PROGRAM

WEDNESDAY 18 MARCH 2020

8:30am - 6:00pm

REGISTRATION DESK OPEN

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: $165 per person (includes morning tea, lunch & afternoon tea)

PRE-CONFERENCE WORKSHOP 2:
PHARMACY GUILD IMMUNISATION COURSE
VENUE: Meeting Room 2 B & J, GCCEC

9.30am - 4.30pm

The Pharmacy Guild Immunisation Course will provide you with a vaccination qualification and 34 Group 2 CPD points. The course provides:
- a background to immunisation in Australia;
- a familiarisation of the resources that are available to support immunisation services;
- an outline of the regulatory requirements which cover the provision of immunisation services within pharmacy;
- practical skill-based training in safe injection technique.

Cost: Guild Member $500 (GST free) / Non-Member $640 (GST free)

Inclusions: Workshop materials and morning/afternoon tea and lunch
NB: This course is not currently meet requirements for all states in Australia; this course does not cover the provision of immunisation services within pharmacy

PRE-CONFERENCE WORKSHOP 3:
HARM MINIMISATION
VENUE: Meeting Rooms 7 & 8, GCCEC

1.00pm - 5.00pm

Our patients, but also our staff, communities and families, are affected by behaviours that sometimes become hazardous. This workshop will enable your pharmacy to be better prepared to respond to the demands of the new decade. The workshop will include a vision for recognising and treating patients. Attendees will come away with a better understanding of addictive behaviours and current pharmacotherapies available.

Cost: $330 (includes afternoon tea)

1.00pm - 1.30pm

Cannabis in Australia

Cannabis has had a confused introduction into Australia with pharmacists, doctors and patients struggling with regulation and supply. This session will clarify and inform.

Speaker: Dr David Jacka, Addiction Medicine Specialist, Monash Health

1.30pm - 2.00pm

Withdrawal syndrome and treatment options for some illicit drugs

Hazardous drug use can lead to painful withdrawal. Treatment options, which can be important to minimise these effects and help with the ongoing condition, will be discussed.

Speaker: Dr David Jacka, Addiction Medicine Specialist, Monash Health

2.00pm - 2.30pm

A tale of two cities (and their supervised injecting centres)

This session will take a look at the experiences of Sydney and Melbourne injecting rooms and the drugs used (including prescription items), plus examine some data from the international scene

Speaker: Marianne Jauncey, Medical Director, Sydney Medically Supervised Injecting Centre

2.30pm - 3.00pm

Dental implications of addiction

This presentation will cover oral health problems associated with the use of addictive substances, challenges in management, and what we can do as a team of healthcare professionals to help.

Speaker: Dr Sarah Chaw, Associate Lecturer School of Dentistry, The University of Queensland

3.00pm - 3.15pm

Afternoon tea

3.15pm - 3.45pm

Paracetamol toxicity

This session will explore the latest research in paracetamol overdose and toxicity. The role of community pharmacists in preventing harm from paracetamol poisoning will be highlighted.

Speaker: Rose Carne, Lecturer in Pharmacy, The University of Sydney

4.25pm - 4.15pm

Real time monitoring

This session will provide an update on the current status of Real Time Prescription Monitoring across Australia and share some of the learnings from the successful SafeScript RTPM solution in Victoria.

Speaker: Paul Naismith, CEO, Fred IT Group

4.15pm - 4.45pm

Buprenorphine depot, naloxone and a general update

This session will examine these two drugs, which have been used for many years are still very relevant, as new dose forms make their use more important than ever.

Speaker: Dr David Jacka, Addiction Medicine Specialist, Monash Health; Angelo Piccolo, Community Pharmacist

KEYNOTE ADDRESS
VENUE: Meeting Rooms 7 & 8, GCCEC

4.45pm - 5.30pm

Candy Man

Join internationally renowned, award-winning screenwriter and novelist, Luke Davies, who will recount his remarkable story of reliance on heroin, his subsequent treatments including buprenorphine, and what led him to Hollywood success. Luke is the author of Candy, an autobiographical account of how he lived through his 20s addicted to heroin, which he later adapted for the screen and in which Heath Ledger starred. Find out how Luke was able to get out of his downward spiral in part by the relationship he maintained with his community pharmacist, and gain a first-hand account of how pharmacists are assisting patients in the ORT program. This session is open to all APP delegates, including Trade Only Attendees.

Speaker: Luke Davies, Screenwriter, Novelist & Academy Award Nominee for Lion
THURSDAY 19 MARCH 2020

OPENING PLENARY
VENUE: Arena 1A
8.30am – 10.00am

Opening Plenary
This opening session will highlight the achievements and challenges of the Guild in the last 12 months, and set the vision for the next 12 months and beyond. Awards of excellence will be showcased, including the presentation of the prestigious Pharmacy of the Year Award.

TRADE EXHIBITION FOYER STANDS OPEN
10.00am – 10.30am

MORNING TEA
Foyer Trade areas

BUSINESS, INNOVATION & LEADERSHIP STREAM
VENUE: Arena 1A
10.30am – 11.15am

PANEL SESSION: The strength of standing together: how interdisciplinary care can build your business
Join Australia’s pain expert Joyce McGowan, 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 McGowan, Clinical Program Director of the Gold Coast Primary Health Network Persistent Pain Program
Panelists: Karalyn Huxhagen, Consultant Pharmacist; John Beil, Specialist Practitioner/Teacher, University of Technology Sydney; Ian Harris, Principal Physiotherapist, Coastal Physiotherapy and Sports Injuries Clinic; Dr Anantha Karmakar, Senior Medical Officer, Queensland Health

LEGAL, RISK & AUDIT STREAM
VENUE: Arena 1A
11.15am – 12.00pm

The pharmacist’s clinical process – a foundation of patient care practice
Patients don’t always need more medicines, but they do need more pharmacist help to achieve optimal drug therapy outcomes. It’s time to shift from front line pharmacist practice, and it’s not as hard as you may think. This presentation describes how pharmacists can create and use a clinical process to have a successful, patient-centred community pharmacy practice.

Speaker: Barbara Gebis, Director of Pharmacies Clinic, University of British Columbia (Canada)

CLINICAL PHARMACY/PRODUCT UPDATE STREAM
VENUE: Meeting Rooms 5 – 7
11.00am – 12.00pm

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 analgesics for non-cancer pain and to occur in the majority of patients 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

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

BUSINESS, INNOVATION & LEADERSHIP STREAM
VENUE: Arena 1A
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 pharmacists can benefit from these investigations.

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

CLINICAL PHARMACY/PRODUCT UPDATE STREAM
VENUE: Meeting Rooms 5 – 7
12.45pm – 1.30pm

CLINICAL PHARMACY UPDATE: Compounding pharmacy – using testing protocols in a community pharmacy setting
Regulators, prescribers and users of compounded medicines need to be concerned about the quality of medicines prepared in community pharmacies. The challenge most compounding faces 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

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

RURAL PHARMACY & INDIGENOUS HEALTH STREAM
VENUE: Meeting Room 9
11.00am – 12.00pm

Aboriginal and Torres Strait Islander people have 2.5 times the burden of disease as non-Indigenous Australians. Community pharmacies have an important role in addressing this inequity by providing high quality, culturally safe pharmacy services that meet the needs of the local Aboriginal and Torres Strait Islander community. This forum will provide attendees with the opportunity to explore community and patient engagement strategies to determine and address local priorities and develop co-designed services that will work to close the gap.

Speakers: John Briggs, John Briggs Consultancy; Hannah Mann, Kimberley Pharmacy Services

LUNCH
Garden Terrace Marquee Lunch OR Level 1 Lounge Lunch (Quick Lunch)
12.00pm – 2.00pm

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
1.00pm – 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 to share with them to the session.
Facilitator: Fiona Watson, Branch Committee Member, The Pharmacy Guild of Australia, Queensland Branch

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
**THURSDAY 19 MARCH 2020**

**BUSINESS, INNOVATION & LEADERSHIP STREAM**

**VENUE:** Arena 1A

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<tr>
<th>Time</th>
<th>Session</th>
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<tr>
<td>2.00pm</td>
<td><strong>What are ePrescriptions and what do they mean to me?</strong></td>
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<td>ePrescriptions without paper have long been discussed but very few pharmacies have implemented new models for ePrescriptions. Demonstrate how they work, and discuss the changing role of pharmacy in the medications supply process.</td>
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<td><strong>Speakers:</strong> David Freemantle, General Manager eHealth, Fred IT Group; Danielle Bancroft, Product Manager &amp; Experience Designer, Fred IT Group; Dr Frank Pyefinch, CEO, Best Practice</td>
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<tr>
<td>2.45pm</td>
<td><strong>Electronic prescriptions – changes to patient engagement with the pharmacist and pharmacy workflow</strong></td>
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<td>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.</td>
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<td><strong>Speaker:</strong> Paul Naismith, CEO, Fred IT Group</td>
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<th>Time</th>
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<tr>
<td>3.30pm</td>
<td><strong>Afternoon Tea</strong></td>
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**CLINICAL PHARMACY/PRODUCT UPDATE STREAM**

**VENUE:** Meeting Rooms 5–7

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<tr>
<th>Time</th>
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<tr>
<td>2.00pm</td>
<td><strong>CLINICAL PHARMACY UPDATE: UV protection – an essential update for pharmacists.</strong></td>
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<td>Hear from a Queensland dermatologist on the topic of UV protection and the science of sunscreen. By the end of the session, pharmacists should have greater confidence in answering tricky questions around filters, application and the environment.</td>
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<td><strong>Speaker:</strong> Dr Samantha Davidson, Dermatologist</td>
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<tr>
<td>2.35pm</td>
<td><strong>CLINICAL PHARMACY UPDATE: Herbal formula improves upper and lower gastrointestinal symptoms</strong></td>
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<td>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, stool consistency, gut microbiome, troublesome flatulence and bad breath. There were also evident improvements in quality of life, energy and sleep.</td>
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<td><strong>Speaker:</strong> Associate Professor Dr Karin Red, Director of Research, National Institute of Integrative Medicine</td>
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<th>Time</th>
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<tr>
<td>3.10pm</td>
<td><strong>PRODUCT UPDATE: Translating evidence to practical recommendation</strong></td>
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<td>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.</td>
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<td><strong>Speaker:</strong> Neta Flusiman, Health Care Professional Liaison Manager, Swissie Wellness</td>
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**RURAL PHARMACY & INDIGENOUS HEALTH STREAM (CONT)**

**VENUE:** Meeting Room 9

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<th>Time</th>
<th>Session</th>
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<tr>
<td>4.00pm</td>
<td><strong>QUALITY CARE 2020: the evolution of QCPP</strong></td>
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<td>This session will provide important information on how to prepare your pharmacy for the enhanced Quality Care Pharmacy Program, “Quality Care 2020”. This session is especially important for pharmacies being assessed for QCPP accreditation in 2020. Hear about the critical role for pharmacy proprietors, how to access the new Knowledge Hub, and the impact of new assessment processes and QCPP Requirements for your pharmacy.</td>
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<td><strong>Speaker:</strong> Simon Blacker, President, The Pharmacy Guild of Australia, ACT Branch</td>
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**VENUE:** Trade Exhibition Area, GCCEC

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<th>Time</th>
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<tr>
<td>4.45pm</td>
<td><strong>How far can you go?</strong></td>
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<td>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.</td>
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<td><strong>Speaker:</strong> John Maclean OAM, Motivational Speaker &amp; Founder, John Maclean Foundation</td>
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<tr>
<td>4.45pm</td>
<td><strong>How to connect with your customers</strong></td>
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<td>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.</td>
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<td><strong>Speaker:</strong> Chris Helder, Business Communication Expert</td>
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<td>5.20pm</td>
<td><strong>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.</strong></td>
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<td><strong>VENUE:</strong> Trade Exhibition Area, GCCEC</td>
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<tr>
<td>9.30am – 10.00am</td>
<td>Out of stock again? Healthy supply chain, healthy business</td>
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<td>10.05am – 11.00am</td>
<td>Running into the fire - building your business with courage</td>
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<td>11.00am – 12.00pm</td>
<td>Understanding and engaging with the ever changing customer</td>
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<td>11.45am – 12.30pm</td>
<td>Applying retail strategies to the community pharmacy sector</td>
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<td>12.30pm – 1.15pm</td>
<td>Keynote Address</td>
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<td>1.45pm – 2.30pm</td>
<td>Women’s Networking Lunch</td>
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**CLINICAL PHARMACY/PRODUCT UPDATE STREAM**

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<tr>
<td>9.30am – 10.00am</td>
<td>Clinical Pharmacy Update: Nutritional solutions for pain</td>
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<td>10.05am – 11.00am</td>
<td>Clinical Pharmacy Update: The importance of human milk oligosaccharides for infant microbiome development</td>
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<tr>
<td>11.00am – 12.00pm</td>
<td>Clinical Pharmacy Update: Gut health, probiotics and improving immune health - what do we know?</td>
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<td>11.35am – 12.05pm</td>
<td>Osteoarthritis (OA) pain management - a critical role for pharmacists</td>
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<td>12.10pm – 1.20pm</td>
<td>Clinical Pharmacy Update: A pregnancy nutrition coalition – expanding the scope of pharmacy practice</td>
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**BUSINESS, INNOVATION & LEADERSHIP STREAM**

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<tr>
<td>8.35am – 9.10am</td>
<td>Pavilion Ballroom, The Star Gold Coast</td>
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<td>9.10am – 9.25am</td>
<td>Keynote Address</td>
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<td>9.30am – 5.00pm</td>
<td>Trade Exhibition Open</td>
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**CLINICAL PHARMACY PRODUCT UPDATE STREAM VENUE:** Meeting Rooms 5 - 7

**BUSINESS, INNOVATION & LEADERSHIP STREAM VENUE:** Arena 1A

**CLINICAL PHARMACY PRODUCT UPDATE STREAM VENUE:** Meeting Rooms 5 - 7

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**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 Baisser, Naturopath

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**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 infants. 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

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**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 the importance of this interaction is increasingly being recognised as a significant probiotic mechanism. This session aims to provide an update on clinical data and explores the mechanisms behind the interaction between the gut microbiome and the immune system.

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

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**CLINICAL PHARMACY UPDATE: 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

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**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 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
**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

**PRODUCT UPDATE: Hyaluronic Acid to refresh, hydrate and encourage skin cell renewal**

This dermatologically tested and clinically shown to be gentle on sensitive skin. This session will explore details of the new Cetaphil Face range, which has been specifically designed for mature skin. It is free from fragrances and dyes and contains no comedogenic ingredients, making it suitable for all skin types.

*Speaker:* Amy Lamproglou, Pharmacist

**Helping 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

**Fracture prevention through pharmacy partnerships – The APPOINT Pharmacy Program**

Osteoporosis is a national health priority that results in a new fracture every 2.9 minutes. BD Rowa’s Fracture prevention 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

**Lunch**

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

**Afternoon Tea**

Trade area

**Panel: Unique opportunities to improve patient outcomes and drive commercial possibilities for pharmacies**

The recent Aged Care Royal Commission focus 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; Karalyn Huxhagen, Consultant Pharmacist, Debbie Rigby, Advanced Practice Pharmacist

**PRODUCT UPDATE: Hyaluronic Acid to refresh, hydrate and encourage skin cell renewal**

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*Speaker:* Amy Lamproglou, Pharmacist

**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 advancements 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:* Dr. Hartley Atkinson, Pain Researcher & CEO, AFT Pharmaceuticals

**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

**BUSINESS, INNOVATION & LEADERSHIP STREAM**

**VENUE:** Arena 1A

**SPECIAL INTEREST GROUP SESSION: TRAVEL MEDICINES**

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

**BUSINESS, INNOVATION & LEADERSHIP STREAM**

**VENUE:** Arena 1A

**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 to 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
Presentation 1: 

**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.

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

Presentation 2: 

**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, GCCEC

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**BUSINESS, INNOVATION & LEADERSHIP STREAM**

**VENUE:** Arena 1A

**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

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**9.15am – 4.45pm**

**Business, Innovation & Leadership Stream**

**VENUE:** Arena 1A

**9.15am – 12.15pm**

**Bring some real chemistry to your customer experience**

Has chemistry from TerryWhite Chemmart CEO Duncan Phillips and leading consumer futurist Amanda Stevens in this inspiring session that looks at the challenges of appealing to today’s modern consumer and the powerful strategies that your pharmacy can adopt to build better connections with your customers.

**Speakers:** Duncan Phillips, CEO, TerryWhite Chemmart; Amanda Stevens, Customer Experience Expert

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**9.50am – 10.20am**

**Q&A SESSION: Biosimilar medicines in Community Pharmacy**

Following GBMA Education’s ‘Your Patients, Your Government’ multidisciplinary workshop for biosimilar medicines held 2 October 2019, this Q&A style discussion will look to further address the questions raised following the engagement with all parties including retailers of biosimilar 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:** Nader Mini, PharmaPrograms Manager, PharmaPrograms; David Ford, Executive Director of Pharmacy and Redevelopment, North East Health Wangaratta; Carolyn Clements, Professional Services Pharmacist, Good Price Pharmacy Warehouse

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**9.30am – 5.00pm**

**Trade exhibition open**

**10.20am – 10.45am**

**Morning tea**

Trade areas

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**10.45am – 11.30am**

**Changes to management of the asthma 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 (GIIA) 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 & Practitioner/Teacher, Graduate School of Health, University of Technology Sydney

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**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 an outspoken crusader, and the impact is thought to exert in utero developmental effects on the microbiota-encouraged co-establishing the intestinal microbiome with a developing foetus. These effects could importantly underpin the groundwork for subsequent 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:** Professor Luis Vitetta, Director of Medical Research, Medlab Clinical

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**12.15pm – 1.00pm**

**COVID-19: a stakeholder briefing from the Australian Government Department of Health**

**Speaker:** Dr Catherine Kelaher, Principal Medical Adviser, Office of Health Protection

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**12.15pm – 2.00pm**

**Lunch**

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

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**1.15pm – 2.00pm**

**Special interest group session: Pharmacist prescribing**

**VENUE:** Meeting Room 8

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
SATURDAY 21 MARCH 2020

BUSINESS, INNOVATION & LEADERSHIP STREAM
VENUE: Arena 1A

2.00pm - 2.30pm
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 CP2025 pathway in their pharmacy.
Facilitator: Paul Jones, National Councillor, The Pharmacy Guild of Australia
Panellists: Paul Naismith, CEO, Fred IT Group; Catherine Bronger, National Councillor, The Pharmacy Guild of Australia; Andrew Pattinson, General Manager, instigo.

2.35pm - 3.05pm
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 applied to address the challenges the economy raises for pharmacy. 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 Sirinini, Managing Director, Medici Capital

3.05pm - 3.30pm
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: Andrew Matthews, Director Medicines Safety, Australian Digital Health Agency

3.30pm - 4.00pm
CLINICAL PHARMACY/PRODUCT UPDATE STREAM
VENUE: Meeting Rooms 5 – 7

2.30pm
CLINICAL PHARMACY UPDATE: Wound care - now and in the future
This session will provide an update on current and future approaches towards seasonal influenza vaccines.
Speaker: Dr Harsha Shetty, Senior Scientific Adviser for Influenza Vaccines, Seqirus Pty Ltd

2.35pm
CLINICAL PHARMACY UPDATE: Demystifying eyedrops
Dry eye disease affects hundreds of millions of people throughout the world. Patients often report burning, stinging or tired eyes and often seek advice from pharmacists to recommend a product to help relieve their symptoms. Market research has shown that many patients assume their symptoms are just a part of life, and are unaware that they are suffering from a complex dry eye disease. Many of these patients may also visit a pharmacy to self-select treatment, but end up being confused by the wide range of artificial tears available on the market. This presentation will discuss common signs and symptoms of dry eye and how to identify which solution is best suited for each patient.
Speaker: Anson Tang, Professional Affairs Associate, Alcon

2.40pm
Conflict 101 – understanding interpersonal conflict and developing strategies to manage cases of professional conflict or demand in pharmacy
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

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Speaker: Dr Harsha Shetty, Senior Scientific Adviser for Influenza Vaccines, Seqirus Pty Ltd

3.35pm
CLINICAL PHARMACY UPDATE: Understanding the economic impact of the Australian economy on community pharmacy
As community pharmacy continues to evolve, pharmacy education will need to transform to ensure that Australian pharmacists are ready to meet the workforce needs and seize emerging practice opportunities. Don’t miss your chance to hear our panel of experts as they 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 O’Souza, General Manager, Guild Digital
Panellists: Sarah Roberts-Thomson, Associate Dean (Academic), Faculty of Health and Behavioural Sciences, The University of Queensland; Carolyn Clementson, Professional Services Pharmacist, Good Price Pharmacy Warehouse; Nicolette Ellis, Clinical Pharmacist; Brett MacFarlane, Senior Pharmacist, Australian College of Pharmacy

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Speaker: Georgina Woods, Professional Officer, PDL

7.00pm - midnight
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
### Sunday 22 March 2020

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>8.30am –</td>
<td>REGISTRATION DESK OPEN</td>
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<td>10.00am –</td>
<td>CONCiRtk of Strategy, The Content Division</td>
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<td>1.00pm</td>
<td>Daniel McCabe, First Assistant Secretary of Provider Benefits Integrity Division, 12.30pm</td>
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<td>12.10pm –</td>
<td>VENUE: Meeting Rooms 7 &amp; 8</td>
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<td>12.00pm</td>
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<tr>
<td>11.00am –</td>
<td>THE PHARMACY GUILD OF AUSTRALIA: OUR JOURNEY TO 2025</td>
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<td>MANAGEMENT &amp; OPERATIONS STREAM</td>
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<td>9.00am –</td>
<td>How to gain more customers</td>
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<td>9.30am</td>
<td>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.</td>
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<td>9.35am –</td>
<td>Why selling to your customers is caring for your customers</td>
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<td>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, PBID Pharmacy Approvals, PBIS record keeping requirements, compliance behaviour and treatment models, and PBS compliance case studies.</td>
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<td>10.10am –</td>
<td>Disconnect to reconnect</td>
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<td>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 time we spend being digitally distracted, the more we forget the importance of the human relationship. Our love of technology and devices is leading to shortened 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.</td>
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<tr>
<td>10.40am</td>
<td>Appropriate PBS claiming in the changing practice landscape</td>
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<td>11.00am –</td>
<td>Advertising 101 – crack the code</td>
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<td>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 ANHPR Guidelines for advertising regulated health services.</td>
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