CONFERENCE 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 & 6, 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, overflow and innovation. Register your place now to experience a half-day 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 & 3, GCCEC
9.00am - 4.30pm
The Pharmacy Guild Immunisation Course will provide you with vaccinator 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 open to pharmacists practicing in QLD, NSW, ACT and NT only (course does not currently meet requirements for all jurisdictions).

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 pharmacists to better prepare 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: $30 (includes afternoon tea)

CONFERENCE PR
1.00pm – 4.45pm
VENUE: Meeting Rooms 7&8, GCCEC
KEYNOTE ADDRESS
11.15am –
VENUE:  Arena 1A
BUSINESS, INNOVATION & LEADERSHIP STREAM
10.30am – 6.00pm

TRADE EXHIBITION FOYER STANDS OPEN
9.30am – 4.45pm
VENUE: Meeting Rooms 5 & 6, GCCEC
REGISTRATION DESK OPEN
7.00am – 8.30pm
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.

9.30am – 1.30pm
RURAL PHARMACY & INDIGENOUS HEALTH STREAM VENUE: Meeting Room 9

11.00am – 1.30pm
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 inequality 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

11.00am - 5.30pm
CLINICAL PHARMACY UPDATE: Medicine innovation - from bench to bed VENUE: Meeting Room 3 – 7

CLINICAL PHARMACY UPDATE: Can medicines causing constipation be deprescribed? Conspiration 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 become almost universal in palliative care patients. Commonly occurring adverse events associated with polypharmacy in elderly inpatients have included constipation in addition to arthralgia, bleeding, orothostatic 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: Buprenorphine, and what led him to Hollywood success. Luke is the author of 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

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### BUSINESS, INNOVATION & LEADERSHIP STREAM

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<td>11.15am – 1.00pm</td>
<td><strong>Alan Russell Oration: Global search for innovation – learnings for Community Pharmacy in Australia</strong>&lt;br&gt;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.&lt;br&gt;&lt;br&gt;<strong>Speaker:</strong> Lucy Walker, Community Pharmacist &amp; 2018 Churchill Fellowship Recipient</td>
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<td>1.00pm – 1.30pm</td>
<td><strong>Black Summer: Australia’s 2019/2020 bushfire season – a community pharmacy perspective</strong>&lt;br&gt;The pharmacy profession can be proud of the efforts of pharmacists on the frontline during the bushfire crisis. Now is the time to reflect and learn from the outcomes of this devastating period. Join two pharmacists from the Capital Chemists Group, Andrew Topp and Danielle Campbell, who will share their insights in this not-to-be-missed session.&lt;br&gt;&lt;br&gt;<strong>Speaker:</strong> Andrew Topp &amp; Danielle Campbell, Pharmacists, Capital Chemist Group</td>
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<td>2.00pm – 2.30pm</td>
<td><strong>CLINICAL PHARMACY UPDATE: Compounding pharmacy – using testing protocols in a community pharmacy setting</strong>&lt;br&gt;Regulators, prescribers and users of compounded medications continue to be concerned about the quality of medicines prepared in community pharmacies. The challenge most compounding pharmacies 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 compounding pharmacies is end product testing, but the process can at times be confusing. This session will explore the various testing procedures available to compounding pharmacies, and provide simple protocols to enable pharmacists to implement a testing program for compounded preparations.&lt;br&gt;&lt;br&gt;<strong>Speaker:</strong> Marina Holt, Pharmacist &amp; Education and Training Manager, PCCA</td>
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<td>2.35pm – 3.05pm</td>
<td><strong>CLINICAL PHARMACY UPDATE: An evidence-based approach to managing chronic atopic eczema – practical applications for pharmacists</strong>&lt;br&gt;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.&lt;br&gt;&lt;br&gt;<strong>Speaker:</strong> Dr Philip Tong, Dermatologist</td>
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<td>3.10pm – 4.00pm</td>
<td><strong>CLINICAL PHARMACY UPDATE: The role of antivirals in flu outbreaks</strong>&lt;br&gt;Session details will shortly be available on the conference website at <a href="http://www.appconference.com">www.appconference.com</a>.&lt;br&gt;&lt;br&gt;<strong>Speakers:</strong> Professor Dominic Dwyer, Director of Public Health Pathology, NSW Health Pathology; Chris Campbell, Professional Practice Manager, TerryWhite Chemmart Group</td>
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### CLINICAL PHARMACY/PRODUCT UPDATE STREAM

**VENUE: Meeting Rooms 5 – 7**

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<td>11.40am – 12.10pm</td>
<td><strong>CLINICAL PHARMACY UPDATE: UV protection – an essential update for pharmacists.</strong>&lt;br&gt;Hear from a Queensland dermatologist on the topic of UV protection, with a focus on the frequently 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.&lt;br&gt;&lt;br&gt;<strong>Speaker:</strong> Dr Samantha Davidson, Dermatologist</td>
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### RURAL PHARMACY & INDIGENOUS HEALTH STREAM

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<td>1.30pm – 2.00pm</td>
<td><strong>Networking Lunch</strong></td>
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### BUSINESS, INNOVATION & LEADERSHIP STREAM

**VENUE: Arena 1A**

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<td><strong>FRED</strong>&lt;br&gt;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 a 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 update their systems to maximise the benefits of electronic prescriptions.&lt;br&gt;&lt;br&gt;<strong>Speaker:</strong> Paul Naismith, CEO, Fred IT Group</td>
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### CLINICAL PHARMACY/PRODUCT UPDATE STREAM

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<td><strong>CLINICAL PHARMACY UPDATE: Herbal formula improves upper and lower gastrointestinal symptoms</strong>&lt;br&gt;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 microflora, troublesome flatulence and bad breath. There were also evident improvements in quality of life, energy and sleep.&lt;br&gt;&lt;br&gt;<strong>Speaker:</strong> Associate Professor Dr Karrin Red, Director of Research, National Institute of Integrative Medicine</td>
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<td><strong>Rural Pharmacy Forum</strong>&lt;br&gt;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. And of course, the popular #lovewhereyouwork rural pharmacy video competition will be back.&lt;br&gt;&lt;br&gt;<strong>Speakers:</strong> Michael Flannery, Managing Director, instigo; Sarah Hazell, Flannery’s Pharmacy</td>
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### HEALTH STREAM (CONT)

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THURSDAY 19 MARCH 2020

BUSINESS, INNOVATION & LEADERSHIP STREAM
VENUE: Arena 1A

4.00pm – 4.45pm
How far can you go?
In business and in life, we all face obstacles and crossroads. While John McLean’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 McLean OAM, Motivational Speaker & Founder, John McLean Foundation

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 Heider 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 Heider, Business Communication Expert

5.30pm – 6.15pm
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: Niela Fluksmn, Paediatric Nutrition Education Specialist

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

4.00pm – 4.30pm
CLINICAL PHARMACY UPDATE: Men’s water works
The prevalence of incontinence in men of all ages is lower than that for women, but large studies have indicated a 3% to 11% overall prevalence rate of incontinence in the male population with urge incontinence being the prominent symptom reported in 40% to 80% of patients. Incontinence in men increases with age and appears to rise more steadily than it does in women. However, the estimates for severe incontinence in men in their 70s and 80s is still only about half of that in women. As pharmacists, you are in an ideal role to assist and support men as they choose a treatment option that can best assist their issues.
Speaker: Emi Loveday, Registered Nurse

4.35pm – 5.10pm
QUALITY CARE 2020: the evolution of QCPP
This session will provide important information on how to prepare your pharmacy for the enhanced Quality Care 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.
Speaker: Simon Blacker, President, The Pharmacy Guild of Australia, ACT Branch

5.10pm – 5.40pm
PRODUCT UPDATE: The importance of human milk oligosaccharides
This session will provide important information on how to purchase infant formula for the first time in Europe and 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, Microbi

RURAL PHARMACY & INDIGENOUS HEALTH STREAM (CONT)
VENUE: Meeting Room 9
11.00am – 5.30pm

FRIDAY 20 MARCH 2020

BUSINESS, INNOVATION & LEADERSHIP STREAM
VENUE: Arena 1A

8.30am – 9.25am
The Panel: State of the industry
Join our industry’s main players who will explore current issues and discuss the complexity of the current industry environment.
Panelists:
Andrew Jenkin, 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
Facilitator: Greg Turnbull, Communications Advisor, The Pharmacy Guild of Australia

9.30am – 5.00pm
TRADE EXHIBITION OPEN

BUSINESS, INNOVATION & LEADERSHIP STREAM
VENUE: Arena 1A

9.30am – 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, wholesalers 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 Pflieger, 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 - “to run into the fire” - you will learn how to make courageous decisions that can take you and your business forward.
Speaker: Lance Burdett, Resiliency Expert, Author & Founder, WARN International Limited

10.35am – 11.00am
MORNING TEA
Trade areas

11.00am – 5.40pm
CLINICAL PHARMACY/PRODUCT UPDATE STREAM
VENUE: Meeting Rooms 5 – 7

9.30am – 10.00am
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 Bassier, Naturopath

10.05am – 10.35am
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 the breastfeeding 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, Microbi

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

REGISTRATION DESK OPEN

7.00am – 8.00am
Guild Member (Proprietor) Only Breakfast: Industry Update
This session is open to Proprietor Guild Members only and will present a confidential update on key issues affecting community pharmacy.
Speaker: George Tambassis, National President, The Pharmacy Guild of Australia
Cost: $50.00 per person (includes hot breakfast)
VENUE: Pavilion Ballroom, The Star Gold Coast
**BUSINESS, INNOVATION & LEADERSHIP STREAM**
**VENUE: Arena 1A**

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| 11.00am – 11.45am | Understanding and engaging with the ever changing customer. With greater choice and change, today’s customers are more diverse and empowered than ever before. This session will give an overview of consumer macro segments and emerging micro segments, and how community pharmacies can analyse and track new consumer cohorts. In a world of global brands and empowered customers, social researcher Mark McCrindle will outline the key influences and decision drivers for today’s consumers.  
**Speaker:** Mark McCrindle, Principal, McCrindle Research |
| 11.45am – 12.30pm | Applying retail strategies to the community pharmacy sector. Guy Russo is credited with one of Australia’s greatest business turn-arounds, taking Wesfarmers’ 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, Wesfarmers Limited; Steve Kastrinakis, CEO, Advantage Group |
| 12.30pm – 12.00pm | LUNCH  
Garden Terrace Marquee Lunch OR Level 1 Lounge Lunch (Quick Lunch) |
| 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** |
| 1.15pm – 2.00pm | SPECIAL INTEREST GROUP SESSION: TRAVEL MEDICINES  
**VENUE:** Meeting Room 8  
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 |

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| 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 |
| 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 your 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 |
| 3.30pm – 4.05pm | AFTERNOON TEA  
Trade area |

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

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| 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 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 (from starting 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 |
| 12.45pm – 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 |
| 1.15pm – 2.00pm | CLINICAL PHARMACY/PRODUCT UPDATE STREAM  
**VENUE:** Meeting Rooms 5 – 7  
CLINICAL PHARMACY 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 Lu, Pharmacist & Head of Medical Affairs, Aspen Pharmacare Australia |
| 2.00pm – 2.30pm | PRODUCT UPDATE: Product innovation – the lifefood 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 national 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 |
| 2.35pm – 3.05pm | 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 reduction. 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

4.00pm – 4.30pm
Fracture 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; Jossamite Kwan, Pharmacist Manager; Prisceline North Rocks

4.35pm – 5.15pm
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 Husketh, Consultant Pharmacist; Debbie Rigby, Advanced Practice Pharmacist

5.30pm – 6.15pm
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

SUNDAY 22 MARCH 2020

6.45am – 9.10am
REGISTRATION DESK OPEN

9.15am – 9.45am
Buckland’s 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.

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

9.45am – 10.30am
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

10.45am – 11.30am
Business Innovation & Leadership Stream

VENUE: Arena 1A

9.15am – 9.45am
Bring some real chemistry to your customer experience

Hear from TerryWhite Chemmart CEO Duncan Phillips and leading pharmacist and 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

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 opportunities, concerns and practicalities 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 Minai, PharmaPrograms Manager; PharmaPrograms; David Ford, Executive Director of Pharmacy and Redevelopment, North East Health Warragatta; Carolyn Clementson, Professional Services Pharmacist, Good Price Pharmacy Wholesale

9.30am – 10.05pm
TRADE EXHIBITION OPEN

10.20am – 10.45am
MORNING TEA Trade areas

10.45am – 11.30am
CLINICAL PHARMACY: 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

11.35am – 12.15pm
PRODUCT UPDATE: Hyaluronic Acid to refresh, hydrate and encourage skin cell renewal, from sensitive skin expert, Cetaphil

This session will explore details of the new Cetaphil 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 Lamproglou, Pharmacist
BUSINESS, INNOVATION & LEADERSHIP STREAM
VENUE: Arena 1A

10.45am – 11.00am

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 high 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 & Practitioner/Teacher, Graduate School of Health, University of Technology Sydney

11.30am – 12.15pm

Reconciliation: Address the Rosie Batty Story

Reconciliation is a painful process when it comes to injury and when a person has been killed by his father in a violent incident that shocked not only the nation, but the world. Rosie became an outspoken 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 change to address the family violence epidemic.

Speaker: Rosie Batty, Chair, Victim Survivors’ Advisory Council

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 for anyone starting on the digital transformation journey 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 Pattinson, General Manager, instigo

BUSINESS, INNOVATION & LEADERSHIP STREAM
VENUE: Arena 1A

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 Siranni, 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. You will hear how the service works, how to use it and what it means for 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

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

10.45am – 11.15am

PRODUCT UPDATE: Managing Acute Otitis Media (AOM) in children

This session will provide you with the tools and techniques required to help identify and effectively manage patients with AOM. It will explore the evidence base for treating AOM with antibiotics and discuss the role of pharmacist education in the management of this condition.

Speaker: Metagenics

11.20am – 11.30am

PRODUCT UPDATE: Understanding Biocompatibility – maximising therapeutic benefits, improving metabolic efficiency & enhancing clinical outcomes

This session will explore the importance of understanding the role of blood compatibility in optimizing therapeutic outcomes. It will discuss the latest research on the relationship between blood compatibility and patient outcomes, and provide practical tips for optimizing patient care.

Speaker: Amber Foley, Retail Education & Training Manager, Metagenics

11.45am – 12.00pm

PRODUCT 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 Boublik will present the results of pioneering research recently conducted in Italy, which showed that targeted probiotic strains can significantly improve the management of paediatric allergic asthma.

Speaker: Dr. Jaroslav Boublik, Director & Chief Science Officer, Biome Australia Ltd

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 across Australia, and smoke contributing to hazardous air quality throughout the country. Smoke exposure can worsen allergic rhinitis and other respiratory conditions. This session will cover the latest research on the impact of bushfires on respiratory health and tips for managing these conditions.

Speaker: Bandana Saini, Associate Professor, The University of Sydney School of Pharmacy

12.30pm – 1.00pm

CLINICAL PHARMACY UPDATE: Demystifying eyedrops

Dry eye disease affects hundreds of millions of people worldwide. Patients often report burning, stinging or tired eyes and often seek advice from pharmacists to recommend a product to help relieve their symptoms. This session will provide an update on the latest research into dry eye disease and help pharmacists to provide evidence-based recommendations to their patients.

Speaker: Anson Tang, Professional Affairs Associate, Alcon

BUSINESS, INNOVATION & LEADERSHIP STREAM
VENUE: Arena 1A

3.30pm – 4.00pm

CLINICAL PHARMACY UPDATE: Pharmacists as a key health care contact for worried families with regurgitation, crying and constipated infants

This session will focus on infant regurgitation, colic and constipation. The latest treatment options for cardiac and gastrointestinal conditions will be discussed, along with the role of pharmacists in infant wellbeing and supporting parents.

Speaker: Associate Professor Anni Lemberg, Head of Gastroenterology Department, Sydney Children's Hospital

4.05pm – 4.35pm

CLINICAL PHARMACY UPDATE: Rebalancing the skin microbiome with probiotic oats

The skin microbiome is the diverse community of microorganisms, including bacteria, viruses and fungi, which colonize the skin surface. A healthy skin with an intact skin barrier maintains a balanced skin microbiome. An unbalanced microbiome is found in skin conditions with coexisting at the skin surface. Healthy skin with an intact skin barrier maintains a balanced skin microbiome. An unbalanced microbiome is found in skin conditions with coexisting at the skin surface. Healthy skin with an intact skin barrier maintains a balanced skin microbiome. An unbalanced microbiome is found in skin conditions with coexisting at the skin surface. Healthy skin with an intact skin barrier maintains a balanced skin microbiome. An unbalanced microbiome is found in skin conditions with coexisting at the skin surface. Healthy skin with an intact skin barrier maintains a balanced skin microbiome. An unbalanced microbiome is found in skin conditions with coexisting at the skin surface. Healthy skin with an intact skin barrier maintains a balanced skin microbiome. An unbalanced microbiome is found in skin conditions with coexisting at the skin surface.
### Saturday 21 March 2020

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<td>9.00am -</td>
<td><strong>Community Pharmacy Agreement: A Retrospective For Community Pharmacy</strong></td>
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<td>10.30am</td>
<td><strong>Trade Exhibition Close</strong></td>
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<tr>
<td>11.00am -</td>
<td><strong>The Pharmacy Guild of Australia: Our Journey to 2025</strong></td>
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<td>12.30pm</td>
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### Sunday 22 March 2020

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