

10.00	Registration and networking		
	Stream 1: Chair – Michael Holden	Stream 2: Chair – Dr Mahendra Patel	Stream 3
10.30 - 11.15	<p>What does it all mean? A changing landscape for primary and community services</p> <ul style="list-style-type: none"> Primary care networks and Integrated Care Partnerships – what role does community pharmacy have? Where are the opportunities? Benefiting from commissioning and funding decisions Building the right strategic relationships <p>Mike Maguire, Chair, Cumbria and North East Local Professional Network (Pharmacy), NHS England</p>	<p>Leading from the front: Workforce development, leadership and training</p> <ul style="list-style-type: none"> How to be an effective leader with less and less time Time management and delegation: Nice to have or critical for success? Empowering your workforce <p>Alan Nobbs, Head of Practice and Design, NHS Leadership Academy</p>	
11.15 - 11.45	Refreshment break and exhibition		
11.45 - 12.30	<p>Introducing the pharmacy of the future: An insight into in-store automation and digitalisation</p> <ul style="list-style-type: none"> Understanding and maximising the benefits and efficiencies of automation in community pharmacy Removing dispensing errors with enhancing medication safety processes 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>Peter Thnoia, Rose St. Pharmacy, Wokingham and Mark Roylance, Senior Key Account Manager, UK&, BD Rowa Technologies</p> <p>Sponsored by</p> 	<p>How to profit from the rise of CBD</p> <ul style="list-style-type: none"> Understanding CBD and how it works Consumption methods and what to stock Dosage and what to recommend The future of CBD in the UK <p>Phil Glyn, Director, Vitality CBD</p>  <p>Sponsored by</p>	<p>Inhalers/Pharmacological Interventions</p> <ul style="list-style-type: none"> Examine the impact of non-adherence and patient satisfaction on clinical, health and economic outcomes Inhaler design and technique, drug delivery and adherence The importance of regular and effective inhaler training for both patients and health care professionals <p>Jane Scullion, Clinical Lead & Respiratory Nurse Consultant, University Hospitals Leicester</p> <p>Sponsored by</p> 
12.30 - 13.30	<p>Lunch and networking</p> <p>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.</p>		
13.30 - 14.15	<p>Growing Your Skincare Business</p> <ul style="list-style-type: none"> How to identify and grow the skincare opportunity in your pharmacy Apply the principles of Healthy Living Pharmacy to proactively promote healthy skin and develop team capability How to create growth in your business by creating an outstanding customer experience and environment <p>Michael Holden, Principal Associate, Pharmacy Complete</p>  <p>Sponsored by</p>	<p>Starting you on your travel health service journey</p> <ul style="list-style-type: none"> Why run a pharmacy based travel health service? What do you need to consider when setting up a travel health service? How do you promote your travel health service <p>Fiona Caplan-Dean, Pharmacy Service Development Manager UK, Valneva</p> <p>Sponsored by</p> 	<p>Bridging the gap between education and real life practice</p> <ul style="list-style-type: none"> What should students be doing to shape their future and that of the profession? What should pharmacies/pharmacists be doing to enhance pharmacy training? How can effective integration of students and newly qualified pharmacists tackle current challenges such as staff shortages? <p>Rajinder Bains, Pharmacist and Director, PharmaMastery Consultancy</p>
14.15 - 15.00	<p>Don't get left behind: Identifying the revenue and efficiency opportunities of new technology</p> <ul style="list-style-type: none"> Identifying where new technologies could save or generate revenue opportunities or increase efficiency including handheld devices and apps What does the NHS app mean for community pharmacy? Keeping up with the technology that patients and customers will be using to access and understand healthcare <p>Mohammed Hussain, Senior Clinical Lead, Live Services, NHS Digital</p>	<p>Prevention is better than cure (for pharmacy): Beyond dispensing</p> <ul style="list-style-type: none"> Using existing resources and skills as a springboard (i.e.HLP) Maximising opportunities of campaigns and public awareness months Appropriately encouraging self-care and prevention to increase non-dispensing revenue streams <p>Nitin Makadia, Director, Evolve Health Solutions</p>	
15.00 - 15.45	<p>Keynote: The science of choice</p> <p>What influences the decisions patients make when engaging with pharmacy. How can the way you interact with patients and the environment, change the way you and your services are perceived?</p> <p>Dr Cathrine Jansson-Boyd, consumer psychologist, Anglia Ruskin University</p>		
15.45	Close		

** We would like to thank our exhibitors, sponsors and partners for supporting this meeting. This includes a number of pharmaceutical companies; Boehringer Ingelheim, Chiesi, Valneva. These companies have only had input into their individual sessions on the programme where clearly labelled.