

CONFERENCE PROGRAM

WEDNESDAY 2 MAY 2018

PRE-CONFERENCE WORKSHOP 1: PROFESSIONAL SERVICES

VENUE: Meeting Room 2, GCCEC

10.00am – 4.00pm

Professional services have become a part of the pharmacy landscape, allowing pharmacies to create an additional and profitable revenue stream, increase customer loyalty, and help increase job satisfaction for staff.

Are you struggling to find ways to get started on the path to making professional services a priority in your pharmacy? Then this CPD accredited workshop is for you.

Presented by the Pharmacy Guild Queensland Branch Business Support Team, the workshop covers the process of implementing and enhancing your professional services from a variety of angles, including:

- assessing your finances and how professional services will improve your profit;
- managing the change from a workflow perspective and motivating your team to get on board;
- effectively marketing your services; and
- working through specific case examples on how to put it all into practice.

Attendance at the workshop also includes a BONUS Opportunity Analysis, which consists of:

- a detailed report about the financial opportunities specific to your pharmacy;
- a one on one consultation with a consultant pharmacist to identify strategies and define goals; and
- the ability to periodically create reports to track improvements.

THIS WORKSHOP IS EXCLUSIVE TO GUILD MEMBER PHARMACIES ONLY
Cost: \$149 per person (includes lunch)

PRE-CONFERENCE WORKSHOP 2: VACCINATION COURSE FOR PHARMACISTS

VENUE: Meeting Room 5, GCCEC

9.30am – 4.30pm

The Guild's Vaccination Course for Pharmacists provides you with vaccinator qualification and 24 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

THURSDAY 3 MAY 2018

7.30am - 7.00pm

REGISTRATION DESK OPEN

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM

VENUE: ARENA 1A

8.30am - 10.30am



Opening Plenary

This new format 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.

10.30am - 11.00am

MORNING TEA

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM

VENUE: ARENA 1A

11.00am - 11.45am



Education Session: Quality use of medicines in pain management and the 'how to' of forward pharmacy

This session will explore the 'how to' of the forward pharmacy model and how to achieve quality use of medicines in pain management. Learning how to navigate the patient towards safe and efficacious pharmacological and non-pharmacological options is both an essential ethical responsibility, and an opportunity to build long lasting solutions-based health partnerships to improve the lives of those living with pain. Plus, find out what 300+ independent and rigorous "time and motion" studies tell us about the 'how to' of forward pharmacy, and which conventional wisdoms are genuine, and which are myths.

Speakers: Glenn Guilfoyle, Founder & Principal, The Next Level; Joyce McSwan, Clinical Program Director, Gold Coast Primary Health Network Persistent Pain Program

11.45am - 12.30pm



Education Session: Brand bias - why it's YOUR business

Brand building is everyone's business. This session will offer purpose-led brand strategy tools and approaches. Leading strategist and former panellist on The Gruen Transfer, Matt Jones will use best practice examples of brand strategies in action and provide actionable lessons and frameworks for applying the lessons of craft to any brand or business.

Speaker: Matt Jones, Leading Strategist & Former Panellist, The Gruen Transfer

12.30pm - 2.00pm



LUNCH

12.30pm – 2.00pm Garden Terrace Marquee Lunch
 1.00pm – 2.00pm Level 1 Lounge Lunch (Quick Lunch)

12.30pm - 2.00pm

Women in Pharmacy Networking Lunch

This lunch is open to all female pharmacists, pharmacy staff and students who are registered as full and day delegates.
VENUE: Eastern Terrace 1 (access via Kombi Van Café)

1.15pm - 2.00pm



Alan Russell Oration: Enhanced Services Networks for pharmacy - lessons from the USA

Join our special guest speaker who will outline lessons from the USA on establishing strong relationships with patients and the patient's local healthcare team. How will your pharmacy provide enhanced services that will improve the health of complex patients?
Speaker: Joe Moose, Pharmacist & Innovation in Health Care Delivery Trailblazer

CLINICAL SESSION STREAM

VENUE: MEETING ROOMS 5 - 7

11.00am - 11.30am



Clinical Bites: Skin breakdown - who's at risk?

Skin is the largest organ of the human body and plays a vital role in keeping us healthy. Factors such as incontinence, pressure, friction, infection, nutrition, ageing, medications and disease processes can all contribute to skin breakdown and negatively impact an individual's quality of life. This session will discuss the key risk factors impacting optimal skin integrity. Learn how to identify who is at risk and the role pharmacy can play to assist.

Speaker: Sara Ford, National Clinical Educator, Wound Management, HARTMANN Australia; Sonya Meyer, National Clinical Educator, Continence Management, HARTMANN Australia

11.30am - 12.00pm



Clinical Bites: Children and asthma devices - how to help kids get on top of their asthma

Being a child can be hard enough – and is harder still when chronic conditions such as asthma need to be managed. Correct use of medicines and their devices is vital to get on top of the condition. This session will explore how you and your pharmacy can help children get the best results from their medicines through education and coaching.

Speakers: Mark Sanders, Managing Director, Clement Clarke International (UK)

12.00pm - 12.30pm



Clinical Bites: Research and trends in complementary medicine

Growing interest in complementary medicine has led to more customers seeking the benefits of herbal and dietary supplements, but the challenge is in knowing which products may best suit their needs or condition. This session will explore the latest clinical research and trends in the market, as well as discuss how to provide a more personal and tailored health solution for your customers.

Speaker: Dr David Cannata, Product Training Manager, Swisse Wellness

12.30pm - 1.00pm



Clinical Bites: Pregnancy planning - it takes two

One in six couples experience infertility, with 40% due to sperm function issues. While genetic, infective, hormonal causes or medication can negatively impact on sperm production and quality, no cause is found for most men. Micronutrients affect sperm metabolism, and nutrient deficiencies can impair sperm quality through oxidative stress. This session will describe strategies which you can discuss with consumers to help improve the likelihood of conception.

Speaker: Dr Treasure McGuire, Medicines Information Pharmacist

PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: ARENA 1A		CLINICAL SESSION STREAM VENUE: MEETING ROOMS 5 - 7		CULTURAL RESPONSIVENESS IN COMMUNITY PHARMACY VENUE: MEETING ROOM 8
2.00pm - 2.45pm 	Education Session: The future of healthcare Like many industries, healthcare is undergoing a technology driven disruption. The age of personalised medicine has arrived with the availability of medications based on individual genome analysis, and wearable health and wellness devices are predicted to have sales in excess of \$34 billion by 2020. This presentation will examine the technology and trends that are shaping the future of health. Speaker: Dr Glenn Singleman, Medical Practitioner & Professional Adventurer	2.00pm - 2.30pm 	Clinical Bites: Management and prevention of antibiotic associated gastrointestinal upsets With one in 10 patients taking antibiotics suffering from gastrointestinal side effects, pharmacists are in a unique position to consult on and tackle antibiotic associated gastrointestinal upsets. This session provides supporting research on tackling digestive symptoms resulting from short and long term antibiotic use. Speaker: Marla Cunningham, Head of Clinical Innovation, Health World Ltd	Cultural Responsiveness in Community Pharmacy This interactive session is relevant for all pharmacists across the country. Indigenous Allied Health Australia (IAHA) will be running an interactive session as an introduction to Cultural Responsiveness. This session will enable participants the opportunity to ask questions and be guided on practical skills to implement within their workplace in working with Aboriginal and Torres Strait Islander people. IAHA's comprehensive framework will be introduced and covers culturally responsive health care, its' relation to governance, call to action and why it's needed to transform relationships and improve health and wellbeing outcomes. Speaker: Nicole Turner, Chairperson, Indigenous Allied Health Australia 1.30pm - 3.15pm
2.45pm - 3.30pm 	Education Session: Biologics and biosimilars in the treatment of rheumatic diseases - what pharmacists need to know This session will assist pharmacists in developing an awareness of rheumatic diseases for which biological and biosimilar medicines are used in treatment. The session will cover the importance of early diagnosis and treatment options for patients with rheumatic diseases, the similarities and differences between biological and biosimilar medicines, and outline how rheumatologists and pharmacists can work together to maximise patient outcomes. Speaker: Dr Mona Marabani, Consultant Rheumatologist	2.30pm - 3.00pm 	Clinical Bites: Frontline solutions for joint discomfort With many patients calling for assistance in the management of chronic joint discomfort, pharmacists find themselves at the frontline of care for those seeking relief. This session focusses on how pharmacists can advocate for their patients relief of joint discomfort through understanding new research. Speaker: Asha Shaw-Hunt, Technical Education Officer, Metagenics Australia	
3.30pm - 4.00pm	AFTERNOON TEA	3.00pm - 3.30pm 	Clinical Bites: Family planning - the pharmacy as a health destination for pre-conception and pregnancy care There are significant nutritional and general health gaps among women of childbearing age, which can decrease chances of conception and increase the risk of pregnancy complications. This session will examine the pharmacist's role in pre-conception care, advice to offer in case of unplanned pregnancy, and recommendations for before, during and after pregnancy. Speaker: Dr Debra Kennedy, Clinical Geneticist	
PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: ARENA 1A		CLINICAL SESSION STREAM VENUE: MEETING ROOMS 5-7		Rural Pharmacy Forum The challenges of recruiting and retaining an effective workforce is at the heart of issues facing rural pharmacy. The cost of travel, and the time involved to travel, adds additional burden to rural pharmacies who are unable to access a large local pool of potential staff. Community pharmacies are an integral part of Australia's primary health care system and all require access to fair and sustainable resources to uphold standards of quality, accountability and safety. This forum will discuss issues of distribution of workforce, pharmacist remuneration, clinical skills and competencies and external funding. The forum will also provide attendees with the opportunity to network and exchange information. Speakers: Lucy Walker, Branch Committee Member, The Pharmacy Guild of Australia, QLD Branch; Adam Phillips, General Manager - Pharmaceutical, GuildLink 3.30pm - 5.30pm 
4.00pm - 4.45pm 	Education Session: A view to 2020 - what will great "customer centricity" look like in 3 years? What if the needs of consumers has changed? What if you could serve needs the consumer never thought you could? What if the changes offered you new opportunities for growth? This session will review key consumer trends, reveal why some big marketing programs fail, and provide case studies of businesses which have made even modest incremental changes to their retail offer. A take-away checklist designed to check your business readiness for changed consumer needs will also be provided. Speaker: Michael Walton, Michael Walton Consulting	4.00pm - 4.30pm 	Clinical Bites: It's time Too many Australians are being diagnosed with diabetes too late. Pharmacists are in a unique position to help detect type 2 diabetes. This session will explore the growing prevalence of type 2 diabetes and the need for increased awareness and detection earlier, along with the strategies available to pharmacists. Speaker: George Tambassis, National President, The Pharmacy Guild of Australia	
4.45pm - 5.30pm 	Education Session: Amazon - their ambitions for Australia and scenarios for Pharmacy John Batistich has spent several years studying the success of Amazon. With broad connections across retail and directly with Amazon, he is well positioned to provide insight into this fast-changing online retailer and the likely relevance to the pharmacy industry. Speaker: John Batistich, Amazon Expert	4.30pm - 5.00pm 	Clinical Bites: What's the solution for superbug infections in wound care? Complications in wound healing is pushing the need for ongoing research to develop new options and technology for front line wound care. Explore the research that showcases current understanding of niche technologies, and discover the potential for your role in wound care. This session looks at possible options for bugs in wounds resistant to antibiotics. Speaker: Dr Nural Cokcetin Postdoctoral Researcher, ithree institute, University of Technology Sydney	
5.30pm - 8.30pm 	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	5.00pm - 5.30pm 	Clinical Bites: Nutritional rickets - a call to action Vitamin D facilitates calcium absorption from the gut. The primary source of vitamin D is skin exposure to UVB in sunlight, with less than 10% of vitamin D coming from dietary sources. Despite being preventable, there has been a resurgence of vitamin D deficiency in Australia and an increase in cases of paediatric hypocalcaemia and rickets. Maternal vitamin D levels dictate foetal and newborn vitamin D. Speaker: A/Prof Craig F. Munns, Paediatric Endocrinologist, The Children's Hospital at Westmead	

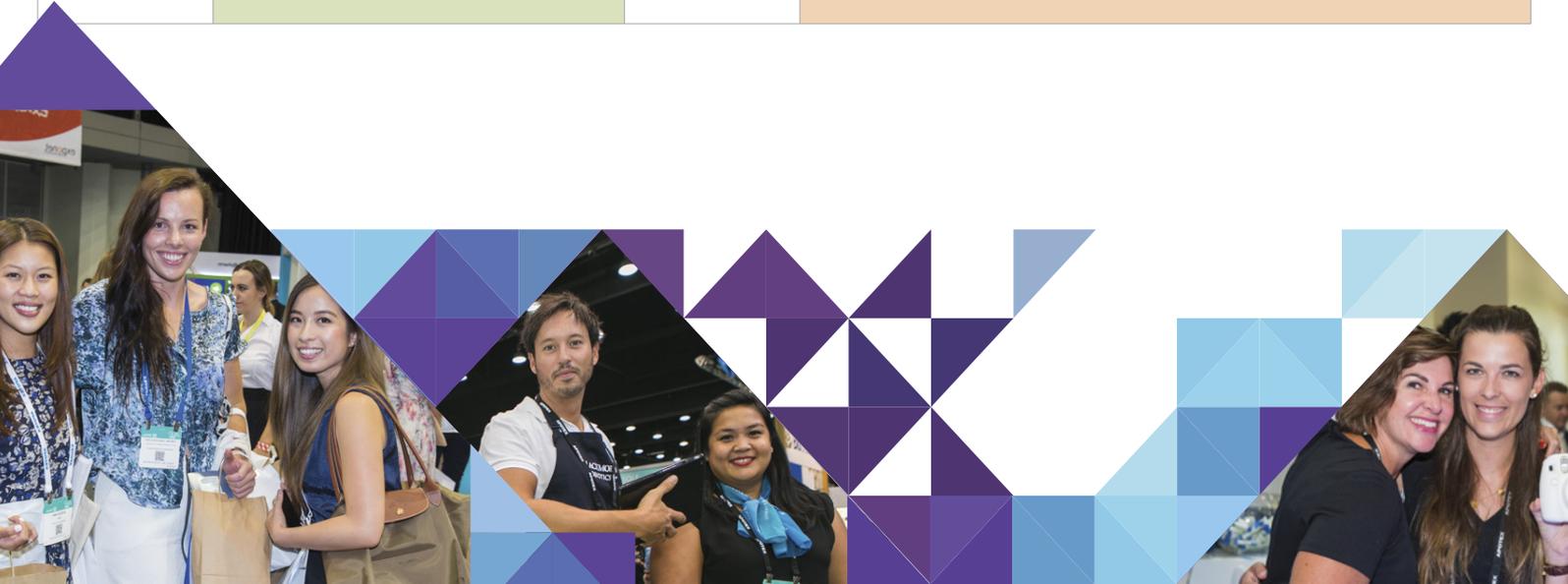
<p>7.00am - 8.00am</p> 	<p>Guild Member (Proprietor) Only Breakfast: Industry Update This interactive Q&A session will provide attendees with the opportunity to pose questions to Guild National President, George Tambassis and other Guild officials. Open to Proprietor Guild Members only. Cost: \$50.00 per person (includes hot breakfast) VENUE: Pavilion Ballroom, The Star Gold Coast (formerly Jupiters)</p>		
<p>7.30am - 5.45pm</p>	<p>REGISTRATION DESK OPEN</p>		
<p>PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: ARENA 1A</p>	<p>CLINICAL & BUSINESS SESSION STREAM VENUE: MEETING ROOMS 5-7</p>		
<p>8.30am - 9.25am</p> 	<p>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; Dr Shane Jackson, National President, Pharmaceutical Society of Australia; Allan Tillack, Chair, Generic and Biosimilar Medicines Association; Wes Cook, Chairman, Medicines Australia; George Tambassis, National President, The Pharmacy Guild of Australia</p>	<p>8.30am - 9.00am</p> 	<p>Clinical Bites: Breaking barriers of incontinence This session will focus on the important role a pharmacist has in assessing, providing useful education, product and referral information to community based individuals with urinary incontinence. Speaker: Lyn Rohweder, Business Development Manager/Team Leader Queensland, Kimberly-Clark</p>
<p>9.25am - 9.40am</p>	<p>Keynote Address Speaker: The Hon Catherine King MP, Shadow Minister for Health and Medicare</p>	<p>9.00am - 9.30am</p> 	<p>Clinical Bites: Improving long term outcomes in kidney transplant recipients – the role of community pharmacy Whilst short-term patient and graft outcomes continue to improve after kidney transplantation, improving longer-term outcomes remains a challenge. This session will discuss the key issues on the long term care of transplant recipients, identify potentially modifiable risk factors post transplantation, and discuss practical recommendations from current evidence-based, best practice guidelines (focus on improving adherence). Speaker: Dr Alan Parnham, VMO Nephrologist, Gold Coast University Hospital & Director Renal Services, Gold Coast Private Hospital</p>
<p>9.40am - 10.00am</p>	<p>MORNING TEA</p>		
<p>9.30am - 5.00pm</p>	<p>TRADE EXHIBITION OPEN</p>		
<p>10.00am - 10.45am</p> 	<p>Education Session: Fighting Alzheimer's Disease – how pharmacy can help Alzheimer's disease is the most common form of dementia, representing 70% of all cases. Join Dementia Australia's National Ambassador Ita Buttrose as she discusses ways to reduce people's risk of Alzheimer's disease and other dementias, the challenges faced by carers, and strategies to help people manage dementia and live the best life possible. The role of pharmacy in fighting dementia will be also explored. Speaker: Ita Buttrose AO OBE, Businesswoman, Best-Selling Author, Community & Welfare Contributor</p>	<p>10.00am - 10.30am</p> 	<p>Business Bites: Value Stream Mapping your dispensary – the hands-on 'how to' guide This session will introduce the concept of Value Stream Mapping, a component of lean manufacturing theory that has been applied in many industries and contexts to enhance efficiency. How this principle applies to pharmacy will be discussed, and attendees will be provided with practical advice on how this tool can be used in business to map and interpret the 'flow' of product and service through the dispensary. The session will also provide attendees with a complimentary Value Stream Mapping template to get you started on optimising your pharmacy operation. Speaker: John J Koot, Managing Director, Willach Australasia</p>
<p>10.45am - 11.30am</p> 	<p>Education Session: Across the counter – customer loyalty and the pharmacy With increasing competition, downward pressure on margins, and consumers who have maximum choice on where to purchase their health products and services, what are the levers to motivate customer loyalty? This session will reveal the latest results and insights from an industry wide independent research study on customer loyalty to the pharmacy – from the point of view of both the consumer and the pharmacist. Speaker: Adam Posner, Founder & CEO of The Point of Loyalty</p>	<p>10.30am - 11.00am</p> 	<p>Clinical Bites: The role of the community pharmacist in the treatment of insomnia Many factors contribute to insomnia and sleep disorders, and pharmacists are often on the front line to help patients find the appropriate treatment. This session will review the current understanding of insomnia and the role community pharmacists can play to screen, counsel and refer patients suffering from insomnia. Speaker: Dr Simon Frenkel, Respiratory & Sleep Disorders Physician</p>
<p>11.30am - 2.00pm</p>  	<p>LUNCH 11.30am - 2.00pm Garden Terrace Marquee Lunch 12.30pm - 2.00pm Level 1 Lounge Lunch (Quick Lunch)</p>	<p>11.00am - 11.30am</p> 	<p>Clinical Bites: The management of dermatological conditions This session will review the management of dermatological conditions and what to consider when recommending skincare. The outcome of this session is to provide delegates with simple strategies that can be employed to maintain, improve or treat dermatological conditions with the ultimate goal of improving quality of life for patients. Speaker: Khen Meng Kon, Head of Medical, Galderma Australia/New Zealand</p>
		<p>11.30am - 12.00pm</p> 	<p>Clinical Bites: Optimal management of allergy in pharmacy Allergy sufferers may have multiple exacerbations of their symptoms in their lifetime. Data shows that having a pharmacist guiding their management has a better health outcome than those that set their own goals for treating their disease. What can be done in pharmacy to optimise allergy treatment when antihistamine users symptoms change, and how can correct diagnosis be performed? Speaker: Dr Jessica Tattersall, Allergist, Sydney Allergy Clinic</p>
		<p>12.00pm - 12.30pm</p> 	<p>Clinical Bites: Pathophysiology of functional gastrointestinal disorders (FGID) – implications for patient management Traditionally, functional gastrointestinal disorders (FGID), including functional dyspepsia or irritable bowel syndrome, are defined by more or less specific symptoms and the absence of structural or biochemical abnormalities that cause these symptoms. This concept is now considered to be outdated - if appropriate tests are applied, structural or biochemical abnormalities that explain the symptoms may be found in many patients. Relevant mechanisms that play a role in FGID include altered brain gut interactions, chronic infections, the intestinal microbiota, low-grade mucosal inflammation including the increase of eosinophils, or a systemic immune activation. These abnormalities are the targets for therapeutic interventions. Speaker: Professor Gerald Holtmann, Director, Department of Gastroenterology & Hepatology, Princess Alexandra Hospital</p>



<p>1.00pm – 1.55pm</p> 	<p>Education Session: It's not what you say.... Join international body language expert Allan Pease, who will reveal the practical skills and techniques required to achieve business objectives and success. Allan will present new ideas and theories from the world of body language to assist you in learning how to motivate your team, and will reveal how you and your staff can develop verbal and non-verbal communication skills to give your pharmacy a competitive edge. Speaker: Allan Pease, Body Language Expert</p>	<p>12.30pm – 2.00pm</p>	<p>LUNCH</p>
<p>1.55pm – 2.00pm</p>	<p>BREAK</p>		
<p>2.00pm – 3.00pm</p> 	<p>Education Session: Current management considerations of iron deficiency – an update Iron deficiency (ID) is the most common dietary deficiency worldwide, especially in women due to regular blood (and iron) loss through menstruation. Heavy menstrual bleeding (HMB) is the most common gynaecological symptom and a key risk factor for ID and iron deficiency anaemia (IDA). As ID without anaemia is now recognised as being just as important as IDA, effective management of ID is critically important in several situations, including pre-pregnancy, before major surgery and for conditions such as inflammatory bowel disease, chronic kidney disease, chronic heart failure and HMB. Speakers: Professor Ian S. Fraser, Conjoint Professor, University of New South Wales & Honorary REI Sub-specialist, Royal Prince Alfred Hospital; Dr Cecilia H. M. Ng, Medical Science Liaison, Vifor Pharma</p>	<p>2.00pm – 2.30pm</p> 	<p>Business Session: Data – its value to your pharmacy Data is your pharmacy's most important digital asset. How you use and value your data determines the success of your business and the health of your customers. This session will explore the impact your data has on your business, your revenue, and your connection with your customers. Learn how to track, analyse and improve your business's performance using the data you curate, discover the ways your data informs your patient interaction and builds customer loyalty, and find out how your pharmacy influences the health journey of your customers through your data in the wider health industry. Speaker: Ross Gallagher, Chief Executive Officer, GuildLink</p>
		<p>2.30pm – 3.00pm</p> 	<p>Clinical Session: How big is our wee problem? The role for pharmacists in helping patients with incontinence Incontinence is an embarrassing and often socially debilitating condition affecting 1 in 4 Australians. But did you know that there are many management options available? Learn about the realities of incontinence for patients, and about the role pharmacists can play in helping some of these patients better manage their condition. Speakers: Dr Jenny King, Urogynaecologist; Kos Sclavos, Senior Health Strategist, Sinapse</p>
<p>3.00pm – 3.30pm</p>	<p>AFTERNOON TEA</p>		
<p>3.30pm – 4.15pm</p> 	<p>Education Session: Stress and emotional wellbeing – what pharmacists need to know about complementary medicines Stress and emotional wellbeing are commonly seen health complaints in pharmacies, with an Australian survey revealing that 72% of Australians feel stress has at least some impact on their physical health, and that 64% feel that stress affects their mental health. Pharmacists are ideally placed to provide advice to patients on the evidence-based, safe and appropriate use of complementary medicines. This session will demonstrate how to better engage your patients and start a conversation about managing stress and supporting emotional wellbeing. Speaker: Liesl Blott, Research and Training Manager, Australian Wellness Solutions</p>	<p>3.30pm – 4.00pm</p> 	<p>Business Bites: To join a franchise, or not to join a franchise? Join pharmacist proprietor, Feras Kareem, as he discusses the Community Pharmacy vs Retail Pharmacy model and the pros and cons of joining a franchise. Feras has been involved with a number of pharmacy brands including Blooms the Chemist, Chemworld, Pharmacy 4 Less and Priceline Pharmacy as well independent pharmacies. Having owned and operated pharmacies of all shapes and sizes over two decades, Feras will share his first hand experiences. Speaker: Feras Kareem, Mangaing Director, Pharmacy 4 Less</p>
<p>4.15pm – 5.00pm</p> 	<p>Education Session: Privacy and/in your pharmacy: complacency is not an option With a greater public focus on breaches of privacy and data, it is vital for those working in community pharmacy to know and understand how Australia's privacy laws work and how it affects them. This session will provide essential information on adhering to the Australian Privacy Principles and implementing 'good privacy practice', including how to develop a privacy policy and train staff of their privacy obligations, when and how to seek consumer consent to use their personal information, and what to do when there has been a breach of privacy. Speakers: Melanie Drayton, Assistant Commissioner Regulation and Strategy Branch, Office of the Australian Information Commissioner (OAIC); Catherine Bronger, Branch Committee Member, The Pharmacy Guild of Australia, NSW Branch</p>	<p>4.00pm – 4.30pm</p> 	<p>Business Bites: Armed robberies – are you prepared? Pharmacies are increasingly being targeted for armed robberies – for both drugs and money. This session will provide practical information on how to minimise the risk of your pharmacy becoming the target of an armed hold-up, how to respond to minimise the risk of harm to staff and customers should an armed hold-up occur, and what to do in the immediate aftermath of an armed hold-up. Speaker: Holly James, Acting Senior Sergeant, Gold Coast District Tactician, Queensland Police; Christie Boucher, Client Risk and Development Executive, Guild Insurance</p>
<p>4.30pm – 5.00pm</p> 		<p>4.30pm – 5.00pm</p>	<p>Clinical Bites: To take probiotic, or not to take probiotic? How confident are you when a customer requests a probiotic? Do you feel they sometimes know more about them than you do? This session will discuss the complexity and sometimes confusing probiotic category, bust the myths, and explain what consumers are looking for from your pharmacy. Speaker: Dr Anders Henriksson, Principal Application Specialist, DuPont Nutrition & Health</p>
<p>5.00pm – 5.30pm</p> 	<p>Education Session: Osteoporosis and the role of the pharmacist This session will highlight key QUM issues which will allow pharmacists to assist osteoporosis patients to ensure continuity of care. Speaker: Dr Greg Lyubomirsky, CEO Osteoporosis Australia</p>	<p>5.00pm – 5.30pm</p> 	<p>Clinical Bites: The gut microbiome development in the first 1000 days The microbiome formation period extends over a period of approximately 1000 days. This period commences at gestation and concludes around two years of age. This period of formation is a critical window of opportunity to promote development of a microbial community that can positively influence the health and wellbeing of the host. This presentation will cover microbiome development, current guidelines and the role of probiotics, providing pharmacists with knowledge needed to support their patients. Speaker: Misa Matsuyama, Accredited Practising Dietitian</p>



<p>7.00am – 8.15am</p> 	<p>Breakfast Educational: Creating a mentally healthy workplace – why it matters Healthy workplaces promote mental health and wellbeing. They are positive and productive, and get the best out of everyone in the workplace. The well-being of your team members is closely linked to business success, when you have a happy and healthy team, your business performs better. Join us for this important panel discussion around why investing in creating a more mentally healthy workplace provides a positive ROI and is beneficial to everyone. Facilitator: Colm Maguire, Group Executive Pharmacy Transformation Group, The Pharmacy Guild of Australia Panellists: Elise Apolloni, Pharmacy Owner, Capital Chemist Wanniasa; Kay Dunkley, Executive Officer, Pharmacists' Support Services (PSS); Ruth Markham, Strategic Partnerships Manager, R U OK?; Curtis Ruhnau, Director for New South Wales, PDL Cost: \$50.00 per person (includes hot breakfast) VENUE: Garden Terrace Marquee, Northern Terrace</p>		
<p>7.30am – 5.00pm</p>	<p>REGISTRATION DESK OPEN</p>		
<p>PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: ARENA 1A</p>	<p>CLINICAL & BUSINESS SESSION STREAM VENUE: MEETING ROOMS 5-7</p>		
<p>8.30am – 9.30am</p> 	<p>Education Session: The case for change – why biosimilars make sense Join UK oncologist, Dr Paul Cornes as he describes the rapidly changing management options for cancer therapies, and how this impacts on choice of treatment options. Speakers: Paul Cornes, Oncologist (UK); Marnie Peterson, CEO, Generic and Biosimilar Medicines Association</p>	<p>8.30am – 9.00am</p> 	<p>Clinical Bites: Differential diagnosis of the Red Eye This session will focus on the differential diagnosis of the red, sore eye in the pharmacy setting. Signs and symptoms of each possible differential diagnosis will be discussed to enable delegates to appropriately triage patients and instigate the correct treatment. Dry Eye subtypes will be discussed including the most appropriate protocols and strategies to treat each subtype of Dry Eye. Speaker: Jason Holland, National Director of Optometry, The Optical Superstore</p>
<p>9.30am – 10.00am</p>	<p>MORNING TEA</p>	<p>9.00am – 9.30am</p> 	<p>Clinical Bites: The treatment of acute pain Acute pain management can be complex and is challenging for people living with pain. Approaches to pain management vary around the world, and this session aims to provide a global perspective on different pain management options available Speaker: Dr Hartley Atkinson, Pain Researcher & CEO, AFT Pharmaceuticals</p>
<p>9.30am – 5.00pm</p>	<p>TRADE EXHIBITION OPEN</p>	<p>PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A</p>	<p>CLINICAL/BUSINESS SESSION STREAM VENUE: MEETING ROOMS 5-7</p>
<p>10.00am – 11.00am</p>  	<p>Panel Session: Discovering a super cure for pharmacy employees' financial ailments This dynamic panel discussion will discuss the social and environmental barriers that pharmacy employees face in growing a nest egg in order to secure a comfortable retirement, and the solutions available to employees and their employers to help improve the status quo. Facilitator: Mary Crooks AO, Executive Director, Victorian Women's Trust Panellists: Nicole Pedersen-McKinnon, Money Educator & Commentator; Greg Everett, General Manager, Guild Trustee Services; Helen O'Byrne, Branch Committee Member, The Pharmacy Guild of Australia, TAS Branch</p>	<p>10.00am – 10.30am</p> 	<p>Business Bites: Maximising the sale price of your pharmacy in the current market This session will provide an update on the current market prices for pharmacies sold throughout Australia and an overview of what is driving buyers to pay a higher price in some locations. Common pitfalls sellers make and how to prepare for this sometimes emotional journey will also be covered, as well as other exit strategies (including succession). Speaker: Frank Sirianni, Managing Director, Medici Capital</p>
<p>11.00am – 11.45am</p> 	<p>Ann Dalton Address: From tokenism to leadership – women in decision making roles Diversity covers a broad range of segments – gender, ethnicity, sexuality and so on. Male dominant boards and committees is a universal phenomenon. As an industry how do we move to ensure that boards and committees more equitably represent the audience they serve? What can be done to ensure voices are heard? Does the answer lie in quotas, targets and mentoring schemes or deeper change management tactics? Join our panel as they discuss these themes and issues. Facilitator: Wendy Phillips, Former Executive Director, The Pharmacy Guild of Australia Panellists: Catherine Bronger, Branch Committee Member, The Pharmacy Guild of Australia, NSW Branch; Helen O'Byrne, Branch Committee Member, The Pharmacy Guild of Australia, TAS Branch; Lucy Walker, Branch Committee Member, The Pharmacy Guild of Australia, QLD Branch; Rhonda White, Managing Director, White Retail Group</p>	<p>10.30am – 11.00am</p> 	<p>Business Bites: Not just a rubber stamp - the importance of due diligence in the pharmacy buying process Just where does the due diligence (DD) process come in the order of things when buying a pharmacy? Vendors and brokers treat it like a rubber stamp job, yet often the process raises issues that impact on the value of a pharmacy. Purchasers, whether buying their first or subsequent pharmacy, should give DD its rightful importance and ensure room is left for discussion about price if the review uncovers information which indicates that the offer previously made is overstated. This session will provide case studies of resulting issues and the impact these can have on price - the stories will surprise you. Speaker: Peter Saccasan, National Director Pharmacy Services, RSM Australia</p>
<p>11.00am – 11.30am</p> 	<p>Clinical Bites: Opportunities for patient-centric analgesic recommendations in pharmacy Future proof your pharmacy against disruptive changes and see how focus and intervention at each of the patient touchpoints can help you better engage your patients on all fronts for better health outcomes. Also, find out more about preparing your pharmacy for the opportunities that may come with Pain MedsCheck. Speaker: Joyce McSwan, Clinical Program Director, Gold Coast Primary Health Network Persistent Pain Program</p>	<p>11.30am – 12.00pm</p> 	<p>Business Bites: Thriving in the Amazon era Whilst the highly anticipated launch of Amazon in Australia is set to radically change consumer shopping habits, it will also pose a significant threat to local retailers. To futureproof your pharmacy in this fast moving digital age you must deliver an exceptional customer experience including convenient shopping options such as 'Click & Collect' and delivery, excellent customer service, and a range of health services relevant to the customer. This session will reveal how you can neutralize the threat of online retailers such as Amazon so that your pharmacy can thrive. Speaker: Robert Read, CEO, MedAdvisor</p>



PERSONAL & PROFESSIONAL DEVELOPMENT STREAM VENUE: Arena 1A		CLINICAL/BUSINESS SESSION STREAM VENUE: MEETING ROOMS 5-7	
11.45am - 2.00pm  	LUNCH 11.45am – 2.00pm Garden Terrace Marquee Lunch 1.00pm – 2.00pm Level 1 Lounge Lunch (Quick Lunch)	12.00pm - 12.30pm  For the best of health	Clinical Bites: Topical management of the nose and sinuses Are you doing enough to help your customers manage their nasal and sinus symptoms? This session will provide pharmacists with an understanding of their role in the management of moderate to severe nasal and sinus congestion. Practical tips to help improve the outcomes for patients dealing with the effects of congestion will also be presented. Speaker: A/Prof Prof Larry Kalish, Adult & Paediatric Ear, Nose and Throat Surgeon
1.00pm - 1.55pm 	Education Session: The common cold in children and adults The common cold is a minor self-limiting condition which causes impairment for quality of life to adults and children – and pharmacist is usually the first port of call for consumer seeking relief from the symptoms. This session will discuss a new treatment option for the common cold, including a review of the available literature and evidence. Speaker: Professor Ronald Eccles, Former Director Common Cold Centre, Cardiff University	12.30pm - 1.00pm 	Clinical Bites: Migraine management - a holistic approach This session will discuss a holistic approach to migraine treatment and the role of both drugs and complementary therapies such as nutrients, herbs and lifestyle. Speaker: Dr Raymond Schwartz, Neurologist
1.55pm - 2.00pm	BREAK	1.00pm - 2.00pm	LUNCH
2.00pm - 2.30pm 	Clinical Session: Medicinal cannabis – what’s next? This session will provide background on the pharmacology and role of the endocannabinoid system, the known safety, side effects and efficacy of medicinal cannabis, and the status of clinical trials. Plans for a pharmacy education program to assist pharmacists understand the current regulations will also be discussed Speakers: Tony Hall, Senior Lecturer School of Clinical Sciences, Faculty of Health, Queensland University of Technology; Dr Lisa Nissen, Professor and Head of School of Clinical Sciences, Queensland University of Technology; Debbie Rigby, Advanced Practice Pharmacist	2.00pm - 2.30pm 	Clinical Bites: New options for IBS management This session will cover new research in the clinical setting of IBS and outline new options available for avoiding and managing symptoms. Speaker: Dr Joanna McMillan, Dietitian and Nutrition Scientist
2.30pm - 3.00pm 	Education Session: Digital health – enabling pharmacy practice innovation The rise of technology in healthcare has led to dramatic changes in approaches to patient care by healthcare professionals. The realm of digital health has created new opportunities for pharmacists to integrate digital health innovations into their businesses and practice. This session will explore how pharmacy profession would embrace digital health and adopt innovative technologies and strategies to deliver the highest standard of pharmacy services. Speaker: Dr Shane Jackson, National President, Pharmaceutical Society of Australia & Senior Clinical Reference Lead, The Australian Digital Health Agency	2.30pm - 3.00pm 	Clinical Bites: Healthy ageing and the importance of protein This session will cover key nutritional and exercise considerations for the older adult, with the ultimate goal of maintaining independence. The role of protein and exercise in maintaining functionality and quality of life will be explored. Speaker: Dr Jane Winter, Medical Affairs Manager, Nestlé Health Science
3.00pm - 3.30pm	AFTERNOON TEA	3.00pm - 3.30pm	Clinical Bites: Considering the patient journey - maintaining adherence for biologic patients The road which a patient travels in order to access some biologic medicine can be a long and arduous one. A better understanding of the patients’ journey and helping to manage their condition is therefore an important role for pharmacists. This session will discuss key considerations to assist you to better understand, manage and support better outcomes for your patients. Legislative insight and disease state considerations will also be explored. Speaker: A/Prof Saxon D. Smith, Dermatologist
3.30pm - 4.15pm 	Pharmacy Guild 90th Anniversary: The Great Debate To mark the 90th anniversary of the Pharmacy Guild – to celebrate the achievements of the past, while also looking forward to the challenges and opportunities in the future – this session will feature a university-style debate on the proposition: “Things were better in the old days”. Two teams of advocates, a mixture of experienced and revered senior Guild figures plus newcomers to Guild advocacy, will debate the proposition in a no-holds-barred verbal wrestle. The debate will be moderated by Greg Turnbull, who has vowed to crack the whip if any speaker throws the switch to bland, and the winners will be decided by the audience. Facilitator: Greg Turnbull, Communications Advisor, The Pharmacy Guild of Australia Affirmative Team: Toni Riley, National Project Manager, The National Return and Disposal of Unwanted Medicines Project, John Bronger, Former National President, The Pharmacy Guild of Australia; Natalie Willis, Branch Committee Member, The Pharmacy Guild of Australia, WA Branch Negative Team: Wendy Phillips, Former Executive Director, The Pharmacy Guild of Australia; Trent Twomey, Branch President, The Pharmacy Guild of Australia, QLD Branch; Catherine Bronger, Branch Committee Member, The Pharmacy Guild of Australia, NSW Branch	3.30pm - 4.00pm 	Business Bites: How to make your business premises a super investment Investing in property through superannuation is an extremely complex process. Getting this strategy right can set you well and truly on your way to financial freedom, but getting it wrong can have catastrophic results. Whether you are still on your journey to pharmacy ownership, are a current owner, or already have your commercial property within super, this presentation will step you through the ‘do’s’ and the ‘dont’s’... and provide you with some food for thought along the way. Speaker: John Lethbridge, SMSF Specialist Advisor, Partners Wealth Group
4.15pm - 5.00pm 	Education Session: Starting a clinical consulting practice in your pharmacy - how to contract with medical providers and payers Pharmacy practice around the world is changing as patients are seeking out new ways to stay well. In the United States, pharmacies are undergoing a transformation from dispensers to health care providers. Many payers are starting to recognize the value of the pharmacist in treatment and prevention and are contracting for these services. As such, several new models have been introduced that will allow pharmacists to provide care and be remunerated for this. Speaker: Donnie Calhoun, CEO & Executive Vice President, American College of Apothecaries	4.00pm - 4.30pm 	Business Bites: Dispensing prescribed restricted substances - what to do if you are faced with an official enquiry or a demand is made against you Dispensing restricted drugs can present many problems for pharmacists. How would you respond if you received an official enquiry from a pharmacy regulator? How would you handle a consumer demanding compensation after a dispensing error has been made? This session will provide exclusive insights on how to correctly handle various scenarios regarding dispensing restricted drugs. Speaker: Gilbert Yeates, Queensland Director & Deputy Chairman, PDL
4.30pm - 5.00pm 			
7.00pm – midnight   	APP Street Party – Cirque Noir Join us for an evening of entertainment showcasing the dark side of cirque. Spread over two main areas, the APP Street Party features performances to suit all tastes and ages. Headlining act Regurgitator will rock the main arena with well-known hits ‘Polyester Girl’, ‘Black Bugs’ and ‘My Friend Robot’, while the marquee will feature a chill out lounge with live covers band. VENUE: Pavilion Ballroom, The Star Gold Coast (formerly Jupiters)		

8.30am – 1.00pm		REGISTRATION DESK OPEN			
OUR COMMUNITIES: HARM MINIMISATION VENUE: MEETING ROOMS 5 & 6		THE PHARMACY GUILD OF AUSTRALIA: WORKING TOWARD PHARMACY 2025 VENUE: MEETING ROOMS 7 & 8			
MANAGEMENT & OPERATIONS: CUSTOMER SERVICE VENUE: MEETING ROOM 9					
9.00am – 9.45am	 <p>Partial opioid agonists long acting injection Treatment options with partial opioid agonists could drastically change with the introduction of long acting partial opioid agonists. The daily pharmacy visit could change to a monthly visit which will have ramifications for the pharmacist, doctor, patient and the interaction between the three. Speaker: Angelo Pricolo, Community Pharmacist & National Councillor, The Pharmacy Guild of Australia</p>	9.00am - 10.30am	 <p>7CPA Interactive Survey With the 6CPA nearing the end of its third year, the Guild is now focused squarely on the negotiation of the 7CPA for community pharmacy. In this highly interactive session, Guild National President George Tambassis, Executive Director David Quilty and 7CPA Negotiating Lead Trent Twomey will ask participants for their input on the critical issues that will frame the 7CPA, from dispensing to medication management and broader primary care. This is a chance to have your say on the 7CPA using interactive technology, as well as putting your views directly to the Guild's senior leaders. Facilitators: George Tambassis, National President, The Pharmacy Guild of Australia; Trent Twomey, 7CPA Negotiating Lead, The Pharmacy Guild of Australia; David Quilty, Executive Director, The Pharmacy Guild of Australia</p>	9.00am - 9.30am	 <p>The Customer Experience Index – what are customers saying about your pharmacy? Do you know what customers are saying about your pharmacy? The Customer Experience Index (CEI) is a business enhancement tool launched by the Guild which allows you to look at your business through the eyes of your customer. This session will provide an overview of the CEI, the results to date, and the simple ways you can offer your customers a more complete service. Speaker: Jill Power, Business Support Coordinator, The Pharmacy Guild of Australia, Queensland Branch; Annie Green, Business Support Officer, The Pharmacy Guild of Australia, Queensland Branch</p>
9.45am – 10.30am	 <p>Navigating different dose forms of naloxone Injectable naloxone has been available OTC for some time now, but a new dose form has potential for confusion with pharmacists and consumers. This session will explore and compare intranasal and inhaled naloxone and discuss the therapeutics and important counselling points for pharmacists to be aware of. Speaker: Dr Jacinta Johnson, Lecturer in Pharmacy, School of Pharmacy and Medical Science, University of South Australia</p>			9.30am – 10.00am	 <p>Customer service – turning customers into advocates In the new era of retails and in a landscape as competitive as pharmacy, the customer experience is often the key differentiator and has the ability to turn any pharmacy business from good to great. This session will explore the psychology of advocacy and how your frontline staff can impact the engagement, spend, loyalty and ultimate financial outcomes of a pharmacy business. Speaker: Amanda Stevens, Customer Experience Expert</p>
				10.00am – 10.30am	 <p>Building a customer-focused culture It is easy to say you are a “customer-focused” business, but another thing for each team member to live by this every day. This session will discuss the key elements required to embed ‘customer orientation’ into the fabric of your pharmacy, including role modelling, role playing, recognition and rewards and, most importantly, your pharmacy’s hiring and firing processes. Speaker: Adrian Searle, Principal, Decision Health</p>
9.30am – 12.30pm		TRADE EXHIBITION OPEN			
10.30am – 11.00am		MORNING TEA			
11.00am – 11.45am	 <p>Our addiction to pleasure How much is written in our genes? Focusing on adolescents, psycho-social disadvantage and stigma, Dr David Jacka will explore the role of evolutionary survival and the importance of memory of pleasurable experiences for DNA transfer. He will discuss some of the data on PET Scans, the long-term nature of dependence and the universality of pleasure seeking. Speaker: Dr David Jacka, Addiction Medicine Specialist, Monash Health</p>	11.00am – 12.30pm	 <p>Community Pharmacy 2025 Project (CP2025) The Guild is undertaking a major strategic planning project into the future of community pharmacy, known as CP2025. The purpose of CP2025 is to lay down a realistic vision and roadmap for community pharmacies. CP2025 is being led by the Guild’s National Council with input from Pottinger, a global advisory firm with significant experience providing strategic and financial advice across a variety of sectors, and Orima, Australia’s leading provider of end-to-end research. In this session, representatives from Pottinger and Orima will present on the future of community pharmacy and what it means for you, whether you’re a business owner, a pharmacist or part of the industry. Speakers: Nigel Lake, Executive Chair, Pottinger; John Sheehy, CEO, Pottinger; David Bruce, Associate Partner, Head of CoMPES Team, ORIMA Research; Christine Chalmers, Senior Research Consultant, CoMPES Team, ORIMA Research</p>	11.00am – 12.00pm	 <p>Social media: how to ‘like’ the good and manage the bad With the prevalent use of social media for business, professional and personal purposes, this session will consider how your pharmacy can benefit from its strategic use to increase staff and consumer engagement. The pitfalls and perils of social media such as unfavourable social media posts and the blurry line between an employee’s private use and the workplace will be illustrated using case studies. Pharmacists’ legal and professional obligations when using social media will also be examined. With practical information that can be implemented in your pharmacy, this is a must attend session for owners, employers, managers and pharmacists. Speakers: Tina Scrine, Industrial Relations Manager, The Pharmacy Guild of Australia; Amanda Seeto, Community Pharmacist & Branch Committee Member, The Pharmacy Guild of Australia, Queensland Branch</p>
11.45am – 12.15pm	 <p>Harm reduction for people who inject drugs – safer injecting from the frontline Injecting drug use (IDU) is a major public health issue with estimates indicating that 16 million people inject drugs world-wide. IDU is a significant vector for BBV transmission, a major cause of morbidity and mortality and a major public health issue. Stigma and discrimination and lack of access to injecting equipment and knowledge about safer using is a major contributor to ongoing harm in people who inject drugs (PWID). This presentation will cover the major harms and complications associated with injecting drugs and discuss principles of ‘safer injecting’ to reduce harm in this population, including injecting technique, types of equipment and filtration of drugs. Speaker: William Wood, Clinical Nurse Consultant, Uniting Medically Supervised Injecting Centre</p>				
12.15am – 1.00pm	 <p>Minimising harm with prescription opioids Managing the intersection between pain, opioid analgesia and addiction is complex, and as pharmacists we are ideally positioned to contribute to harm minimisation for our patients in pain. This session will provide background on where Australia sits relative to the global ‘opioid epidemic’, and will use case studies to demonstrate how we can contribute to improved outcomes for patients in pain. Speaker: Dr Jacinta Johnson, Lecturer in Pharmacy, School of Pharmacy and Medical Science, University of South Australia</p>			12.00pm – 12.30pm	 <p>From tweens to baby boomers: marketing to women Women are responsible for 85% of consumer purchases, yet most feel misunderstood by marketers. This session will reveal the influence and buying power of women, stereotypes to avoid, generational differences to consider, where women are online, and why storytelling is so important. Speaker: Mel Kettle, Communication & Social Media Strategist</p>
1.00pm – 1.30pm	 <p>Panel Discussion</p>				
12.30pm		CONFERENCE & TRADE EXHIBITION CLOSES			