

PROGRAM

FRIDAY 1 SEPTEMBER 2017

12.00pm - 6.00pm

REGISTRATION DESK OPEN

1.00pm - 5.00pm

Cost:

\$77 delegates
\$88 non-delegates

Inclusions:

Afternoon tea



Conference Workshop 1: Harm Minimisation

This workshop is an interactive opportunity to review, revise and renovate your knowledge of substance addiction, and how this applies in your everyday practice. Sessions include:

Naloxone – all you need to know

The changing schedule of Naloxone from prescription only to OTC status in Australia has drawn international attention and raised awareness locally of the lifesaving potential of the opioid blocker. Providing more people with confidence in its administration, efficacy and safety is the new challenge that faces health professionals in this country.

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

Responding to codeine dependence after the change

As we examine the complex trajectories of problematic prescription and over-the-counter drug use we must consider the impact of the codeine schedule change. Improving clinical responses to prescription and over-the-counter drug problems is important if we are to reduce the negative impact on the patient and community. Evidence-based response treatments are available, yet those affected by dependence are reluctant to seek help, highlighting a critical role for pharmacists at the coal face.

Speaker: Dr Suzanne Nielsen, Senior Research Fellow, University of New South Wales

Addiction and the GP

This session will explore the challenging role of the GP in treating addiction in the community, and how pharmacy can better liaise with GPs to produce better outcomes. Treating addiction still remains the focus area of too few practitioners in both professions, and as a result treatment options for patients are compromised. Efforts must aim to improve these circumstances.

Speaker: Dr Hester Wilson, Staff Specialist in Addiction, The Langton Centre

'Fighting The Dragon With Luck'

This uplifting documentary about recovering heroin addicts who attend a local community pharmacy is seen through the eyes of six former addicts. The documentary retraces stories of hopeless addiction, survival, broken dreams, a new hope and eventual recovery.

Q&A Session

1.00pm - 5.00pm

Cost:

\$77 delegates
\$88 non-delegates

Inclusions:

Afternoon tea, pharmacy transformation workbook

Conference Workshop 2: Growing your business through viable professional health services and Health Advice Plus

This interactive workshop will focus on key activities to assist you in understanding your business needs and how to make a decision to prepare your pharmacy now for the future. The session will cover:

1. An overview of pharmacy transformation, and the need for pharmacy transformation. Key learnings of the Guild's Customer Experience Index and other key sets of data pertaining to Community Pharmacy will be examined
2. How to apply the need for change to your business - using key business diagnostic tools such as the Guild's ScriptMap 2020, and Opportunity Analysis and Viability Tools, understand your business needs and potential opportunities.
3. Change starts today - how to commence your business transformation journey, and understand how supported change management programs such as Health Advice Plus can facilitate sustainable change in your business to ensure your desired business outcomes are achieved.

Facilitator: Natalie Smith, National Manager Business Support, The Pharmacy Guild of Australia

5.00pm - 7.00pm



WELCOME RECEPTION - Zeta Bar, Hilton Sydney

Come and network with colleagues and suppliers in a relaxed environment and enjoy canapes and drinks before the conference officially commences the following morning.

SATURDAY 2 SEPTEMBER 2017

6.45am - 5.45pm

REGISTRATION DESK OPEN

VENUE: LEVEL 4

7.15am - 8.10am



The Pharmacy
Guild of Australia

Guild Member (Proprietor) Only Breakfast

This key opportunity for members to receive a confidential briefing of the latest issues impacting community pharmacy will include the Guild's response to the King Review, delivered by the National President and senior Guild officials.

Speakers: George Tambassis, National President, The Pharmacy Guild of Australia; Rick Samimi, Branch President, The Pharmacy Guild of Australia, NSW Branch

VENUE: BALLROOM A

8.20am - 8.30am

Official Welcome

8.30am - 9.15am



Plenary: The upcoming codeine switch - what's the plan?

The upcoming rescheduling of codeine from OTC to a prescription medicine will impact both pharmacies and their customers. This session will detail market research indicating likely consumer actions as the 1 February 2018 date draws closer, and customer attitudes to pharmacy and other information sources will be examined. An overview of clinical data on alternative analgesics, together with relative efficacy and contraindications, will also be discussed.

Speaker: Dr Hartley Atkinson, Pain Researcher & CEO, AFT Pharmaceuticals

9.15am - 10.00am



Plenary: Showcasing the best of Community Pharmacy - lessons from the USA and Canada

This session will feature CEOs from the Pharmacy Guild's sister organisations in the USA and Canada, who will showcase best practice pharmacies from their respective countries, highlight what makes these pharmacies great, and outline lessons that can be learnt for the Australian market.

Speakers: Doug Hoey, CEO, National Community Pharmacists Association (US); Perry Eisenschmid, CEO, Canadian Pharmacists Association

10.00am - 10.45am



Plenary: High growth categories & holistic health care education

Pain, allergy, diabetes care, mobility, and sleep and stress are five categories which continue to represent a significant proportion of healthcare concerns. This presentation will examine the growth of these five categories and the concurrent demand from pharmacy customers to gain access to high quality, holistic health care. Find out how to build your knowledge, confidently grow your business and increase customer engagement through providing better health outcomes.

Speaker: Simon Morriss, Head of Sales, Sanofi Consumer Healthcare

10.45am - 11.15am

MORNING TEA

10.45am - 4.00pm

TRADE EXHIBITION OPEN

VENUE: BALLROOM A

11.15am - 12.00pm



Education Session: Connected care in community pharmacy

How connected is your pharmacy?
How do you use technology to connect with your patients? Are you connected with your community and other health professionals?

Speaker: Ross Gallagher, Chief Executive Officer, GuildLink

VENUE: LEVEL 4

11.15am - 12.00pm

Clinical Session: A therapeutic category update

This session will feature a clinical update on a major therapeutic category. Further details will be available on the conference website shortly.

12.05pm - 12.50pm



How many services did you do last week?

Do you want to do more, but feel like you don't have enough time or resources to promote your services to customers? This interactive session will reveal how you can increase awareness and drive customer demand for services using technology and data.

Speaker: Rob Read, CEO, MedAdvisor

12.05pm - 12.50pm



Celebrating the innovators of the future - National Student Business Plan Competition

Join the 2017 National Student Business Plan Competition finalists as they pitch their innovative business plans to the competition judges. The winner will be announced at the Gala Dinner.

SATURDAY 2 SEPTEMBER 2017 (CONTINUED)

12.50pm - 2.00pm	LUNCH - Trade Exhibition Area	
VENUE: BALLROOM A		VENUE: LEVEL 4
2.00pm - 2.45pm 	<p>Can we predict patient outcomes for greater patient and pharmacy value?</p> <p>Competitive advantage comes down to thinking strategically about the services your pharmacy provides - it is possible to determine which services to focus on simply through analysis of your dispense information. Learn how you can access, analyse and take action to achieve better health outcomes for patients, and healthier profits.</p> <p>Speaker: Mike da Gama, Executive Director, NostraData</p>	2.00pm - 2.45pm  <p>Business session: Wholesaler viability - troubled waters ahead</p> <p>This session will update attendees on the urgent need for fair remuneration for the wholesaler sector. Failure to address this issue will impact the whole supply chain.</p>
2.50pm - 3.35pm 	<p>Business Session: How to navigate the strong pain category with the upcoming codeine up-scheduling</p> <p>With the codeine up-scheduling due to be implemented shortly, learn about how to navigate your way through the strong pain category with strong pain alternatives from codeine.</p> <p>Speakers: Joyce McSwan, Clinical Program Director, Gold Coast Primary Health Network, Persistent Pain Program; George Tambassis, National President, The Pharmacy Guild of Australia</p>	2.50pm - 3.35pm  <p>Business Session: How do we get real progress on improving prescription drug misuse?</p> <p>Three Australians die every day from prescription drug misuse. The problem is widespread, growing and widely acknowledged. Yet Australia has made little progress towards implementing a system that allows healthcare practitioners to properly manage the issue. This session will outline an industry and community led solution for Real Time Prescription Monitoring, which will examine what solutions are working overseas and what we can learn from them. A model for Australia that builds on our existing infrastructure, captures appropriate data from multiple points in the prescription chain, is fully scalable and flexible, and integrates with existing clinical workflows will also be outlined.</p> <p>Speaker: Roger Boot, Partnerships Manager, eRx Script Exchange</p>
3.35pm - 4.00pm	AFTERNOON TEA	

<p>VENUE: BALLROOM A</p> <p>4.00pm - 4.45pm</p>  <p>Panel Session: Global lessons - 10 'must-have' remunerated professional pharmacy programs</p> <p>A panel of international pharmacy leaders will debate the 10 must-have remunerated professional pharmacy services that all national health systems should have in place.</p> <p>Facilitator: Greg Turnbull, Communications Advisor, The Pharmacy Guild of Australia</p> <p>Panelists: Darragh O'Loughlin, Secretary General, Irish Pharmacy Union (IPU); Jan Du Toit, Executive Director, South African Association of Community Pharmacists; Ian Strachan, Chairman, National Pharmacy Association (UK); DeAnn Mullins, President, National Community Pharmacists Association (US); Graeme Blanchard, National President, Pharmacy Guild of New Zealand; Alistair Burse, Chair, Canadian Pharmacists Association; George Tambassis, National President, The Pharmacy Guild of Australia</p>	<p>VENUE: LEVEL 4</p> <p>4.00pm - 4.45pm</p>  <p>Business Session: Truth in numbers</p> <p>Whether you are formulating your pharmacy budget or conducting a due diligence on a pharmacy acquisition, it is important to be realistic. This session highlights the need to look at the sustainable or ongoing results of your pharmacy, and not fake it with historical past performances. Tips and traps in setting your budget or determining the offer price for your next pharmacy will also be provided.</p> <p>Speaker: Michelle Seeto, Chartered Accountant & Senior Manager, RSM</p>
---	---

<p>VENUE: BALLROOM A</p>	
<p>4.50pm - 5.35pm</p> 	<p>Clinical Session: Stepping up diabetes services in your pharmacy</p> <p>The growing prevalence of diabetes in the Australian community, as well as the impact of recent changes in test strip access and distribution, places demands on pharmacists to provide more value-added services that increase meaningful customer engagement and health professional links. This session will equip you with the right tools and processes to support and grow the diabetes category in your pharmacy, while enabling better diabetes management for people with diabetes.</p> <p>Speakers: Kos Slavos, Senior Health Strategist, Sinapse; Chad Rieger, Business Manager - Specialty Pharmacy, TerryWhite Chemmart</p>
<p>7.00pm - midnight</p> 	<p>GALA DINNER - Level 4, Hilton Sydney</p> <p>Offering a night of networking, fun and entertainment for conference attendees and their guests, the Pharmacy Connect Gala Dinner is a night not to be missed. Join in the excitement as the winner of the National Student Business Plan Competition is announced and dance the night away with our live covers band. A three course dinner and drinks will be served.</p>

SUNDAY 3 SEPTEMBER 2017

<p>8.00am - 3.30pm</p>	<p>REGISTRATION DESK OPEN</p>
<p>VENUE: BALLROOM A</p>	
<p>8.30am - 9.15am</p>	<p>Plenary Session: The King Review - the industry responds</p> <p>The King Regulation and Remuneration Review will have released their report and recommendations. This session is an opportunity for the pharmacy sector to respond to the review.</p>
<p>9.15am - 10.00am</p> 	<p>Judy Liauw Address: Empowering women in community pharmacy</p> <p>Join our panel of local and international women speakers, who will discuss the changing roles for pharmacists within community pharmacy.</p> <p>Panelists: DeAnn Mullins, President, National Community Pharmacists Association (US); Christine Venter, President, South African Association of Community Pharmacists; Lucy Walker, Winner, Guild Pharmacy of the Year 2017; Rhonda White, Managing-Director, White Retail Group; Shu Fen Liauw, Community Pharmacy Owner</p>
<p>10.00am - 11.00am</p>	<p>MORNING TEA</p>
<p>10.00am - 3.30pm</p>	<p>TRADE EXHIBITION OPEN</p>

VENUE: BALLROOM A		VENUE: LEVEL 4	
11.00am - 11.45am	<p>Education Session: Medical cannabis - an overview for pharmacists</p> <p>This session will provide an understanding of the key medicinal element of medicinal cannabis, the cannabinoids, including what they are and how they work. Evidence of their efficacy, and an overview of the current market in Australia for this much publicised medicine, will also be discussed.</p> <p>Speaker: Prof Nicholas Lintzeris, Clinical Director Lambert Initiative in Cannabinoid Therapeutics & Discipline Addiction Medicine, University of Sydney</p>	11.00am - 11.45am	<p>Business Session: Recent trends - pharmacy sales, purchases and business governance</p> <p>Speaker: Georgina Odell, Special Counsel, Meridian Lawyers</p>
11.50am - 12.35pm	 <p>Education Session: The clinical role of the pharmacist and managing risk</p> <p>As the scope of practice for pharmacists expands, and with more complex therapies coming to the market, find out why pharmacy must embrace these opportunities, and how risk can be managed.</p> <p>Facilitator: David Brown, CEO, PDL</p> <p>Panellists: Paul Baker, Managing Principal, Meridian Lawyers; Catherine Bronger, Managing Partner, ChemistWorks; Bill Kelly, Chair, Pharmacy Board of Australia; Dr Lisa Nissen, Professor and Head of the School of Clinical Sciences, Queensland University of Technology; Curtis Ruhnau, Director for New South Wales, PDL</p>	11.50am - 12.35pm	<p>Panel Session: Global scan - new markets for Community Pharmacy</p> <p>Our international panel will showcase possible new markets that pharmacists could, and should, play a role in given the changes to scope of practice and the advancement and accessibility of new technologies.</p> <p>Facilitator: Greg Turnbull, Communications Advisor, The Pharmacy Guild of Australia</p> <p>Panellists: Daragh Connolly, President, Irish Pharmacy Union (IPU); Mark Burdon, North East and Cumbria Regional Representative, Pharmaceutical Services Negotiating Committee (UK); Bharat Patel, Vice Chair, Pharmaceutical Services Negotiating Committee (UK); Doug Hoey, CEO, National Community Pharmacists Association (US); Pery Eisenschmid, CEO, Canadian Pharmacists Association</p>
12.35pm - 1.30pm	LUNCH		
VENUE: BALLROOM A		VENUE: LEVEL 4	
1.30pm - 2.15pm	<p>Clinical Session: A therapeutic category update</p> <p>This session will feature a clinical update on a major therapeutic category. Further details will be available on the conference website shortly.</p>	1.30pm - 2.15pm	<p>Business Session: Dispensary figures - understanding the impact of recent government changes</p> <p>This session will feature members of the Guild's Pharmacy Viability Committee, who will detail dispensary performance after consideration of recent government changes.</p>
2.15pm - 3.00pm	<p> Plenary: Innovation archetypes</p> <p>Nils has reinvented the innovation process through Innovation Archetypes. People learn how to identify their innovation strengths & how to utilise archetypes to innovate consistently & effectively. A great way to finish the conference on a high.</p> <p>Speaker: Nils Vesik, Innovator</p>		
3.00pm - 3.30pm	AFTERNOON TEA & CONFERENCE CLOSE		