PRE-CONFERENCE WORKSHOP 1: MY COMMUNITY PHARMACY ACTION PLAN
VENUE: Meeting Rooms 5, GCCEC
9.00am – 5.30pm
Whether you are early in your career, navigating your way through study, internship or early career opportunities, or you are an established owner looking to future proof your business or succession plan, this is the workshop for you. Our industry experts will work with you to design an action plan tailored to you, that you can take away and apply to your career.
Workshop sessions include: leadership, how to implement professional services, mentoring, recruitment, ownership and innovation.
Register your place now to experience a hands-on, interactive workshop with real outcomes.
Cost: $315 per person (includes morning tea, lunch & afternoon tea)
10.30am – 11.15am

**Panel Session: The strength of standing together: how interdisciplinary care can build your business**

Join Australia’s pain expert Joyce McSwan, who will uncover the best kept secrets to a thriving pharmacy business - multidisciplinary care. Joyce will discuss how to make all the moving parts of a cross-functional healthcare team excel when it comes to addressing musculoskeletal pain, one of pharmacy’s biggest opportunities. A leading panel of allied healthcare professionals will then join Joyce to discuss best practice from the view of pharmacists, physiotherapists and general practitioners. Find out how sharing the care can translate to better patient outcomes and a more efficient and engaging business.

**Facilitator:** Joyce McSwan, Clinical Program Director of the Gold Coast Primary Health Network Persistent Pain Program

**Panelists:** Karalyn Huxhagen, Consultant Pharmacist; John Bell, Specialist Practitioner/Teacher, University of Technology Sydney; Ian Harris, Principal Physiotherapist, Coastal Physiotherapy and Sports Injuries Clinic; Dr Anjita Karmakar, Senior Medical Officer, Queensland Health

**Business, Innovation & Leadership Stream**

**Venue:** Arena 1A

**Clinical Pharmacy/Product Update Stream**

**Venue:** Meeting Rooms 5 – 7

**Rural Pharmacy & Indigenous Health Stream**

**Venue:** Meeting Room 9

10.30am – 11.00am

**Clinical Pharmacy Update:** Can medicines causing constipation be deprescribed?

Constipation is a commonly occurring functional gastrointestinal disorder which can cause serious consequences such as urinary incontinence and may cause or contribute to delirium in older people. The condition has been reported to occur in more than 50% of patients taking opioid analogues for non-cancer pain and to occur in the most universal in palliative care patients. Commonly occurring adverse events associated with polypharmacy in elderly inpatients have included constipation in addition to arrhythmia, bleeding, orthostatic hypotension and seizures. Yet it may not be possible to deprescribe medicines causing constipation.

**Speaker:** Dr Ben Basger, Clinical Pharmacist Medication Management, Wolper Jewish Hospital

11.05am – 11.35am

**Clinical Pharmacy Update:** Medicine innovation - from laboratory to dispensary

This panel discussion will bring together some of the brightest minds in innovative medicine discovery, commercialisation and patient care. Take a behind the scenes look to uncover what it takes to bring a medicine from the lab to the dispensary in your pharmacy. Using the emerging treatment class of IL-23 inhibitors in psoriasis as a case study, the panel will uncover the evolution of treatment and patient care, while highlighting the future potential of scientific research.

**Moderator:** Andrew MacLachlan, Head of School & Dean, University of Sydney

**Panelists:** Associate Professor Gillian Marshman, Dermatologist; Professor, Dr Alvin Quah, Medical Communications & Patient Relations Manager ANZ, AbbVie

12.15pm – 1.00pm

**Alan Russell Oration: Global search for innovation - learnings for Community Pharmacy in Australia**

This session will detail the findings of an international pharmacy study tour investigating innovative pharmacy practices. Conducted in September/October 2019, the study mission encompassed Sweden, Germany, Scotland, England, Ireland, USA, Canada and New Zealand. Find out how Australian pharmacies can benefit from these investigations.

**Speaker:** Lucy Walker, Community Pharmacist & 2018 Churchill Fellowship Recipient

1.15pm – 1.30pm

**Lunch**

Garden Terrace Marquee Lunch OR Level 1 Lounge Lunch (Quick Lunch)

1.30pm – 2.00pm

**Networking Lunch**

12.15pm – 1.00pm

**Clinical Pharmacy Update:** Compounding pharmacy - using testing protocols in a community pharmacy setting

Regulators, prescribers and users of compounded medicines continue to be concerned about the quality of medicines prepared in community pharmacies. The challenge most compouders face is how to provide adequate evidence that their products meet expectations of quality and safety in the same way as the commercial products registered by the TGA. One of the most valuable validation processes available to compounders is end product testing, but the process can at times be confusing. This session will explore the various testing procedures available to compounders, and provide simple protocols to enable pharmacists to implement a testing program for compounded preparations.

**Speaker:** Marina Holt, Pharmacist & Education and Training Manager, PCCA

1.15pm – 1.45pm

**Clinical Pharmacy Update:** An evidence-based approach to managing chronic atopic eczema – practical applications for pharmacists

Atopic dermatitis, also known as eczema, can have a profound effect on the quality of life of those affected. Whilst common in children, it can occur at any age and prevalence worldwide is increasing. This chronic condition takes on many forms making differential diagnosis challenging. Whilst there is no cure, early recognition and intervention are critical and it is important that patients don’t constantly seek different treatments. This session will focus on the role of the pharmacist in the management paradigm and provide evidence-based strategies to help improve patient outcomes.

**Speaker:** Dr Philip Tong, Dermatologist

1.00pm – 1.30pm

**First Timer’s Lunch**

New to APP? Join fellow first timers and Guild staff and find out how to make the most of your APP experience.

**Venue:** Foyer A

1.20pm – 2.00pm

**Special Interest Group Session: Aged Care**

**Venue:** Meeting Room 8

The Federal Government’s Royal Commission into Aged Care will impact every Community Pharmacy in Australia. This facilitated discussion session will explore the key issues that Community Pharmacy will face and likely recommendations that could enhance the role of pharmacy in Aged Care. Attendees are welcome to bring lunch from the nearby Quick Lunch Trade areas to join in the discussion.

**Facilitator:** Fiona Watson, Branch Committee Member, The Pharmacy Guild of Australia, Queensland Branch
2.00pm – 2.45pm

**CLINICAL PHARMACY/PRODUCT UPDATE STREAM**

**VENUE:** Meeting Rooms 5 – 7

**2.00pm – 2.30pm**

**CLINICAL PHARMACY UPDATE: UV protection – an essential update for pharmacists**

Hear from a Queensland dermatologist on the topic of UV protection, with a focus on the frequency asked questions in pharmacy practice on UV protection and the science of sunscreens. By the end of the session, pharmacists should have greater confidence in answering tricky questions around filters, application and the environment.

**Speaker:** Dr Samantha Davidson, Dermatologist

**2.35pm – 3.05pm**

**CLINICAL PHARMACY UPDATE: Herbal formula improves upper and lower gastrointestinal symptoms**

The "Gut Relief Study" run by the National Institute of Integrative Medicine (NIIM) in Melbourne shows that the Nutrition Care "NC Gut Relief" formula can reduce the frequency and severity of gastrointestinal symptoms by 60-80%. The study revealed significant improvements in gastrointestinal symptoms including indigestion, heartburn, nausea, constipation, diarrhoea, abdominal pain, steol consistency, gut microbiome, troublesome flatulence and bad breath. There were also evident improvements in quality of life, energy and sleep.

**Speaker:** Dr Karin Red, Director of Research, National Institute of Integrative Medicine

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**BUSINESS, INNOVATION & LEADERSHIP STREAM**

**VENUE:** Arena 1A

**2.45pm – 3.30pm**

**Electronic prescriptions – changes to patient engagement with the pharmacist and pharmacy workflow**

Much focus regarding the benefit of electronic prescriptions is on having access to a more complete electronic record. This change, however, will have major impact on how the pharmacist interacts with patients, and workflow configuration in the pharmacy will need to change. After reviewing health systems overseas, this session will outline the most efficient and effective way community pharmacy in Australia should set up their systems to maximise the benefits of electronic prescriptions.

**Speaker:** Dr Frank Pyefinch, CEO, Fred IT Group

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**2.30pm – 4.00pm**

**Afternoon Tea**

Foyer Trade areas

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**CLINICAL PHARMACY/PRODUCT UPDATE STREAM**

**VENUE:** Meeting Rooms 5 – 7

**3.10pm – 3.40pm**

**CLINICAL PHARMACY UPDATE: The role of antivirals in flu outbreaks**

This session will outline the role pharmacy plays in managing influenza in their community and the use of antivirals in managing influenza outbreaks in aged care facilities.

**Speakers:** Professor Dominic Dwyer, Director of Public Health Pathology, NSW Health Pathology; Chris Campbell, Professional Practice Manager, TerryWhite Chemmart Group

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**4.00pm – 4.45pm**

**How far can you go?**

In business and in life, we all face obstacles and crossroads. While John Maclean’s story of becoming a paraplegic seems like an extreme account of setbacks and facing up to them, the message is not about the obstacles but about overcoming the challenges they create. In this session, John will share how adversity can be harnessed and turned into an energy to drive achievements, and more.

**Speaker:** John Maclean OAM, Motivational Speaker & Founder, John Maclean Foundation

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**4.45pm – 5.30pm**

**How to connect with your customers**

This session will make an immediate impact in the areas of communication, sales, leadership and building customer relationships. Business Communication Expert, Chris Helder will reveal a fresh approach that concentrates on understanding those you are trying to influence, in order to create a stronger connection and ultimately results.

**Speaker:** Chris Helder, Business Communication Expert

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**5.10pm – 5.45pm**

**PRODUCT UPDATE: Translating evidence to practical recommendation**

This session will explore the scientific evidence behind potent ingredients in the areas of immunity, gut microbiome, general health and more. Reviewing this evidence will help you apply the information to your pharmacy practice to benefit your patients, and support you with day to day recommendation.

**Speaker:** Neta Flukisman, Paediatric Nutrition Education Specialist

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**5.30pm – 6.00pm**

**WELCOME Reception**

The networking focal point of APP, the Welcome Reception provides the perfect opportunity to catch up with colleagues, meet with suppliers and build new business relationships in a relaxed environment. Entertainment is provided and a buffet dinner and drinks will be served.

**VENUE:** Trade Exhibition Area, GCCEC

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**5.00pm – 5.30pm**

**Rural Pharmacy Forum**

The Rural Pharmacy Forum provides attendees with the opportunity to network and discuss issues unique to rural pharmacy. There is inequitable access to health services for the 7 million Australians living in rural and remote communities with the biggest cause being the ability to attract and retain health professionals. The forum will explore the many and varied issues, including workforce and rural community pharmacy sustainability, and share with each other current and future solutions to these complex matters at a local, jurisdictional and national level. Of course, the popular #iloveruralpharmacy video competition will be back.

**Speakers:** Michael Flannery, Managing Director, instigo; Sarah Hazel, Flannery’s Pharmacy
FRIDAY 20 MARCH 2020

REGISTRATION DESK OPEN

6.30am – 5.45pm

7.00am – 8.00am

Pavilion Ballroom, The Star Gold Coast

GUILD MEMBER (PROPRIETOR) ONLY: BREAKFAST: INDUSTRY UPDATE

This session is open to Proprietary Guild Members only and will present a confidential update on key issues affecting community pharmacy.

Speaker: Mark McCrindle, Principal, McCrindle Research

Cost: $50.00 per person (includes hot breakfast)

VENUE: Pavilion Ballroom, The Star Gold Coast

BUSINESS, INNOVATION & LEADERSHIP STREAM

VENUE: Arena 1A

8.25am – 9.10am

The Panel: State of the Industry

Panelists: Andrew Jenkins, Vice Chair, Consumer Healthcare Products Australia; Sylvain Vigneault, Chair, Generic and Biosimilar Medicines Association; Dr Anna Lavelle, Chair, Medicines Australia; Mark Hooper, Chair, National Pharmaceutical Services Association; Suzanne Greenwood, Executive Director, The Pharmacy Guild of Australia; Catherine Bronger, National Counsellor, The Pharmacy Guild of Australia

Facilitator: Greg Turnbull, Communications Advisor, The Pharmacy Guild of Australia

9.10am – 9.25am

Keynote Address

Speaker: The Hon Dr Steven Miles, Queensland Minister for Health

9.30am – 5.00pm

TRADE EXHIBITION OPEN

8.30am – 10.00am

Out of stock again! Healthy supply chain, healthy business

Stock management is a pivotal factor in running a healthy pharmacy. In order to be successful, the main three participants (manufacturers/suppliers, wholesales and pharmacies) must work together to minimise any risk. This session aims to give a new perspective to the ever challenging out of stock issues. With online business tools such as Mylan, MyBusiness Health, pharmacists have an advantage that needs to be adopted on a daily basis. The use of such business tools enables stock visibility throughout the entire supply chain, the ability to manage stock levels online in real time and notifies the pharmacist when stock is low and a new order is required.

Speaker: Karl Pfeffer, Director Commercial Supply Chain, Mylan; Mike da Gama, Director, NostraData

10.05am – 10.35am

Running into the fire – building your business with courage

Designed to inspire people when dealing with change, this session will examine the common fears, individual and group challenges, and personal resilience required to support staff through the change process. How to control the amygdala hijack, the fight or flight response, will also be discussed, and you will learn how to stop worrying, how to generate more energy, how to overcome broken sleep and how to deliver difficult messages. By abiding by the number one tip to stop worrying - “run into the fire” - you will learn how to make courageous decisions that can take you and your business forward.

Speaker: Lance Burdett, Resilience Expert, Author & Founder, WARN International Limited

10.50am – 11.30am

Applying retail strategies to the community pharmacy sector

Guy Russo is credited with one of Australia’s greatest business turnarounds, taking Westfamers’ ugly duckling, Kmart, from the bottom of the discount chain store ladder to the most popular and profitable retail department store business in Australia today. In this session, Guy will offer in-depth insights, narratives and examples of how he and his team transformed Kmart into today’s iconic brand. The session will conclude with a Q&A exploring how this example of best practice can be applied to the community pharmacy sector.

Speakers: Guy Russo, Senior Adviser, Westfamers Limited; Steve Kastrinakis, CEO, Advantage Group

12.30pm – 2.00pm

Women’s Networking Lunch

This lunch is open to all female pharmacists, pharmacy staff and students who are registered as full and day delegates. Join colleagues and Guild Officials for a buffet lunch and a glass of wine.

VENUE: Foyer A

CLINICAL PHARMACY/PRODUCT UPDATE STREAM

VENUE: Meeting Rooms 5 – 7

8.00am – 9.45am

CLINICAL PHARMACY UPDATE: Nutritional solutions for pain

The International Association for the Study of Pain defines pain as “an unpleasant sensory and emotional experience associated with actual or potential tissue damage.” Pain is a condition that is subjective and difficult to quantify, and therefore can be difficult to treat. This session will review the differences between acute and chronic pain and investigate the power of nutritional support, both in food and supplements, to help manage the symptoms of both types of pain.

Speaker: Isabelle Basaac, Naturoopath

9.30am – 10.00am

BioOutlook

10.05am – 10.45am

CLINICAL PHARMACY UPDATE: The importance of human milk oligosaccharides for infant microbiome development

Human milk oligosaccharides are the third largest component in breast milk and serve numerous functions, in particular feeding and promoting optimal microbiome development in breastfed infant. Recent advances have allowed milk oligosaccharides to be added to infant formula for the first time in Europe and the US. This session will provide an overview of the emerging evidence regarding the importance of human milk oligosaccharides for optimal infant microbiome development.

Speaker: Dr Paula Smith-Brown, Dietitian & Microbiome Coach, Microba

11.00am – 11.30am

CLINICAL PHARMACY UPDATE: Gut health, probiotics and improving immune health – what do we know?

It is known that approximately 70% of the immune system is found in the digestive tract. Many researchers have identified key links between the gut microbiome and the immune system and an immune interaction is increasingly being recognised as a significant probiotic mechanism. This session aims to provide an update on the clinical data and explores the mechanism behind the interaction between the gut microbiome and the immune system.

Speaker: Professor Georgina Hold, Researcher, Microbiome Research Centre, UNSW Sydney

11.35am – 12.05pm

Osteoarthritis (OA) pain management – a critical role for pharmacists

Recent changes in both Australian (RACGP) and UK (NICE) guidelines for management of OA, the imminent change in scheduling of modified release paracetamol, changes in paracetamol overdose management and the latest information on the efficacy and safety of topical NSAIDS not only increase the need for pharmacist intervention, but provide the opportunity to enhance pharmacy’s professional role and develop business potential. This session will discuss these issues, explore what they mean for pharmacists and staff, and how evidence-based strategies can be best used to help patients as well as pharmacy businesses.

Speaker: John Bell, Community Pharmacist & Practitioner/Teacher, Graduate School of Health, University of Technology Sydney

12.10pm – 12.40pm

CLINICAL PHARMACY UPDATE: A pregnancy nutrition coalition – expanding the scope of pharmacy practice

Evidence shows that establishing good nutrition during the first 1,000 days of life (starting from conception) can positively influence lifelong health. However, pregnancy is a nutritionally demanding time, and many women are overwhelmed by the confusing and conflicting information available. Community pharmacies are in an ideal position to provide advice on pregnancy nutrition such as what foods to avoid and why, and the evidence for supplementation. This session will explore counselling tools developed by Nutrition Australia and Bayer which support both consumers and pharmacists by identifying knowledge gaps among Australian women.

Speaker: Lucinda Hancock, CEO, Nutrition Australia

12.30pm – 12.45pm

Keynote Address

Speaker: The Hon Chris Bowen MP, Shadow Minister for Health

12.30pm – 2.00pm

Women’s Networking Luncheon

This lunch is open to all female pharmacists, pharmacy staff and students who are registered as full and day delegates. Join colleagues and Guild Officials for a buffet lunch and a glass of wine.

VENUE: Foyer A
12.30pm – 2.00pm
LUNCH
Garden Terrace Marquee Lunch OR Level 1 Lounge Lunch (Quick Lunch)

12.45pm – 1.15pm
CLINICAL PHARMACY UPDATE: Winter worries – when is it more than just a runny nose?
This session will examine the role that pharmacy plays in alleviating parental concerns in this area. Specialist paediatrician Dr Jonny Taitz will also answer any questions on this increasingly important topic.
Speaker: Dr Jonny Taitz, Specialist Paediatrician

11.15pm – 2.00pm
SPECIAL INTEREST GROUP SESSION: TRAVEL MEDICINES
VENUE: Meeting Room B
This facilitated session will focus on community pharmacy lead complete travel consultations. Attendees are welcome to bring lunch from the nearby Quick Lunch Area on Level 1 with them to the session.
Facilitator: Dr Ian Heslop, Associate Professor – Pharmacy College of Medicine and Dentistry, James Cook University

1.15pm – 2.00pm
PRODUCT UPDATE: The key to successful weight loss and keeping it off

2.00pm – 2.45pm
Hitting CP2025 goals – your future pharmacy
BD Rowa's product range is evolving with the future of pharmacy. Their products have been developed to help streamline your business operations, provide accurate stock management and improve your pharmacy workflow and resource allocation, enabling you to extend your capabilities as a pharmacist. In this ever-changing pharmacy landscape, it’s important to align with the CP2025 strategy and keep your business ahead of the game. Find out how BD Rowa’s technologies contribute to this and where their products will feature in your future pharmacy.
Speaker: Dirk Bockelmann, Commercial Director Global Sales, BD Rowa

3.10pm – 3.40pm
PRODUCT UPDATE: Product innovation – the lifeblood of pharmacy
This session will explore an innovative new range of pharmacy-exclusive products which can help your pharmacy thrive in 2020. With advances in opioid-free pain relief emerging, an update on developments in day and night treatment options that will impact pharmacy will be provided, as well as an innovation on diarrhoea relief for children that offers relief for all the family and which will help expand the category. Globally, liposomal technology is delivering consumer benefits in natural health and this session will reveal how Australian consumers and pharmacies can benefit from the power of the mighty liposome.
Speaker: Raymond Li, Pharmacist & Head of Medical Affairs, Aspen Pharmaceutical Australia

2.45pm – 3.30pm
Health and the future: Preparing now for what’s next
Every business and industry today is facing a perfect storm of disruption and upheaval. In the face of the changes ahead, agility and adaptability will be more important than ever in the health industry. The future success and survival of your business will rest on the ability to anticipate, prepare for and pre-empt disruption. Michael McQueen is a multi-award winning speaker, trend forecaster and six-time bestselling author. Join Michael at this fast-paced and compelling presentation around key health trends that every pharmacy needs to know.
Speaker: Michael McQueen, Trends Expert & Author

2.00pm – 2.30pm
PRODUCT UPDATE: The power of protein in ageing
Aging is often accompanied by a decline in skeletal muscle mass and strength. Resistance exercise and adequate protein intake accompanied by an overall healthy, well-balanced diet has shown to reduce and even reverse this sign of ageing. Recent studies suggest that in addition to looking at the total amount of protein consumed daily, the time of consumption may also be important. Most adults consume the majority of protein at dinner, however there is a limit to how much protein your body can use at any one time. Spreading protein intake across each main meal of the day, rather than at one sitting, helps meet the body’s protein needs.
Speaker: Joanne Turner, Sports Dietitian & Exercise Physiologist

5.00pm – 5.30pm
CLINICAL PHARMACY UPDATE STREAM
VENUE: Meeting Rooms 5 - 7

4.00pm – 4.30pm
PRODUCT UPDATE: The power of protein in ageing
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Speaker: Joanne Turner, Sports Dietitian & Exercise Physiologist

3.10pm – 3.40pm
PRODUCT UPDATE: The key to successful weight loss and keeping it off
It is estimated that 75% of Australians are overweight or obese, with no foreseeable regression. There are many methods of weight loss, however only a few have proven long term success. This session will explore the multiple factors within a successful weight loss plan, including the importance of consuming adequate protein. Physical activity in order to maintain as much skeletal muscle as possible to assist with appetite and hormonal changes that occurs as a result of weight loss, and to minimise weight regain, will also be discussed.
Speaker: Joanne Turner, Sports Dietitian & Exercise Physiologist

Panel: Unique opportunities to improve patient outcomes and drive commercial possibilities for pharmacies
The recent Aged Care Royal Commission focuses on safety of medications presents some challenges and significant opportunities for pharmacists, specifically around surveillance and medication reviews. This panel will discuss innovations and assessment opportunities for patients with anticholinergic load, highlighting diagnosis, monitoring and safe management of Overactive Bladder. The session will help identify hidden anticholinergic load of medications and symptoms to monitor and present a new solutions based calculator.
Speakers: John Bell, Community Pharmacist & Practitioner/Teacher, Graduate School of Health, University of Technology Sydney; Karylin Huxhagen, Consultant Pharmacist, Debbie Rigby, Advanced Practice Pharmacist

3.45pm – 4.00pm
Frankure prevention through pharmacy partnerships – The APPOINT Pharmacy Program
Osteoporosis is a national health priority that results in a new fracture every 3.6 minutes and is growing rapidly as our population ages. Given that 6 out of 10 patients with osteoporosis are untreated, it’s estimated a new fracture will occur every 2.9 minutes by 2022. Join our expert speakers, who will share how busy pharmacies, with limited time, can introduce valuable health services through funded patient interventions. Practical advice on how to best implement this remunerated professional pharmacy program will support your pharmacy to reduce the risk of fracture and allow more of your patients to maintain their independence.
Speakers: Dr Simon Vanlint, General Practitioner; Jessamine Kwan, Pharmacist Manager, Priceline North Rocks

2.35pm – 3.05pm
PRODUCT UPDATE: Hyaluronic Acid to refresh, hydrate and encourage skin cell renewal, from sensitive skin expert, Cataphil
This session will explore details of the new Cataphil Face range, which has been dermatologically tested and clinically shown to be gentle on sensitive skin. The range has five products including a Gentle Foaming Cleanser, Extra Gentle Daily Scrub Cleanser, Daily Hydrating Lotion with Hyaluronic Acid, Rich Hydrating Night Cream with Hyaluronic Acid and a Hydrating Eye Cream.
Speaker: Amy Lampargiolo, Pharmacist

3.00pm – 3.30pm
PRODUCT UPDATE: A new S3 pharmacist only treatment for bacterial vaginosis
Bacterial vaginosis is the most common vaginal infection and is reported to be twice as common as thrush, yet it is extremely underdiagnosed. The mainstay of treatment has been either oral or topical antibiotics, however recurrence rates of over 50% have been reported within six to 12 months. This session will provide an overview of the diagnosis and management of bacterial vaginosis and will introduce a new pharmacist only, non-antibiotic treatment option for this condition.
Speaker: Raymond Li, Pharmacist & Head of Medical Affairs, Aspen Pharmaceutical Australia

4.35pm – 5.05pm
PRODUCT UPDATE: Hyaluronic Acid to refresh, hydrate and encourage skin cell renewal, from sensitive skin expert, Cataphil
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Speaker: Amy Lampargiolo, Pharmacist

4.35pm – 5.05pm
Panel: Unique opportunities to improve patient outcomes and drive commercial possibilities for pharmacies
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Speakers: John Bell, Community Pharmacist & Practitioner/Teacher, Graduate School of Health, University of Technology Sydney; Karylin Huxhagen, Consultant Pharmacist, Debbie Rigby, Advanced Practice Pharmacist

5.30pm – 7.30pm
LGBTQ Networking Function
This social networking event is open to all LGBTQ and LGBTQ supportive attendees. Whether you’re a pharmacist, industry representative, student or anything in between, you’re welcome to attend. This inclusive event aims be an open, friendly space where attendees can come together to network and discuss important issues... or just have a chat.
VENUE: Foyer A Terrace
2.00pm

VENUE: Arena 1A
BUSINESS, INNOVATION & LEADERSHIP STREAM
Can Australia’s record expansion continue?
Australia has 28 years of uninterrupted growth. But can the good times last? This session will assess the economic evidence, examining what it means for interest rates, shares and the dollar and ultimately what it means for Australian businesses and families.
Speaker: Craig James, Chief Economist, CommSec

12.15pm – 1.00pm

MEETING POINT:
Kurrawa Surf Club, Old Burleigh Road, Broadbeach (beachside opposite Tower 28)

7.00am – 8.15am

Breakfast Educational: Meet the 2020 Guild Pharmacy of the Year Winners
Join us for an interactive Q & A session over breakfast with the 2020 winners of the Guild Pharmacy of the Year. Hear about the pharmacies’ transformations, the challenges they faced along the way and how they implemented the changes that have resulted in them being recognised as the top community pharmacies in Australia.
Cost: $50.00 per person (includes breakfast)
VENUE: Meeting Rooms 5&6, GCCCEC

8.30am – 9.10am

Can Australia’s record expansion continue?
Australia has 28 years of uninterrupted growth. But can the good times last? This session will assess the economic evidence, examining what it means for interest rates, shares and the dollar and ultimately what it means for Australian businesses and families.
Speaker: Craig James, Chief Economist, CommSec

8.00am – 12.00pm

REGISTRATION DESK OPEN

6.45am – 5.15pm

REGISTRATION DESK OPEN

6.45am – 7.15am

Heart Foundation Walk
Make a healthy start to your weekend – join the Heart Foundation for a 30 minute walk along the esplanade for some fresh air, exercise and water views. Don’t forget your hat and water bottle!

9.00am – 12.15pm

CLINICAL PHARMACY/PRODUCT UPDATE STREAM
VENUE: Meeting Rooms 5–7

9.15am – 10.20am

Q&A SESSION: Bioisomeric medicines in Community Pharmacy
Following GBMA Education’s ‘Your Patients, Your Government’ multidisciplinary workshop for bioisomeric medicines held 2 October 2019, this Q&A style discussion will look to further address the opportunity costs and new treatments associated with bioisomeric medicines in community pharmacy. In particular, the session will focus on patient-centric care – understanding the information needs of patients, the views of specialists, and communication strategies to support patient understanding and confidence.
Speakers: Dr Nader Massoudi, Pharm Programs Manager, Pharma Programs; David Ford, Executive Director of Pharmacy and Redevelopment, North East Health Wangaratta; Carolyn Clementson, Professional Services Pharmacist, Good Price Pharmacy Warehouse

10.20am – 10.45pm

Morning Tea
Trade areas

10.45am – 11.30am

Changes to management of the asthmatic patient: the role of community pharmacy
The management of asthma is evolving in line with new evidence and strategies. Community pharmacists play an active and important role for patients suffering chronic respiratory diseases, such as asthma, through provision of health services in their pharmacy, diagnosing those at risk of disease progression and educating patients on the importance of medication compliance. This session will explore the latest guidelines from the National Asthma Council of Australia and the 2019 Update of the Global Initiative for Asthma (GINA) global strategy. It will explore practical tools and resources to help pharmacists in delivering services, and the impact on improving health outcomes.
Speaker: John Bell, Community Pharmacist & Practice/Teacher, Graduate School of Health, University of Technology Sydney

11.30am – 12.15pm

Ann Dalton Address: The Rosie Batty Story
Rosie Batty knows pain no woman should have to suffer. Her son was killed by his father in a violent incident that shocked not only the nation, but the world. Rosie became a passionate and dynamic crusader against domestic violence, which led her to be named Australian of the Year in January 2015. Since then, Rosie has made the most of her position of influence, campaigning and advocating for necessary systemic and attitudinal change to address the family violence epidemic.
Speaker: Rosie Batty, Australian of the Year

12.15pm – 1.00pm

COVID-19: a stakeholder briefing from the Australian Government Department of Health
Speaker: Dr Catherine Kelahe, Principal Medical Adviser, Office of Health Protection

12.15pm – 1.00pm

LUNCH
Garden Terrace Marquee Lunch OR Level 1 Lounge Lunch (Quick Lunch)

1.15pm – 2.00pm

SPECIAL INTEREST GROUP SESSION: PHARMACIST PRESCRIBING
VENUE: Meeting Room B
This facilitated session will focus on pharmacist prescribing and the 2019 Pharmacy Board of Australia discussion paper and position statement on prescribing. Attendees are welcome to bring lunch from the nearby Quick Lunch Area on Level 1 with them to the session.
Facilitator: Tim Roberts, Manager – Pharmacist Education and Programs, The Pharmacy Guild of Australia, Queensland Branch

2.00pm – 2.45pm

CLINICAL PHARMACY/PRODUCT UPDATE STREAM
VENUE: Meeting Rooms 5–7

2.00pm

CLINICAL PHARMACY UPDATE: Did you know 85% of consumers self-select sub-optimal medications to manage their allergic rhinitis symptoms? Find out how you can help
There has never been more choice of OTC products available for the management of allergic rhinitis. Despite this, 85% of consumers are self-selecting suboptimal medications to manage their symptoms. Pharmacists and the pharmacy team have a crucial role in engaging and discussing with these consumers to ensure their allergic rhinitis symptoms are optimally managed. This session will provide practical tips to identify and diagnose allergic rhinitis and highlight current evidence based pharmacological and non-pharmacological therapies to effectively manage allergic rhinitis within the pharmacy setting, thereby reducing the burden of allergic rhinitis consultations in general practice.
Speaker: Prof Favour Kolekatal, AM, Professor of Immunology & Allergy, University of Western Sydney

2.00pm

PRODUCT UPDATE: Managing Acute Otitis Media (AOM) in children
This session will provide an understanding of the prevalence and development of Acute Otitis Media (AOM) in Australian children, as well as the role antibiotics play in its recurrent nature.
Gain the knowledge and tools needed to confidently recommend a probiotic by understanding the role in which specific probiotic strains have in the management and progression of Acute Otitis Media.
Speaker: Pure Ems, Senior Product Innovation Manager, Metagenics

3.00pm – 3.45pm

CLINICAL PHARMACY UPDATE: The Brain-Intestinal Mucosa-Appendix-Microbiome-Brain Loop
The brain and the gut are connected from early foetal life. The mother’s exposure to microbial molecules is thought to exert in utero developmental effects on the foetus. These effects could importantly underpin the groundwork for subsequent pathophysiological mechanisms for achieving immunological tolerance and metabolic equilibrium post birth, events that continue through 3-4 years of age. Bacteria provide cues that instil the healthy condition of the language of molecular and cellular biology. Post birth mucosal lymphoid tissue formation and maturation is microbiota encouraged co-establishing the intestinal microbiome with a developing immune system.
Speaker: Dr Luis Vitetta, Director of Medical Research, Medlab Clinical

3.00pm – 3.45pm

PRODUCT UPDATE: Understanding Biocompatibility - maximising therapeutic benefits, improving metabolic efficiency & enhancing clinical outcomes
This session will provide you with the tools and techniques required to easily identify high quality ingredients, confidently select the appropriate products for your patient’s need or condition, and arm you with knowledge of common contraindications and tips of the trade. Attendees will leave with the information and tools needed to provide complementary medicine recommendations with confidence.
Speaker: Ambarlee Ivey, Retail Education & Training Manager, Metagenics

3.45pm – 4.30pm

CLINICAL PHARMACY UPDATE: The potential of probiotics for the management of paediatric asthma
This session will provide an update on clinical research investigating the potential of probiotics for the management of asthma. Dr Jaroslav Boublík will present the results of pioneering research recently conducted in Italy, which showed that targeted probiotic strains significantly improve the management of paediatric allergic asthma.
Speaker: Jaroslav Boublík, Director & Chief Scientist Officer, Biome Australia Ltd; Rebecca Edwards, Naturopath and Clinical Educator Activated Probiotics, Biome Australia

4.30pm – 5.15pm

CLINICAL PHARMACY UPDATE: Allergic rhinitis update 2020 - unprecedented bushfires, a new S2 treatment option and tips to help your patients treat more effectively
The new decade kicked off with unprecedented bushfires Australia-wide and smoke contributing to hazardous air quality throughout summer. Smoke has the potential to worsen allergic rhinitis and other respiratory issues. As first line healthcare professionals, pharmacists play a pivotal role in optimising the patient experience to improve compliance and patient outcomes. This session will discuss how best to approach patient needs when managing allergic rhinitis and other chronic conditions during times of extreme climatic conditions, and will evaluate various treatment options including a new treatment option for moderate-severe allergic rhinitis.
Speaker: Bandana Saini, Associate Professor, The University of Sydney School of Pharmacy

5.15pm – 6.00pm

LUNCH
Garden Terrace Marquee Lunch OR Level 1 Lounge Lunch (Quick Lunch)

6.00pm – 6.15pm

Closing Address

6.15pm – 7.00pm

REGISTRATION DESK OPEN

6.15pm – 7.00pm

REGISTRATION DESK OPEN
Panel Session: Embracing digital health solutions - reaping the rewards in your pharmacy
Digital transformation in health care presents a significant opportunity for pharmacies in generating new revenue, as well as improving their business operations. This panel session features industry leaders who have successfully embraced technology and innovative business solutions to derive maximum value from their professional roles, by using tools that have assisted with enhancing the operational efficiency of their pharmacies. This session is a must attend for anyone starting on the digital transformation CP10S pathway in their pharmacy.
Facilitator: Paul Jones, National Councillor, The Pharmacy Guild of Australia
Panelists: Paul Nasmith, CEO, Fred IT Group; Catherine Bronger, National Councillor, The Pharmacy Guild of Australia; Andrew Patterson, General Manager, instigo.

An economic and management update for community pharmacy
In light of the current economic climate, this session will provide an overview of the impact of the Australian economy on community pharmacy, as well as discuss strategies that should be addressed to address the challenges the economy raises for pharmacies. Based on extensive research and experience, this practical, action-oriented presentation will address the viable strategies for the various pharmacy business models and market differences.
Speaker: Frank Siriani, Managing Director, Medici Capital

How electronic prescriptions will affect my pharmacy
This session will provide an update on the rollout of electronic prescriptions nationally, how it can be implemented in your pharmacy and how it will change the day-to-day running of your pharmacy.
Speaker: Andi Matthews, Director Medicines Safety, Australian Digital Health Agency

SESSION: Pharmacy education in Australia - are we getting it right?
As community pharmacy continues to evolve, pharmacy education will need to transition to ensure its relevance in the current pharmacy environment. The session will discuss how education and training will shape the community pharmacist of the future, empowering them to practice to the full extent of their professional scope and deliver high quality outcomes to patients and the community.
Facilitator: Aaron D’Souza, General Manager, Guild Digital
Panelists: Sarah Roberts-Thomson, Associate Dean (Academic), Faculty of Health andBehaviouralSciences,TheUniversityofQueensland;Carolyn Clementson,ProfessionalServicesPharmacist,GoodPricePharmacyWarehouse;NicoletteEllis,ClinicalPharmacist;BrettMacFarlane,SeniorPharmacist,AustralianCollegeofPharmacy

Conflict 101 – understanding interpersonal conflict and developing strategies to manage cases of professional conflict or demand
Most pharmacists and interns will have to deal with a challenging patient, prescriber or colleague at some stage in their career. Demanding, threatening or aggressive behaviour against pharmacists is not only stressful, but has the potential for consequence for patients and the community. Responses by pharmacists in these situations may lead to regulatory action against the pharmacist. This session will discuss interpersonal communication skills and provide insights into developing conflict resolution strategies for pharmacists. Case studies based on PDL incident reports will relate these skills and strategies to real life examples.
Speaker: Georgina Woods, Professional Officer, PDL

APP Street Party - Nautical But Nice
All aboard the APP ‘Nautical but Nice’ themed Street Party! Featuring another exciting line up of entertainment, this highly anticipated event provides the perfect opportunity to network and create amazing memories with pharmacy colleagues. Featuring in the main arena will be illusionist and escapologist, Cosentino and Queen tribute band, KillerQueen who will perform hit songs including ‘Radio Ga Ga’, ‘Under Pressure’, ‘Somebody to Love’ and ‘Don’t Stop Me Now’. Back by popular demand will be the silent disco held in the marquee, which will also feature cruise ship themed games, a beauty bar, photo booth and roving entertainment.
VENUE: Pavilion Ballroom, The Star Gold Coast
THE 6TH COMMUNITY PHARMACY AGREEMENT: A RETROSPECTIVE FOR COMMUNITY PHARMACY
VENUE: Meeting Rooms 7 & 8
9.00am – 10.30am
This session will examine the trends and outcomes for community pharmacy over the period of the 6CPA, including an analysis of the financial viability of the community pharmacy network.

MANAGEMENT & OPERATIONS STREAM
VENUE: Meeting Rooms 5 & 6
9.00am – 9.30am
How to gain more customers
This session will delve into the simple things pharmacies can do to ensure every marketing cent spent counts towards building a strong, engaging business that values customers’ attention and their wallets. Topics covered include why customer journeys matter, how content can help drive revenue, and why small pharmacies need to think outside of the ‘price and convenience’ bubble.
Speaker: Kurt Sanders, Director of Strategy, The Content Division

9.35am – 10.05am
Why selling to your customers is caring for your customers
What if selling to your customers is caring for your customers? Find out how to stay authentic when selling and learn how to make sure you stay customer focused when using sales techniques as a genuine way to show customers that you care.
Speaker: Nicky Miklos-Woodley, Sales & Business Growth Consultant

10.10am – 10.40am
Advertising 101 – crack the code
Do you ever advertise your pharmacy services and products on a website or by print? Do you get customer reviews on your pharmacy Facebook page? If you do, then are you also aware of the legislative and regulatory codes and guidelines you need to follow to make sure you are compliant with the law? This session will walk you through what you need to know to advertise therapeutic goods and health services. Case studies and examples will help you understand the TGA Advertising Code and the AHPRA Guidelines for advertising regulated health services.
Facilitator: Tiffany King, National Manager Communications, The Pharmacy Guild of Australia
Speakers & Panellists: Leanne McCauley, Director of Advertising Education and Assurance, Therapeutics Goods Administration; Emi Gosling, Principal Consultant & Pharmacist, e-MAS Medicine Advertising Service; Paul Jaffar, Community Pharmacist

10.45am – 11.15am
The pharmacist’s clinical process – bringing yours to life
New times require new approaches. The foundation for patient care practice is a pharmacist’s clinical process. In this workshop, attendees will establish their own clinical process and learn how to use it to care for patients in alignment with growing service expectations and payment opportunities in community pharmacy practice.
Speaker: Barbara Gobis, Director of Pharmacists Clinic, University of British Columbia (Canada)
VENUE: Meeting Rooms 7 & 8

11.00am – 11.30am
Disconnect to reconnect
The irony of our increasingly connected world is that we – as individuals and as organisations – are becoming more disconnected than we ever have before. The more we spend our time being digitally distracted, the more we forget the importance of the human relationship. Our love of technology and devices is leading to shorter attention spans, increased anxiety and depression, sleep deprivation, and declines in creativity and critical thinking, which has a huge impact on people, productivity and profits. This session will discuss real-life examples and practical ideas to help you reconnect with your colleagues and staff, customers and community.
Speaker: Mel Kettle, Communications & Social Media Expert

Appropriate PBS claiming in the changing practice landscape
This session will cover the overarching compliance program of the Division and how this protects Australia’s Pharmaceutical Benefits Scheme through the prevention, identification and treatment of incorrect claiming, inappropriate practice and fraud. Topics include the Department’s compliance program and how this is operationalised, PBS Pharmacy Approvals, PBS record keeping requirements, compliance behaviour and treatment models, and PBS compliance case studies.
Speaker: Daniel McCabe, First Assistant Secretary of Provider Benefits Integrity Division, Department of Health
VENUE: Meeting Rooms 5 & 6

12.05pm – 12.35pm
Vaccination Booster
As we head into another influenza season, this session will look at all aspects of pharmacist vaccination – including timing of influenza vaccination, the range of vaccines in 2020, and the differing rules and scope of pharmacist vaccination across Australian jurisdictions. What should harmonised vaccination scope for pharmacists across Australia look like, and how can we get there?
Facilitator: Greg Turnbull, Communications Advisor, The Pharmacy Guild of Australia
Speakers & Panellists: Dr James Smith, Public Health Physician, Metro North Public Health Unit; Dr Ian Heslop, Associate Professor - Pharmacy College of Medicine and Dentistry, James Cook University; Kaitlyn Vette, Epidemiologist, National Centre for Immunisation Research and Surveillance; Paul Jones, National Councillor, The Pharmacy Guild of Australia

12.10pm – 1.00pm
Why selling to your customers is caring for your customers
What if selling to your customers is caring for your customers? Find out how to stay authentic when selling and learn how to make sure you stay customer focused when using sales techniques as a genuine way to show customers that you care.
Speaker: Nicky Miklos-Woodley, Sales & Business Growth Consultant

12.30pm
TRADE EXHIBITION CLOSES
1.00pm
CONFERENCE CLOSES