PRE-CONFERENCE WORKSHOP 1: AACP ACCREDITED PHARMACISTS’ FORUM – NEW HORIZONS IN PAIN MANAGEMENT
VENUE: Meeting Rooms 5&6, GCEC
9.00am - 5.00pm

With a focus on pain management, this forum will appeal to pharmacists who provide in-pharmacy consultations with consumers who are part of the ACPA Chronic Pain MedsCheck Trial. Funded by the Australian Department of Health as part of the Sixty Community Pharmacy Agreement (6CPA), this workshop will focus on improving the lives of thousands of Australians who face the daily battle of chronic pain. The program is structured to provide accredited pharmacists, those undertaking accreditation, and those interested in pain management with relevant high-quality education covering pain assessment, therapies, practice pointers and professional development. Presentations will be delivered by a range of experienced consultant pharmacists and clinicians.

Open to all pharmacists, the day is designed to equip you with the knowledge and skills to contribute to shared therapeutic decision making and to improve the management of chronic pain in the community.

Cost: $385 per person
Inclusions: Morning tea, lunch and afternoon tea

1.00pm - 7.00pm
REGISTRATION DESK OPEN

PRE-CONFERENCE WORKSHOP 2: PHARMACY GUILD IMMUNISATION COURSE
VENUE: Meeting Room 3, GCEC
9.30am - 4.30pm

The Pharmacy Guild Immunisation course will provide you with vaccinator qualification and 24 group 2 CPO points.

The course provides:
• a background to immunisation in Australia;
• a familiarity 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 completing in QLD, NSW, ACT and NT only (course does not currently meet requirements for all jurisdictions).

3.30pm - 4.30pm
This three hour interactive workshop will explore Indigenous community and patient engagement and strategies for retention. With a focus on pharmacy, the workshop will enable participants to work in a culturally safe space, ask questions and learn about areas such as the purpose of closing the gap targets, Australian history based on truth, the diversity of Indigenous cultures and the consequences of exclusion leading to inclusion. The workshop is designed to encourage participant engagement. Participants will take away workable actions and strategies for engagement with Indigenous patients and their teams.

Facilitator: John Briggs Consulting Manager
John Briggs Consultancy
Cost: FREE
Inclusions: Morning tea

PRE-CONFERENCE WORKSHOP 3: BIOSIMILARS – PHARMACY PROGRAM
VENUE: Meeting Rooms 7 & 8, GCEC
1.30pm - 4.30pm

This three hour workshop is in three parts
1.30pm – 2.30pm Part 1 - Review MSD biosimilar Guild course - includes clinical and product information for the biosimilar for enlatcept and assists pharmacists to provide support to patients
2.30pm – 3.30pm Part 2 - Review of MSD BRENZYS® Pharmacy Program with two key objectives
1. To help improve patient health outcomes by educating pharmacists about biosimilars
2. To ensure pharmacists provide the best care for patients prescribed this medicine
3.30pm - 3.40pm Afternoon Tea
3.40pm – 4.30pm Part 3 - Pharmacists to share their experience in this area of practice and the steps they have undertaken to implement the Pharmacy Program. This part includes a Q&A session.
Facilitator: Kos Sclavos AM, System Architect, PharmaPrograms.
Cost: FREE
Inclusions: Afternoon tea

THURSDAY 7 MARCH 2019
7.00am - 7.00pm
REGISTRATION DESK OPEN

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM
VENUE: Arena 1A
8.30am - 10.15am
OPENING PLenary

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. A keynote address will also be presented by The Hon Greg Hunt MP, Minister for Health.

10.15am - 10.45am
MORNING TEA

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM
VENUE: Arena 1A
10.45am - 11.00am
KEYNOTE ADDRESS

Speaker: The Hon Catherine King MP, Shadow Minister for Health and Medicare

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM
VENUE: Arena 1A
11.00am - 11.45am
Panel Session: Pharmacy as a pain destination - international case studies of the role of community pharmacy

Post the up-scheduling of codeine in Australia, it is vital for community pharmacy to demonstrate it is still the primary source for pain relief in Australia. This panel session, which will feature international pharmacy leaders, will discuss what lessons we can learn from overseas markets and what can be implemented in Australia.

Facilitator: Kos Sclavos AM, ACPP Chairman
Panelists: Doug Hoey, Chief Executive Officer, National Community Pharmacists Association (US); Christine Hudkka, Chair, Canadian Pharmacists Association; Mark Budnor, North East and Cumbria Regional Representative, Pharmaceutical Services Negotiating Committee (UK); Graeme Blanchard, President, Pharmacy Guild of New Zealand; Darragh O’Loughlin, Secretary General, Irish Pharmacy Union; Tashihiwa Rabali, President, South African Association of Community Pharmacists; Uluen Cochrane, Regional Director ANZ, Health, Reckitt Benckiser

11.45am - 12.30pm
Education Session: Collaboration - the power of the collective

The business and innovate, manage which we operate is changing at an incredibly fast pace, and the future of what we are doing and how is evolving. Having Australian Department of Health, as part of the Sixty Community Pharmacy Agreement (6CPA), this workshop will focus on improving the lives of thousands of Australians who face the daily battle of chronic pain. The program is structured to provide accredited pharmacists, those undertaking accreditation, and those interested in pain management with relevant high-quality education covering pain assessment, therapies, practice pointers and professional development. Presentations will be delivered by a range of experienced consultant pharmacists and clinicians.

Open to all pharmacists, the day is designed to equip you with the knowledge and skills to contribute to shared therapeutic decision making and to improve the management of chronic pain in the community.

Cost: $385 per person
Inclusions: Morning tea, lunch and afternoon tea

11.00am - 11.30am
Clinical Bites: Hay fever – an aristocratic disease?

Hay fever, an allergy to pollen, sounds like an ancient, rural name for a long-established malady. But two centuries ago nobody had heard of it. What do we know about this condition in the 21st century? Based on the results of a recent epidemiological study on the effects of allergic rhinitis in children, this session will explore how health care professionals are tackling this condition in Australia.

Speaker: Professor Sintha Bosnic-Anticevich, Principal Research Fellow, Woolcock Institute, The University of Sydney

11.30am - 12.00pm
Clinical Bites: Is your nose making your asthma worse?

Co-existent asthma and allergic rhinitis may affect control of asthma, increasing the likelihood of exacerbations and impairing patients’ quality of life. This session will explore the link between asthma and allergic rhinitis, identify the pattern of symptoms of triggers of allergic rhinitis, and detail best practice treatment of allergic rhinitis. The role of community pharmacists in delivering patient-centred care, facilitated by structured questions, and appropriate treatment will be discussed.

Speaker: Dabbie Rigby, Advancement Practice Pharmacist

12.00am - 12.30pm
Clinical Bites: Demystifying abdominal pain

Abdominal pain is a common presentation in the pharmacy, but the diagnosis is varied and challenging to differentiate. Whether it is an acute abdominal pain presentation or functional gastrointestinal disorder, the pharmacist must be able to ask the right questions to assess the urgency of their care and advise on the appropriate next steps of management. This session will provide a summary of the different types of abdominal pain, the role of the pharmacist in managing abdominal pain, and how efforts can be optimised to improve the outcomes of those suffering abdominal pain.

Speaker: Joyce McSwan, Pharmacist & Clinical Program Director, Gold Coast Primary Health Network Persistent Pain Program

CP2025
This session is related to Community Pharmacy 2025 (CP2025)
LUNCH
Garden Terrace Marquee Lunch
or
Level 1 Lounge Lunch (Quick Lunch)

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM
VENUE: Arena 1A
11.55pm - 2.00pm
Alan Russell Oration: The future of healthcare
Prepared to go on a journey into the future of healthcare that in many ways will seem like it’s straight out of a science fiction movie, but is in fact already happening around the world due to stunning advances in the convergence of medical research and technology.
Speaker: Shara Evans, Futurist

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM
VENUE: Arena 1A
2.00pm - 2.45pm
Panel Session: E health and pharmacy - from electronic prescriptions to electronic health records
In Australia, the My Health Record system, of which electronic prescriptions are a critical part, is full stream ahead. Featuring a panel of international pharmacy leaders, this session will discuss how electronic prescriptions and electronic health records have impacted community pharmacy overseas. Opportunities that the new environment presents for community pharmacy in Australia will also be discussed.
Facilitator: Greg Turnbull, Communications Advisor, The Pharmacy Guild of Australia
Panellists: Doug Moey, CEO, National Community Pharmacist Association (US); Christine Hrudka, Chair, Canadian Pharmacists Association; Sue Sharpe, Secretary General, World Pharmacy Council; Graeme Blanchard, President, The Pharmacy Guild of New Zealand; Mark Burdon, North East and Cumbria Regional Representative, Pharmaceutical Services Negotiating Committee, Committee of Institutional Affairs, National Association of Pharmacies Portugal; Paul Naisseh, CEO, RxD Group

2.45pm - 3.30pm
Education Session
Session details will shortly be available on the conference website at www.appconference.com.

CLINICAL SESSION STREAM
VENUE: Meeting Rooms 5-7
1.00pm - 1.30pm
Clinical Bites: Compounding Pharmacy - improving quality, minimising risk
The compounding of medicines is an expanding business opportunity in community pharmacy and appropriate risk management is important for success. While compounded products do not have to be registered by the TGA, pharmacists are still responsible for the quality of these products. This session will explore risk management in compounding with the use of dedicated compounding software and the implementation of Operating Procedures. The incorporation of these is vital to ensure product quality and patient safety.
Speaker: Marina Holt, Pharmacist & Education and Training Manager, PCCA

1.30pm - 2.00pm
Clinical Bites: Natural Gout
Gout is a debilitating inflammatory condition affecting four times more men than women. Management of gout can be challenging and relies on reducing inflammation and uric acid production, combined with assessment and adjustment of dietary and lifestyle factors. This session takes a closer look at natural gout management, including a review of research-based interventions for reducing uric acid levels and managing inflammation. Practical suggestions for improving lifestyle habits to assist with this condition will also be provided.
Speaker: Isabelle Baissac, Naturopath & Senior Educator, BioCeuticals

2.00pm - 2.30pm
Clinical Bites: Ostearthritis and opportunities for pharmacist intervention
Ostearthritis results in disabling symptoms in 10% of people older than 65 years. Treatment guidelines include strategies ranging from weight loss, muscle strengthening and joint replacement to cell-based therapies. In practice, analgesic/antiinflammatory drugs are most frequently prescribed, however there are safety considerations with long-term use. Despite controversy surrounding symptomatic slow-acting drugs use, these agents are commonly used to control symptoms. This session will explore evidence for management options and provide pharmacists with an approach to improve the lives of patients affected by ostearthritis.
Speaker: Dr. Treasure McClure, Medicines Information Pharmacist, PCCA

1.30pm - 5.30pm
Rural Pharmacy Forum: Your future is now
Part 1 - CP2025 workshop
This interactive workshop will explore opportunities aligned to sustainability using the CP2025 nine growth pathways with a chance for rural and remote pharmacies to showcase their vision of Community Pharmacy into 2025 and beyond. Three prizes will be awarded for categories of Best Video, People’s Choice, and CP2025 Impact Award.
Facilitator: Greg Turnbull, Communications Advisor, The Pharmacy Guild of Australia

Part 2 - NPC discussion
Participants will workshop a list of key issues and potential solutions that will inform advocacy of the Guild’s rural community pharmacy policy direction and NPCA-negotiations.
Facilitator: Greg Turnbull, Communications Advisor, The Pharmacy Guild of Australia

CLINICAL SESSION STREAM
VENUE: Meeting Rooms 5-7
2.30pm - 3.00pm
Clinical Bites: Skin health management
This session will discuss the need for a skin integrity management plan for the incontinent individual. It will provide the best outcomes for your customers.
Speaker: Sonya Meyer, Hospital Clinical Educator

3.00pm - 3.30pm
Clinical Bites: An evidence-based skin integrity model for continence & skin health management
This session will discuss the latest clinical evidence that supports the need for a skin integrity management plan for the incontinent individual. Recommendations from the evidence will be examined to ensure that you and your staff are equipped with the latest tools and knowledge to provide the best outcomes for your customers.
Speaker: Sonya Meyer, Hospital Clinical Educator

3.30pm - 4.00pm
CLINICAL SESSION STREAM
VENUE: Arena 1A
4.00pm - 4.45pm
Clinical Bites: An evidence-based skin integrity model for continence & skin health management
This session will discuss the latest clinical evidence that supports the need for a skin integrity management plan for the incontinent individual. Recommendations from the evidence will be examined to ensure that you and your staff are equipped with the latest tools and knowledge to provide the best outcomes for your customers.
Speaker: Sonya Meyer, Hospital Clinical Educator

4.00pm - 4.30pm
Education Session: How your pharmacy can benefit by thinking like an entrepreneur
Is your pharmacy business prepared for the future? How can you embrace change and achieve success?
This session will take a look at the considerations that you can start to make based on the lessons of past business experience, and the expertise of Network Ten's 'Shark' Steve Baxter, entrepreneur, investor and author.
Speaker: Steve Baxter, Tach Entrepreneur

4.45pm - 5.30pm
Clinical Bites: The role of the pharmacist in anaphylaxis care
Anaphylaxis, the most severe form of allergic reaction, is potentially life threatening and should be treated as a medical emergency which requires immediate treatment and urgent medical attention. This session will provide an overview on anaphylaxis, identify common anaphylaxis triggers, and outline the resources available to assist patients who present for anaphylaxis prevention management.
Speaker: Professor Pete Smith, Allergist and Immunologist, Queensland Allergy Services

Clinical Bites: Effects of UVa on skin (UVa photo-toxicity)
UVa has always been known for its effects on premature aging and pigmentation, but what about the evidence relating to UVa and skin cancer? Do all sunscreens claiming SPF 50+ protection provide the same coverage against UVa? How much Sunscreen is actually removed by frequent reapplication? Is the texture of a sunscreen in relation to compliance? This session will discuss these findings and how to counsel patients.
Speaker: Associate Professor Scott Byrne, Senior Academic, Westmead Institute for Medical Research

5.00pm - 5.30pm
Clinical Bites: 405nm laser for the treatment of cutaneous pigmentation
For many years the gold standard for the treatment of dark spots and pigmentation has been a 585nm 532nm or 1064nm laser. However, it is now documented that 405nm laser treatment is more effective than the above lasers. This session will discuss the science behind the 405nm laser and the panel will discuss the clinical results.
Speaker: Dr. Jason F. Phillips, Lecturer in Dermatology

5.30pm - 6.00pm
Education Session: Lactectom - what can you be?
For over 30 years, brand expert, cultural anthropologist and best-selling author, Simon Hammond has pushed the boundaries of traditional thinking to provoke creative change within global business. This session will examine the re-emergence of belief as a powerful business positioning tool in the pharmacy sector. Using live music, popular cultural cues and brand strategy, Hammond and guitarist Sam Vandenberg will show how successful businesses in 2019 enable consumers to align and belong to relevant points of view and shared beliefs. Through his BE brand methodology and insights into consumer trends, Hammond will present the thinking that has reshaped hundreds of organisations around the world.
Speaker: Simon Hammond, Founder, Hammond Thinking
FRIDAY 8 MARCH 2019

7.00am – 8.00am
Guild Member (Proprietor) Only Breakfast: Industry Update
This session is open to Proprietor Guild Members only. National President George Tambassis 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

7.30am – 7.45pm
REGISTRATION DESK OPEN

8.00am – 9.30am
PERSONAL & PROFESSIONAL DEVELOPMENT STREAM
VENUE: Arena 1A

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.
Facilitator: Greg Turnbull, Communications Advisor, The Pharmacy Guild of Australia
Panelists: Lindsay Forrest, Director & Chairman of the Board, Australian Self Medication Industry Association; Mark Hooper, Chair, National Pharmaceutical Services Association; Sylvain Vigneault, Chair, Generic and Biosimilar Medicines Association; Elizabeth de Somer, CEO, Medicines Australia; George Tambassis, National President, The Pharmacy Guild of Australia

9.15am – 9.30am
Keynote Address
Speaker: The Hon Michael McCormack MP, Deputy Prime Minister & Minister for Infrastructure, Transport & Regional Development

9.30am – 5.00pm
PERSONAL & PROFESSIONAL DEVELOPMENT STREAM
VENUE: Arena 1A

Education Session: Mastering Community Pharmacy
Community pharmacy is often described as a ‘one stop shop’, a local hub where patients can access prescriptions, advice, vaccinations, health checks, beauty consultations, and more. 12 hours a day. Pharmacists are jack of all trades and unfortunately, the pressure of this dynamic business can lead to the age-old dilemma - jack of all trades, master of none. So how do you manage 2019 and beyond? This session will explore some simple ways you can make a significant difference to your pharmacy’s performance and your patient outcomes.
Speaker: Feras Karem, Managing Director, Pharmacy 4 Less

9.30am – 10.00am
CLINICAL SESSION STREAM
VENUE: Meeting Rooms 5-7

Clinical Bites: Functional Digestive disorders - benefits of treatment with herbal medicine
This session will explore Functional Gastrointestinal Disorders (FGID) such as Functional dyspepsia (FD) and Irritable Bowel Syndrome (IBS) and the associated symptoms. How are FGID diagnosed and classified, what causes FGID and its prevalence, and OOL impact of the symptoms will also be discussed. How to choose appropriate treatment options, including a herbal medicine clinically proven and having a multi-targeted action, will also be covered.
Speaker: Professor Geoff Hebbard, Director

10.00am - 10.30am
MORNING TEA

10.30am – 11.00am
Clinical Bites: Probiotics in obstetrics and gynaecology
The vaginal microbiota plays an important role in maintaining women’s health. When this predominantly Lactobacillus community is disrupted or decreased, vaginal or other diseases affecting pregnancy or the newborn may occur. Vaginitis is often caused by bacterial vaginosis (BV) and vulvovaginal candidiasis (VVC). However, therapy with oral antibiotics is often ineffective. The dominance of Lactobacilli vaginitis. The vaginal microbiota undergoes many changes throughout pregnancy, but certain probiotics may provide an effective means to stabilise vaginal flora during this period.
Speaker: Dr Keith Suter, Global Futurist

11.00am – 11.30am
Clinical Bites: Building loyalty - how to unlock the Community Pharmacy customer experience (understanding the difference between proactive and reactive pharmacy shopper behaviours)
This session will deliver independent Australian pharmacy research findings on the role pharmacists can play in delivering strategic, ethical and commercially smart patient-centred interventions to their customers. With a key focus on community pharmacy outcomes and service-based delivery expectations and recommendations, the session will also focus on the role integrative health interventions can play in patient care when considered part of a full-service, community-based business model.
Speaker: Brett Ballantine, Branding & Retail Marketing Expert

11.15am – 12.00pm
Education Session: Transforming Retail Pharmacy with advanced analytics & machine learning
This session will demonstrate key concepts of advanced analytics and machine learning and how these optimize the basic elements of running an efficient and profitable pharmacy. Specialized techniques and tools used to determine product mix, strategic pricing and to deliver improved quality of care at the lowest possible prices will be discussed, as will innovative software to improve process efficiency and execute strategies to increase profitability, whilst effectively managing stock availability.
Speaker: Dr Ian Tho, Customer & Risk Analyst; John Kardis, Pharmacist & Business Owner

1.00pm – 1.15pm
MORNING TEA

1.30pm – 2.30pm
Education Session: The future of the pharmacy profession - listening for the faint signals of change
This presentation will examine three ways of thinking about the future to make the most of the opportunities and challenges. The main issues confronting the future of the pharmacy profession will also be examined.
Speaker: Dr Keith Suter, Global Futurist

2.30pm – 3.30pm
Clinical Bites: The evolution of Community Pharmacy - supporting the varied roles of Modern Pharmacists (patient-centric management for today's busy pharmacists)
This session will provide key learnings to support modern pharmacists in their mixed and varied roles as the medical expert, the business manager and the holistic partner, with an emphasis on patient-centric treatment protocols to support patient care and build strong customer loyalty.
Speaker: Amber Foley, Naturopath & Integrative Medicine Educator

2.30pm – 5.00pm
EARLY CAREER PROGRESSION STREAM
VENUE: Meeting Room 8

Early Career Progression Stream
9.30am - 5.00pm
This stream focuses on community pharmacy career pathways and will assist pharmacists, early career pharmacists, interns and students in developing the knowledge and skills needed to be the leaders and future owners of community pharmacy.

This session is related to Community Pharmacy 2025 (CP2025)
FRIDAY 8 MARCH 2019

12.00pm - 2.00pm
LUNCH
Garden Terrace Marquee Lunch or Level 1 Lounge Lunch (Quick Lunch)

12.00pm - 2.30pm
CLINICAL SESSION STREAM
VENUE: Meeting Room 9

12.00pm - 12.30pm
Clinical Bites: The importance of hydration when treating dermatological skin conditions
Speaker: Amy Lamproglou, Pharmacist

12.30pm - 2.00pm
Clinical Bites: Dietary Interventions for Irritable Bowel Syndrome (IBS)
IBS appears to be on the increase in Australia, now affecting approximately 10% of the population. IBS can be difficult to diagnose, has a variety of symptoms and can have a significant negative impact on quality of life for sufferers. This presentation will cover some of the latest research in the dietary management of IBS, specifically looking at the low FODMAP diet, with the aim of helping pharmacists to advise their customers on ways to get symptom relief.
Speaker: Dr Jane Winter, Accredited Practising Dietitian

12.30pm - 2.00pm
Clinical Bites: Beyond the dressing - where does nutrition fit in wound healing?
Chronic wounds are a major health concern, with malnutrition and older age both being major risk factors for developing a wound. It is important that nutrition is considered a fundamental part of any wound management plan. Without adequate nutrition healing of wounds may be delayed, wound strength may be impaired, making it prone to breakdown, or the wound may not heal at all. This session will discuss the nutritional requirements for someone with a wound and look at the clinical research of supplementing with additional nutrients for faster wound healing.
Speaker: Fiona Justice, Accredited Practising Dietitian

12.30pm - 2.00pm
PERSONAL & PROFESSIONAL DEVELOPMENT STREAM
VENUE: Arena 1A

11.30am - 2.00pm
Education Session: Electroceuticals: effective non-pharmacological treatments as part of multi-modal pain management
Central sensitisation is often seen as the physiological explanation for many neurological disorders, such as chronic pain. Electroceutical treatments may provide a non-invasive means of desensitisation. This session will provide insights into the role of electroceuticals as valuable, non-prescription interventions in multi-modal chronic pain management.
Speaker: Dr Iree Konenu, Vice President Product Development, Bios electronics Corporation (US)

2.00pm - 2.30pm
Clinical Bites: The first 1,000 days of life - the latest research & how to engage patients
The first 1,000 days of life marks an important and highly influential period that not only has a bearing on our growth and development, but on our long-term health as adults. The journey starts with the health of a baby’s parents during pre-conception, which can be a challenging topic to address in a pharmacy setting. This session will look at ways to engage and offer advice to patients in this delicate stage, as well as discuss the latest research and studies in male reproductive health, pregnancy and breastfeeding.
Speaker: Dr Mitchelmore, Immunology and Microbiology Medical Scientist

3.30pm - 4.00pm
AFTERNOON TEA
**FRIDAY 8 MARCH 2019**

**PERSONAL & PROFESSIONAL DEVELOPMENT STREAM**
VENUE: Arena 1A

### 3.45pm - 4.30pm

**Education Session: Pharmacy partnerships to optimise osteoporosis outcomes**
Join Dr Chrys Michaelides, who will discuss the critical role that pharmacists play in managing osteoporosis in 2019 and Kos Sclavo AM, who will introduce a comprehensive osteoporosis pharmacy program to support your business, and help patients at risk of fracture.

**Speakers:** Dr Chrys Michaelides, General Practitioner; Kos Sclavo AM, System Architect, PharmaPrograms

### 4.30pm - 5.30pm

**Education Session: Time to get off the fence - building a profitable, sustainable, patient-centred health professional pharmacy**
Many community pharmacies are still trying to be ‘all things to all people’, which is a dangerous market position for long-term survival in the rapidly changing world of pharmacy in Australia. This session will explore profitable sustainability in creating a patient-centred care model with the pharmacy as a health hub in your community.

**Speakers:** Junko Komatsu, Managing Director, Astellas; Simon Carney, Pharmacy Consultant; Nader Mir, PharmaPrograms Manager, PharmaPrograms

### Clinical Bites: Australia’s ageing population & its impact on community pharmacy
Australia’s population is older and more diverse than ever before. This session will cover what this means for you with incontinence and how it impacts pharmacy as a place for trusted advice. Key initiatives such as CAPS and engagement strategies will also be covered.

**Speaker:** Claire Dobson, Community Containce CNC, South Western Sydney Local Health District

**4.00pm - 4.30pm**

**Clinical Bites: Australia’s ageing population & its impact on community pharmacy**

**VENUE:** Meeting Rooms 5-7

**Clinical Bites: The burden of allergic rhinitis in adolescents - should we be concerned?**
Allergic rhinitis and allergic rhinoconjunctivitis are often considered to be trivial diseases, despite having a significant impact on quality of life. This session will explore the detrimental effect of allergic rhinitis in adolescents and strategies to minimise the burden, including the role of pharmacists in the optimal management of allergic rhinitis.

**Speaker:** Professor Pete Smith, Allergist and Immunologist, Queensland Allergy Services

**5.00pm - 5.30pm**

**Clinical Bites: Osteoarthritis pain management - evaluating new evidence to support patients**
Osteoarthritis (OA) is a chronic condition that requires ongoing management and monitoring. As the role of pharmacy expands, pharmacists play an increasingly important role in supporting patients with OA to help improve their quality of life. This session will review the latest evidence and evaluate various treatment options, as well as look at the latest RACGP guidelines for OA pain management.

### PERSONAL & PROFESSIONAL DEVELOPMENT STREAM
VENUE: Arena 1A

### SATURDAY 9 MARCH 2019

#### 7.00am - 8.15am

**Breakfast Educational: Celebrating Innovation - Breakfast with Guild Pharmacy of the Year Winners**
Celebrating Innovation provides delegates with the opportunity to learn from the Guild Pharmacy of the Year winners. During the breakfast session delegates will learn about what key steps these industry leaders took in planning and growing their businesses and how the CP025 growth pathways can help to provide the foundations for change, growth and a sustainable future.

**Facilitator:** Andrew Pattinson, General Manager, Instigo

**Panelists:** 2019 Guild Pharmacy of the Year Category Winners

**VENUE:** Meeting Rooms 5&6

#### 7.00am - 5.00pm

**REGISTRATION DESK OPEN**

#### 9.30am - 5.00pm

**Clinical Bites: Dynamic Dispensing - a whole solution**
Find out how Dynamic Dispensing can help you achieve this.

**Speaker:** Dirk Bockelmann, Sales Director International, BD Rowa

#### PERSONAL & PROFESSIONAL DEVELOPMENT STREAM
VENUE: Arena 1A

### 9.15am - 9.45am

**Panel Session: Redefining value in the management of chronic disease**
The role of a community pharmacist is shifting and evolving, as is the treatment landscape for chronic disease. With the increase in dispensing of high cost medicines, there is a need to maintain value as a medicines specialist and to forge partnerships with other healthcare providers to become a key part of a clinical care team. How can you redefine your value as a full scope pharmacist, ensuring the optimal use of high cost medications and better health outcomes amongst those with chronic disease? Join our panel discussion to hear from leaders in pharmacy and chronic disease management on innovative ways to redefine your value.

**Facilitator:** Professor Andrew MacLachlan, Head of School & Dean of Pharmacy, The University of Sydney School of Pharmacy

**Panelists:** George Tambassis, National President, The Pharmacy Guild of Australia; Samantha Kourtis, Community Pharmacist; Shane Jackson, National Vice-President, Pharmaceutical Society of Australia

### 9.30am - 5.00pm

**TRADE EXHIBITION OPEN**

#### 9.45am - 10.15am

**Morning Tea**

### PERSONAL & PROFESSIONAL DEVELOPMENT STREAM
VENUE: Arena 1A

### 10.15am - 11.00am

**Education Session: Dynamic Dispensing - a whole solution**
A medication inventory management robot enables pharmacies to manage up to 97% of common dispensary stock automatically. Following a 1-touch philosophy, the inventory handling would be reduced to a single touch from delivery to dispensing. To further streamline the pharmacy workflow, digital displays extend the concept to non-prescription medication. Modern pharmacies in Australia are actively promoting quality consultations, patient education and in-store health and wellness activities. How can you optimise medication management across product segments? Find out how Dynamic Dispensing can help you achieve this.

**Speaker:** Dirk Bockelmann, Sales Director International, BD Rowa

### CLINICAL SESSION STREAM
VENUE: Meeting Rooms 5-7

### 10.15am - 11.00am

**Clinical Bites: Harnessing the microbiome for better health outcomes**
The gastrointestinal microbiome influences our health in numerous ways and most certainly, there are significant opportunities to improve health by shaping the composition of this microbiome through dietary intervention. Over the years, there have been many attempts to amend the microbiome by modifying diets or by including probiotics into the diet by way of food or dietary supplements. This session will shed light on the latest developments in this exciting field of research, with examples on how protein, resistant carbohydrates and probiotics may have an impact the composition of the microbiome and its influence on health.

**Speaker:** Dr Anders Henriksson, Principal Application Specialist, DuPont Nutrition & Health

This session is related to Community Pharmacy 2025 (CP2025)
PERSONAL & PROFESSIONAL DEVELOPMENT STREAM
VENUE: Arena 1A
10.00am - 12.00pm
Education Session: The little bacteria that could - a tale of development of Streptococcus salivarius probiotics for ear, nose and throat
Dr Cindy Pan, General Practitioner, Television Personality & Author
This session will discuss the discovery, development and delivery of a new concept of probiotics for the oral cavity. Find out how orally-targeted probiotics can promote a healthy oral microbiome and help people improve their health in an efficient reduction in streptococcal sore throats, otitis media, improved breath and dental health.
Speaker: Dr Jason Kaplan, Integrative Cardiologist

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM
VENUE: Arena 1A
11.15am - 2.00pm
Education Session: Differentiating your pharmacy with a patient-centric approach
Dr Philip Tong, Dermatologist
A patient-focused pharmacy model can create a sustainable, relevant and profitable business in the face of future pharmacy industry challenges. For pharmacy owners who are looking to make a difference to patient health care and delivering in pharmacy professional services, this session will cover the different strategies to differentiate your pharmacy. It will also discuss how community pharmacies and work towards positive business growth.
Speaker: Dror (Sam) Afsar, Pharmacist, Proprietor & Brand Development Manager, Pharmacy 777

BUSINESS SESSION STREAM
VENUE: Meeting Rooms 5-7
2.00pm - 2.30pm
Business Bites: Smarter pharmacy management in tough times
With tighter margins and more pressure on the bottom line than ever, owners need to have access to clearer data in order to make quicker, and ultimately better, decisions in running and managing their pharmacy. Through effective use of technology and application of tried and tested pharmacy management tools, pharmacy owners can view what is going on more easily today with less effort required. - it is simply a matter of re-shaping the management processes. This session will bring together technology and management to show owners how they can keep their eye on their business without being bogged down in paperwork or the data-gathering process, as well as provide a reminder of the basics in pharmacy management that owners sometimes forget due to the busy environment that we all operate in.
Speaker: Daniel Morrow, Senior Manager - Pharmacy Services, RSM Australia

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM
VENUE: Arena 1A
2.00pm - 3.00pm
Education Session: Biosimilar update
To support the educational activities being undertaken as part of the Biosimilar Education Grant, GBMA Education will produce quarterly literature reviews on biosimilar medicines. These reviews will incorporate a search of all clinical, academic and policy journals and ensure that evidence is kept up to date to facilitate consistency, health outcomes, trends in biosimilar uptake and the perspectives and awareness of biosimilar medicines by patients and providers. This session is to critically explore the rapid evolution of the literature in these areas and to describe the emerging themes/milestones as became available.
Speaker: Associate Professor Michael Ward, School of Pharmacy and Medical Sciences, University of South Australia

BUSINESS SESSION STREAM
VENUE: Meeting Rooms 5-7
3.00pm - 3.30pm
Business Bites: Do you want to buy or sell a pharmacy? What’s next for you? Tricks and traps for pharmacy buyers and sellers
This session will cover the current market prices for pharmacies sold throughout Australia, as well as provide an insight into pharmacy succession and preparing your exit plan. Partnership and non-equity partnerships, as well as tricks and traps for pharmacy buyers (buying a pharmacy) and sellers (selling a pharmacy), will also be covered.
Speaker: Frank Siranni, Managing Director, Medic Capital

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM
VENUE: Arena 1A
2.30pm - 3.00pm
Education Session: Cardiovascular management and energy production scientific updates with Next Generation Coenzyme Q10 / Ubiquinol
Ubiquinol is the readily available form of absorbable CoQ10, an endogenously synthesized lipophilic antioxidant which delivers potent antioxidant and cellular energy function in the body. There is increasing evidence supporting the antioxidant and mitochondrial energy benefits of Ubiquinol as an important adjunct in a variety of conditions including cardiovascular health and cellular (mitochondrial) energy production. Maximising optimal blood levels of Ubiquinol is essential to demonstrate benefit in cardiovascular health, minimising potential statin-induced myopathy and a variety of other cardiac disorders as well as vital energy production.
Speaker: Dr Jason Kaplan, Integrative Cardiologist

BUSINESS SESSION STREAM
VENUE: Meeting Rooms 5-7
3.30pm - 4.00pm
Business Bites: The future of medicines adherence - opportunities for pharmacy and patient health outcomes
Technology is keeping patient adherence to treatment. Do you use technology to help patients manage their medications? Do you utilise tools such as patient PCI pagers, memos or apps? Are you partnering with health technology companies to provide innovative solutions? This session will delve into the latest technology and explore new ways to increase adherence and engagement of both health and patients.
Speaker: Victoria Garcia Cardenas, Senior Lecturer in Pharmacy, University of Technology Sydney; Scott Taylor, Co-Founder, Perx Health

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM
VENUE: Arena 1A
3.30pm - 4.15pm
Education Session: Clinical Bites: Advances in the management of atopic eczema - the skin microbiome
Clinical Bites: Advances in the management of atopic eczema - the skin microbiome
The skin acts as a physical and immunological barrier to environmental insults and invasive pathogens respectively. There is an emerging body of evidence to demonstrate that commercial organisms on the surface of the skin are not innocent bystanders but play an integral role in skin homeostasis. Also known as the skin microbiome, changes in the diversity of microbes on the skin can give rise to a number of inflammatory dermatological conditions including atopic eczema. This session will discuss the patient journey with eczema and where the clinical pharmacist can intervene from diagnosis to management and preventative care.
Speaker: Dr Phila Tong, Dermatologist

BUSINESS SESSION STREAM
VENUE: Meeting Rooms 5-7
4.00pm - 4.30pm
Business Bites: How do you handle challenging clinical discussions with prescribers? What is your professional responsibility and potential liability?
As a pharmacy professional, you are required to provide clinical advice to patients about medicines. The pharmacist-patient relationship is an ongoing and confidential conversation - but what happens when the professional advice needs to be handled in a clinical discussion? What is your professional liability and potential liability?
Speaker: Gary West, Professor of Osteopathy, PDL

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM
VENUE: Arena 1A
4.15pm - 5.00pm
The Great Debate: Team Australia vs The Rest of the World
Come along and see a team of high profile Australian debaters repell a squad of international challenge, debating the proposition that “Australia is ahead of the pack.” In this no holds barred contest, the team from downunder will be singing the praises of all things Australian-from pharmacy innovation, to sporting prowess, pristine beaches, the Opera House, and our Prime Ministerial turnover rate. The Rest of the World will beg to differ. Who will win? You be the judge.
Facilitator: Greg Turnbull, Communications Advisor, The Pharmacy Guild of Australia
Affirmative Team: Simon Blacker, President, The Pharmacy Guild of Australia ACT Branch; Natalie Willis, National Councillor, The Pharmacy Guild of Australia
Negative Team: Darragh O’Loughlin, Senior Consultant, General Irish Pharmacy Union; Mark Burdon, North East and Cumbria Regional Representative, Pharmaceutical Services Negotiating Committee; Doug Hoey, Chief Executive Officer, National Community Pharmacists Association (US)

BUSINESS SESSION STREAM
VENUE: Meeting Rooms 5-7
4.30pm - 5.00pm
Business Bites: How do you handle challenging clinical discussions with prescribers? What is your professional responsibility and potential liability?
PDL, the leading risk advisor to pharmacists and the pharmacy profession, will provide hands-on methods to handle challenging scenarios in the pharmacy, both articulately and with confidence. Real incident case scenarios will be provided to help prevent friction from escalating.
Speaker: Gary West, Professor of Osteopathy, PDL

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM
VENUE: Arena 1A
5.00pm - Midnight
APP Street Party - Studio 54/Disco
Immerse yourself in a night of 70s disco at this year’s Street Party, where flares, platform shoes, glitter and disco balls will be the order of the night. Street Party favourite, comedian Bob Downe is back as MC to perform some of his disco mega hits, as is Lisa Hunt’s Forever Soul Band with their mix of Motown, disco, soul, R&B and funk. Headlining the main arena will be the Kylie Minogue tribute show 100% Kylie, who will perform hits including Spinning Around, Locomotion and Can’t Get You Out Of My Head. For those wanting a quieter Street Party experience, join our silent disco in the marquee. This area will also feature a beauty bar applying 70s makeup, a themed photo booth, roving entertainment and much more.
VENUE: Pavilion Ballroom, The Star Gold Coast
The Agonist and the Antagonist get a facelift
In a sector where new products seem to take a long time to get to market, 2019 sees the introduction of new forms of drugs that have been around for several years. Naloxone in an intranasal device is new for Australia and provides a route of administration that many will prefer. Will this change how it is considered and used? We explore the differences here and also for the two new slow release buprenorphine formulations that are injected weekly or monthly. Again, this sees changes to the long existing model that also changes the pharmacist role.

Speaker: Dr Jacinta Johnson, Lecturer in Pharmacy, School of Pharmacy and Medical Science, University of South Australia

Caught in the drug court
High risk, hard core drug dependent offenders - what do we do? Either lock them up for years at huge community expense, then see the wave of addiction and crime return when they are released, or send them into drug court? For three decades across the world drug courts have been turning these lives around. This session looks at drug courts, the big game changer in our criminal justice system.

Speaker: Tony Parsons, Drug Court Magistrate, Drug Court Melbourne

11.30am - 12.30pm
THE PHARMACY GUILD OF AUSTRALIA: OUR JOURNEY TO 2025 VENUE: Meeting Rooms T&B

The Guild’s vision for CP2025 is to serve the needs and preferences of patients and consumers through a vibrant, dynamic and commercial pharmacy network. This session will explore the ‘CP2025 Framework for Change’ and the practicabilities and challenges of implementation. It will workshop ways the Guild can assist, provide case studies of pharmacies which have championed change, and reveal how you can develop a plan to implement your own change agenda. A wide range of topics from health services through to technology, business operations and the CP&A will be explored.

Don’t miss this opportunity to engage directly with ‘Your Guild’ on the journey to 2025 and beyond.

9.00am - 12.00pm
MORNING TEA

11.00am - 11.30am
Pharmacy

Mental health and your workplace
Healthy workers and healthy workplaces provide a plethora of benefits for individuals and the business including engaged, motivated and productive staff. A safe workplace is not just about physical, but also mental health. Do you understand your legal obligations as an employer related to mental health issues and the workplaces that can adversely impact on a workers mental health such as workplace bullying and work related stress? Do you know how you can support a worker with a mental health condition? This session will provide practical information and strategies to assist in managing the mental health of your team. Learn how you can take an active role in creating and supporting a mentally healthy workplace.

Speakers: Tina Scrine, Industrial Relations Manager, The Pharmacy Guild of Australia, Queensland Branch; Amanda Seeto, Community Pharmacist & Branch Committee Member, The Pharmacy Guild of Australia, Queensland Branch

11.30am - 12.00pm
The Reviewed Pharmacy Industry Award
The Fair Work Commission has been reviewing and amending the Pharmacy Industry Award 2010 as part of the 4 Yearly Review of Modern Awards. Some of the amendments have been significant. Understand the changes to the Award and how they impact on employment related obligations and entitlements in the community pharmacy industry.

Speaker: Tina Scrine, Industrial Relations Manager, The Pharmacy Guild of Australia

12.00pm - 12.45pm
Pharmacy Board protecting the public - regulating practitioners and supporting the profession
This session focuses on the regulations around pharmacists administered by the Pharmacy Board of Australia through the Australian Health Practitioner Regulation Agency (AHPRA), and what happens if those regulations and requirements are not met. Learn more about the various guidelines and code of conduct (including some of the de-identified case studies especially in the context of community pharmacy). The aim is educational awareness of various regulatory measures and guidelines for pharmacists and pharmacy proprietors.

Speaker: Brett Simmons, Chair, Pharmacy Board of Australia

12.30pm - 1.30pm
TRADE EXHIBITION CLOSES

1.30pm
CONFERENCE CLOSES

9.30am - 12.30pm
TRADE EXHIBITION OPEN

20.00am - 1.00pm
REGISTRATION DESK OPEN