicians and chair, West Midlands APTUK branch</td>
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<td>Oluwato M Ariakawe, Superintendent Pharmacist, The Priory Community Pharmacy</td>
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<td>Jeff Blankley, Chairman, Birmingham LPC</td>
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<td><a href="https://www.rowatech.co.uk">Sponsored by BD Rowa Technologies</a></td>
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To book your free ticket for this session click here [https://www.1centrailhealth.co.uk/pharmacy-forward-flu](https://www.1centrailhealth.co.uk/pharmacy-forward-flu).
### 14.00 Patient safety: Professional duty in avoiding harm

- 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

**Megan Harris, Regional Tutor and Education Supervisor for CPPE in the Midlands region**

### Panel discussion: Is there anything you can do to minimise the impact of supply chain challenges

- Managing shortages
- Why are shortages occurring?

This session will include information from The Pharmacist #waronshortag.es. To take part in the survey and let us know the impact of shortages on your pharmacy, click here.

**Deborah Evans, Consultant Pharmacist, Pharmacy Complete**

### How to be skin experts – creating a skincare niche within pharmacy to increase business

- 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

**Michael Holden, Principal Associate, Pharmacy Complete**

### The business of community pharmacy: Planning for a sustainable future

- Identifying your strengths and opportunities.
- Developing your plan.
- Measuring success.

**Natalia Shelton, Bio-Oil Skin Care Expert, Skin Therapist and Educator, PGCE**

### Vaccination Up-skilling – Get ready for Travel

If you are experienced in delivering flu vaccinations but interested in up-skilling 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.

Price is £29.95 + VAT.

The course is 45 minutes and runs at the following times 14.00 – 14.45 and 14.45 – 15.30. Pre-booking is required.

[https://www.1centrailhealth.co.uk/vaccination-upskilling](https://www.1centrailhealth.co.uk/vaccination-upskilling)

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### 14.45 The Falsified Medicines Directive (FMD): Are you ready?

- What does FMD mean for community pharmacy?
- What preparations should I make? Are my systems compatible?
- Responsibilities of manufacturers, wholesalers and pharmacies.

**Raj Patel MBF, Chair of UK FMD Working Group for Community Pharmacy and NPA Board Member**

### The Quality Payments Scheme: PSNC update

- 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 address the most common pitfalls and ensure you are maximising your potential engagement with the scheme.
- Q&A

**Zainab Al-Kharsan, Service Development Pharmacist, PSNC**

### Mental health: Understanding different needs of patients with a mental health disorder

- 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.

**Andrew Down, Deputy Chief Pharmacist, Worcestershire Health and Care NHS Trust**

### Optimising retail and OTC sales: Small change, big reward

- 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

**Sponsored by**

[AAH All About Health](https://aalabout.co.uk)

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### 15.30 Keynote: The responsible pharmacist [Stream 2]

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?

**Tony Saggers, 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**

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### 16.00 Close