



# APP

## 2023




23-26 MARCH  
GOLD COAST



The Pharmacy  
Guild of Australia














TOURISM  
& EVENTS  
*Queensland*

# PROGRAM

8.30am – 6.00pm		NAME BADGE COLLECTION/REGISTRATION DESK OPEN	
PRE-CONFERENCE WORKSHOP 1: PHARMACY GUILD IMMUNISATION COURSE		PRE-CONFERENCE WORKSHOP 2:	
VENUE: Meeting Room 5		VENUE: Meeting Room 6	
9.00am – 5.00pm	<div><div>The Pharmacy Guild of Australia</div><div>PHARMACIST ONLY SESSION</div></div> <p>The Pharmacy Guild offers two immunisation course options – Full and Refresher. If you're unsure which course is applicable to you, please email <a href="mailto:education@qldguild.org.au">education@qldguild.org.au</a></p> <p>The Full course will provide you with vaccinator qualification and up to 42 group 2 CPD points. The course provides:</p> <ul style="list-style-type: none"><li>• a background to immunisation in Australia;</li><li>• a familiarisation of the resources that are available to support immunisation services;</li><li>• an outline of the regulatory requirements which cover the provision of immunisation services within pharmacy;</li><li>• practical skill-based training in safe injection technique.</li></ul> <p><b>Full Immunisation Course</b> <b>Time:</b> 9.00am – 5.00pm <b>Cost:</b> Guild Member \$525 (GST free) / Non- Member \$640 (GST free) <b>Inclusions:</b> Workshop materials and morning/afternoon tea and lunch</p> <p><b>Refresher Immunisation Course</b> <b>Time:</b> 10.30am – 3.00pm <b>Cost:</b> Guild Member \$220 (GST free) / Non- Member \$350 (GST free) <b>Inclusions:</b> Workshop materials and lunch</p> <p><b>NB:</b> This course is open to pharmacists practising in QLD, NSW, ACT and NT only (course does not currently meet requirements for all jurisdictions).</p>	1.30pm – 5.30pm	<div><div>Australasian College of Pharmacy</div><div>Commonwealth Bank</div><div>PHARMACIST ONLY SESSION</div><div>CPD</div></div> <p><b>Ownership, operations and oversight – getting the pharmacy acquisition, day to day, and management right</b></p> <p>The Australasian College of Pharmacy and CommBank Health are pleased to bring to pharmacy owners and potential owners an interactive workshop that will provide three key sessions to upskill attendees on:</p> <ol style="list-style-type: none"><li>1) Obtaining the right support to identify and purchase a pharmacy</li><li>2) Creating efficiency through technology in managing day to day operations and implementing workflow solutions</li><li>3) Utilising operational and financial data from your pharmacy, to set and manage KPIs, track trends and make better decisions to improve your pharmacy and bottom line</li></ol> <p>CommBank Health will be joined by partners RSM Australia and Scrypt to provide attendees with real-life examples, insights and analysis to assist with the purchasing and management of pharmacies, at all stages of the ownership lifecycle. Attendees will come away from this highly practical workshop with real-world solutions and strategies to implement in your pharmacy immediately.</p> <p><b>Speakers:</b> Belinda Hegarty, Head of National Strategy &amp; Insights, CommBank Health; Kim McCauley, National Director, National Strategy &amp; Insights, CommBank Health; Ben Massey, Business Analyst, National Strategy &amp; Insights, CommBank Health; Lloyd Smith, Co-Founder &amp; Director, Scrypt; Peter Saccasan, National Leader Health Services, RSM Australia; Emma Brown, Principal (Pharmacy), RSM Australia; Kian Ghahramani, National Director (Pharmacy), RSM Australia</p> <p><b>Cost:</b> \$66 per person (includes afternoon tea)</p> <p><b>PLEASE REGISTER VIA THE APP REGISTRATION FORM</b></p>



# THURSDAY 23 MARCH 2023

7.00am – 8.30pm		NAME BADGE COLLECTION/REGISTRATION DESK OPEN			
8.30am – 10.00am		<div><div> </div><div><b>OPENING PLENARY</b> This opening session will highlight the achievements and challenges faced by community pharmacy and the role the Guild played to support the sector. The Guild’s vision for the next 12 months and beyond will be detailed. Awards of excellence will be showcased, including the Pharmacy of the Year Award, the MIMS/Guild Intern of the Year and the Pharmacy Guild of Australia/Maxigesic Pharmacy Assistant of the Year. <b>Speaker:</b> Trent Twomey, National President, The Pharmacy Guild of Australia</div></div>			
10.00am – 10.30am		MORNING TEA			
10.30am – 10.45am		<b>ADDRESS</b> <b>Speaker:</b> Senator the Hon Anne Ruston, Shadow Minister for Health and Aged Care			
BUSINESS, INNOVATION & LEADERSHIP STREAM VENUE: Arena 1A MC: Leigh Muirhead Q&A Moderator: David Heffernan		CLINICAL PHARMACY/PRODUCT UPDATE STREAM VENUE: Meeting Rooms 5 - 7 MC: Peter Hatswell		RURAL PHARMACY & INDIGENOUS HEALTH STREAM VENUE: Meeting Room 8 MC: Simon Blacker & Georgina Twomey	
11.00am – 11.45am		11.00am – 11.30am		11.00am – 1.00pm	<b>INDIGENOUS WELLNESS FORUM: Actions now, impact tomorrow</b>
<div> <div>CPD</div></div>		<div> <div>CPD</div></div>		<div> <div>The Pharmacy Guild of Australia</div></div> <div></div>	<p>Cultural safety is determined by Aboriginal and Torres Strait Islander individuals, families, and communities. Culturally safe practice is the ongoing critical reflection of the health practitioner's knowledge, skills, attitudes, and practising behaviours in delivering safe, accessible, and responsive healthcare which is free of racism.</p> <p>The Indigenous Wellness Forum provides a safe environment for honest conversations to uncover the idea behind ‘exclusion to inclusion’, deconstruct any unconscious bias and identify other barriers preventing effective and culturally safe practice within the pharmacy. Participants will build their confidence through a greater level of cultural safety, awareness and understanding.</p>
11.55am – 12.35pm		11.35am – 12.05pm		The Indigenous Wellness Forum provides opportunities to actively participate, to be engaged and ask questions, as participants are guided on the practical skills to implement within their pharmacy, and to learn about and be directed to the programs, resources, and tools they need to create an environment that is safe for their Aboriginal and Torres Strait Islander patients.	
<div>    </div>		<div>  <b>PHARMACIST ONLY SESSION</b> <div>CPD</div></div>		<p>The Indigenous Wellness Forum provides a safe environment for honest conversations to uncover the idea behind ‘exclusion to inclusion’, deconstruct any unconscious bias and identify other barriers preventing effective and culturally safe practice within the pharmacy. Participants will build their confidence through a greater level of cultural safety, awareness and understanding.</p> <p>The Indigenous Wellness Forum provides opportunities to actively participate, to be engaged and ask questions, as participants are guided on the practical skills to implement within their pharmacy, and to learn about and be directed to the programs, resources, and tools they need to create an environment that is safe for their Aboriginal and Torres Strait Islander patients.</p> <p><b>Speakers:</b> John Briggs, Managing Director, John Briggs Consultancy; Hannah Mann, Pharmacy Owner &amp; Founder, Kimberley Pharmacy Services; Curtis Ruhnau, NSW/ACT Local Advisory Committee Member, PDL</p>	
<b>PANEL SESSION: The Pharmacy of the future – Better patient outcomes, Better business outcomes.</b> This panel of leading retail and healthcare leaders will explore the opportunity for community pharmacy as a healthcare retailer as we move to a full scope of practice environment. With changing patient and consumer expectations, how do we align future health, retail, human resource and technology strategies to cater for future demand? The panel will explore practical steps to take to attract and build a team to maximise consumer and patient engagement, and share ideas to support pharmacies growing margin, income, customer and patient numbers. <b>Facilitator:</b> Andrew Pattinson, Chief Innovation Officer, The Platform Alliance Group (PAG) <b>Panellists:</b> Catherine Bronger, Proprietor, Chemistworks; Kristina Fox, Community Pharmacy Owner; Hayley Tamborini, Executive General Manager, Arrotex; Nicole Hooley Head of Partnerships, The Platform Alliance Group		<b>CLINICAL PHARMACY UPDATE: What you need to know about expiry dates and reliable stability studies for non-sterile compounded medicines.</b> Compounding pharmacists regularly ask, “How can I assign a longer expiry date on my compounded product?”. The APF says that in the absence of reliable stability data we cannot assign longer than 28 days for many products . The USP lists BUDs as short as 14 days. But what is a reliable stability study? Quality Care asks for evidence of final product potency tests - can’t we use these results to extend our expiry date? Validated stability studies require much more than just one product potency result. Find out what you need to know about stability studies and why they cost so much. <b>Speaker:</b> Marina Holt, Education and Training Manager, PCCA		<b>CLINICAL PHARMACY UPDATE: Safety and efficacy of probiotic adjunctive prescribing</b> The host-microbiome-environment axis forms a complex web that plays an important role in mediating human health and disease. Microbiome therapeutics, such as probiotics, have been researched extensively in recent years. Moderate to high level evidence supports the safety and efficacy of probiotic therapy for the treatment of a host of conditions, including those affecting immune and gastrointestinal health. However, a lack of established ‘best practice’ guidelines has been shown to cause prescribing hesitancy amongst primary carers. This session will focus on the latest evidence in ‘best practice’ probiotic prescribing for health care practitioners, with a focus on exploring the science of drug-microbiome and drug-probiotic interactions and other safety considerations. <b>Speaker:</b> Jessica Simonis, Clinical Nutritionist & Western Herbalist	

# THURSDAY 23 MARCH 2023

BUSINESS, INNOVATION & LEADERSHIP STREAM VENUE: Arena 1A		CLINICAL PHARMACY/PRODUCT UPDATE STREAM VENUE: Meeting Rooms 5 - 7		RURAL PHARMACY & INDIGENOUS HEALTH STREAM VENUE: Meeting Room 8	
		12.10pm – 12.40pm <div><div>EAU THERMALE</div><div>Avene</div><div>LABORATOIRE DERMATOLOGIQUE</div></div> <div>CPD</div>	<b>CLINICAL PHARMACY UPDATE: Allergic contact dermatitis - introducing CosMe, the app for you and your patients with contact allergies</b> Contact dermatitis (CD) is a type of eczema triggered by contact exposure causing an irritant or allergic reaction. CD can be caused by any skincare/household product, and one in five people will experience CD. Ingredient lists are difficult to understand. CosMe is the first mobile-app that is tailor-made by dermatologists for CD. It provides an intuitive traffic light system for the allergenicity/irritancy of ingredients in products, educational information and personalised recommendations based on each user’s customised profile. <b>Speaker:</b> Dr Francis Lai, Dermatologist, Skin Health Institute Monash Health		
		12.45pm – 1.15pm CSL Seqirus	<b>CLINICAL PHARMACY UPDATE: Dry Eyes – see the difference</b> The tear film is important in protecting the surface of our eyes. A seemingly simple, yet complex structure can be disturbed by many external factors and internal changes that can lead to Dry Eyes. Lubricating eye drops can supplement tears, however not all eye drops are the same and not all dry eyes are the same. Hear from a leading contact lens and dry eye specialist on practical tips for dry eye management in pharmacy and how to choose treatment for all types of dry eyes for better outcomes. <b>Speaker:</b> Dr Jim Kokkinakis, CEO & Optometric Director, The Eye Practice		
12.30pm – 2.00pm teva	<b>LUNCH</b> Garden Terrace Marquee OR Quick Lunch Area (Foyer F, First Floor)	1.15pm – 2.00pm teva	<b>LUNCH</b> Garden Terrace Marquee OR Quick Lunch Area (Foyer F, First Floor)		
12.30pm – 2.00pm	<b>FIRST TIMER’S LUNCH</b> New to APP? Join fellow first timers and Guild staff and find out how to make the most of your APP experience. <b>VENUE:</b> Garden Terrace Marquee (cordoned off area)				

## BUSINESS, INNOVATION & LEADERSHIP STREAM

VENUE: Arena 1A

MC: Leigh Muirhead

Q&A Moderator: Helen O'Byrne

1.15pm – 1.55pm



### ALAN RUSSELL ORATION – Pharmacists practising at full scope – lessons from World Pharmacy Council member countries

Mark Burdon is a qualified UK pharmacist and Secretary General of the World Pharmacy Council, and has been in practice as a pharmacist for a GP clinic and for his own pharmacy group for the past several years. As the pharmacy profession in Australia embraces pharmacists practicing at full scope, now is the ideal time to review pharmacists practising at full scope overseas. Join Mark as he details lessons for Australia, and assists pharmacists in understanding professional autonomy, which is enabled by independent prescribing.

**Speaker:** Mark Burdon, UK Pharmacist & Secretary General, World Pharmacy Council

## BUSINESS, INNOVATION & LEADERSHIP STREAM

VENUE: Arena 1A

MC: Leigh Muirhead

Q&A Moderator: Amanda Seeto

2.00pm – 2.45pm



### Your pharmacy's risk of cyber-attack is real, and the consequences are significant. Are you doing enough to prevent a disaster?

Recent and unprecedented cyber-attacks have resulted in millions of Australians having their sensitive and personal data stolen. These attacks can cause serious harm to the victims, from identity theft to blackmail. The impact to the businesses is devastating, including massive financial costs, reputational damage and job losses. Privacy legislation is now being tightened and penalties for businesses which fail to adequately protect this data is increasing significantly. There are no more excuses, your pharmacy is potentially at risk - you must take reasonable steps to protect it now.

**Speakers:** Paul Naismith, CEO, Fred IT Group; Nuno Duarte, Cyber Enablement Principal, Telstra; Andrew McManus, General Manager Service Delivery, Fred IT Group

2.50pm – 3.35pm



### PANEL SESSION: Managing the supply chain maze: Perspectives on reducing the impact of stock shortages on your patients

Recent industry wide medicine shortages have highlighted the importance of partnership from manufacturer-to-patient including the role of local and global supply chains. This panel session will be an opportunity to discuss and reflect on approaches to medicine supply to ensure access is maintained for patients.

**Facilitator:** Kos Sclavos AM, APP Chairman

**Panellists:** Fei Sim, National President, Pharmaceutical Society of Australia; Rob Elliott, Head of Operations ANZ, Viatris Australia; Sylvain Vigneault, Country Manager, Viatris Australia; Anthony Tassone, National Councillor, The Pharmacy Guild of Australia

## CLINICAL PHARMACY/PRODUCT UPDATE STREAM

VENUE: Meeting Rooms 5 - 7

MC: Judy Plunkett

2.00pm – 2.30pm



### PRODUCT UPDATE: Making pharmacy a destination for innovation

This session will assist you in making your pharmacy a destination for innovation. Globally, liposomal technology has exploded in popularity while delivering enhanced consumer benefits in natural health - AFT's new LIPO-SACHETS range is taking the first steps in unlocking the enormous potential of liposomal vitamins for pharmacy. The cold and flu category rebounded with a vengeance in 2022, and new product innovation in pseudoephedrine and with MAXIGESIC will help make your pharmacy the destination of choice this winter. The relaunch of CRYSTADERM first aid antiseptic cream and a major expansion of AFT's FERRO iron range is also breathing new life into established categories in your pharmacy.

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

2.35pm – 3.05pm



CPD

### CLINICAL PHARMACY UPDATE: Sore throat Therapeutic Guidelines update - what they mean for your pharmacy practice and how to achieve best outcomes.

Often dismissed as 'just a sore throat', this ailment may be a symptom of several other conditions, and appropriate management is essential to stop it progressing to something more serious. This session covers key updates in the latest Therapeutic Guidelines, how to balance the value of empiric antibiotic therapy with antimicrobial stewardship principles, and how to ensure every patient gets the best care.

With engaging case studies and real-life experiences, this session will ensure pharmacists and pharmacy assistants are confident they're offering optimal care to help patients.

**Speaker:** John Bell, Community Pharmacist & Practitioner/Teacher, Graduate School of Health, University of Technology Sydney

## RURAL PHARMACY & INDIGENOUS HEALTH STREAM

VENUE: Meeting Room 8

MC: Simon Blacker & Georgina Twomey

2.00pm – 5.30pm



### RURAL PHARMACY FORUM: Innovation and Access

Working in regional, rural, and remote pharmacies across Australia offers unique opportunities that pharmacists and pharmacy assistants in urban areas may find hard to imagine.





In this forum, participants will hear of the first-hand experiences and knowledge of rural community pharmacists on how they ensure their workforce is adapting to provide innovative services for their patients and their communities now and into the future. There will also be an opportunity to provide your views to inform the 8CPA.

One of the features of the Rural Pharmacy Forum will be the posters display and the "Rural Pharmacy - exploring challenges, hidden opportunities" video competition, which will both showcase the innovation and resilience of regional, rural, and remote community pharmacies.

You will hear from community pharmacists, students, researchers, and policy makers who will cover important topics such as full scope, rural pharmacy workforce capacity, rural and Indigenous health, and cultural safety through an innovation lens.

**Speakers:** Selina Cunningham, Remote Pharmacy Academic, Murtupuni Centre for Rural and Remote Health; Chris Owen, Queensland Branch President, The Pharmacy Guild of Australia; Jessica Burrey, Director, Emerald Pharmacy Services; Associate Professor Faye McMillan, Deputy National Rural Health Commissioner; Kellie Beckenham, Community Pharmacy Owner, Casino; Sarah Morisaki, Chair of Rural & Indigenous Committee, NAPSA

# THURSDAY 23 MARCH 2023

BUSINESS, INNOVATION & LEADERSHIP STREAM VENUE: Arena 1A		CLINICAL PHARMACY/PRODUCT UPDATE STREAM VENUE: Meeting Rooms 5 - 7		RURAL PHARMACY & INDIGENOUS HEALTH STREAM VENUE: Meeting Room 8	
		3.10pm – 3.40pm   <b>PHARMACIST ONLY SESSION</b>	<b>PRODUCT UPDATE: Contrave - an oral alternative to GLP-1 agonists for weight management</b> Obesity drives many comorbidities and a modest weight loss (5-10%) has clinically significant health benefits. This session will provide an understanding of the physiological processes regulating body weight, including the role of cravings in weight management. The role of a pharmacological treatment, Contrave® (naltrexone HCl / bupropion HCl) in weight management, including how it works and key product information with use of the medication, will be discussed. As weight management involves a multifaceted approach, weight management support programs available will also be covered. <b>Speaker:</b> Chris O'Donnell, Nurse Practitioner & Founder and Clinical Director, My Weight Loss Clinic		
3.30pm – 4.00pm <b>AFTERNOON TEA</b>					
BUSINESS, INNOVATION & LEADERSHIP STREAM VENUE: Arena 1A MC: Leigh Muirhead Q&A Moderator: Robert King		CLINICAL PHARMACY/PRODUCT UPDATE STREAM VENUE: Meeting Rooms 5 - 7 MC: Greg Scarlett		RURAL PHARMACY & INDIGENOUS HEALTH STREAM VENUE: Meeting Room 8	
4.00pm – 4.45pm 	<b>The Adaptability Quotient</b> Future Crunch are part of a global movement of scientists, technologists and creatives who think there are new and better ways of doing things in the 21st century. Find out why the most important business skill is adaptability, how to embrace this mindset, and how to adopt the tools required to help you thrive in this complex, chaotic and unpredictable world in which we now find ourselves. <b>Speakers:</b> Rebecca Maklad, CEO, Future Crunch & Influence Strategist; Tané Hunter, Co-Founder, Future Crunch & Cancer Scientist	4.00pm – 4.30pm   <b>CPD</b>	<b>CLINICAL PHARMACY UPDATE: Dispensing good sleep - a review of OTC solutions for improving sleep health</b> Sleep problems are common in contemporary Australian society. This session will describe common sleep problems and over the counter pharmacological and non-pharmacological treatments that pharmacies and pharmacists can provide to help consumers with sleep related complaints. <b>Speaker:</b> Professor Bandana Saini, Sleep and Circadian and Clinical Management Group, The Woolcock Institute of Medical Research.		
		4.35pm – 5.05pm   <b>CPD</b>	<b>CLINICAL PHARMACY UPDATE: Incontinence - break the silence and start the conversation</b> 1 in 4 Australians over the age of 15 is incontinent. Break the silence around the incontinence taboo and understand how you can help by making appropriate management recommendations and discuss available government funding to benefit your customers and your pharmacy. Learn more about continence promotion, starting a conversation, and how you can contribute towards improving quality of life. <b>Speaker:</b> Kate Weger, National Clinical Governance Manager, HARTMANN Group		



# THURSDAY 23 MARCH 2023

BUSINESS, INNOVATION & LEADERSHIP STREAM VENUE: Arena 1A MC: Michael Hann Q&A Moderator: Robert King		CLINICAL PHARMACY/PRODUCT UPDATE STREAM VENUE: Meeting Rooms 5 - 7 MC: Nick Panayiaris		RURAL PHARMACY & INDIGENOUS HEALTH STREAM VENUE: Meeting Room 8	
4.50pm – 5.30pm    <b>PHARMACIST ONLY SESSION</b>	<b>Hot topics in COVID-19 vaccination</b> This session will provide topline updates on the evolving data relating to COVID-19 vaccination - emerging data on relative benefits, vaccine-types (e.g. bivalents), updated vaccines and data on the risk/benefits balance, including emerging data on vaccination and protection against non-acute COVID-19. The five hot-topics will be discussed in a practical manner that supports pharmacists on the frontline of vaccine delivery. <b>Speaker:</b> Dr Paul Griffin, Infectious Diseases Physician & Microbiologist	5.10pm – 5.40pm    <b>PHARMACIST ONLY SESSION</b>	<b>CLINICAL PHARMACY UPDATE: Pneumococcal Disease, vaccines and the role of Pharmacy</b> This session will illustrate the burden of pneumococcal disease and how with the introduction of new vaccines, the clinical landscape has changed in Australia. The risk factors for pneumococcal disease and the available vaccine options will also be covered, as will the important role HCPs play in recommending vaccines, and the practical tools and resources available to help support vaccination. <b>Speaker:</b> Angela Newbound, Immunisation Education Consultant		
	5.35pm – 8.30pm    <b>WELCOME RECEPTION</b> 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. <b>VENUE:</b> Trade Exhibition Area				

# FRIDAY 24 MARCH 2023

7.00am – 8.30am



**GUILD MEMBER (PROPRIETOR) ONLY BREAKFAST: INDUSTRY UPDATE**

**MC:** Suzanne Greenwood, Executive Director, The Pharmacy Guild of Australia

This session is open to Proprietor Guild Members only. The Guild's National President will present a confidential update on key issues affecting community pharmacy, which will be followed by an interactive Q&A session.

**Speakers:** Professor Trent Twomey, National President, The Pharmacy Guild of Australia; Anthony Tassone, National Councillor, The Pharmacy Guild of Australia **Cost:** \$50.00 per person (includes hot breakfast)

**VENUE:** Event Centre, The Star Gold Coast

8.00am – 5.45pm

NAME BADGE COLLECTION/REGISTRATION DESK OPEN

9.30am – 5.00pm

TRADE EXHIBITION OPEN

**BUSINESS, INNOVATION & LEADERSHIP STREAM**

**VENUE:** Arena 1A

**MC:** Leigh Muirhead

**Q&A Moderator:** Nick Panayiaris

8.45am – 9.30am



**THE PANEL: State of the Industry**

Join our peak organisation industry leaders, who will explore the current key issues and discuss the complexity of the current industry environment. **Facilitator:** Professor Trent Twomey, National President, The Pharmacy Guild of Australia

**Panellists:** The Hon Emma McBride MP, Assistant Minister for Mental Health and Suicide Prevention and Assistant Minister for Rural and Regional Health; Phil Lynch, Chair, Consumer Healthcare Products Australia; Jane Halton AO PSM FAICD, Chair, Generic and Biosimilar Medicines Association; Dr Anna Lavelle, Chair, Medicines Australia; Richard Vincent, Chair, National Pharmaceutical Services Association; Anthony Tassone, National Councillor, The Pharmacy Guild of Australia

**BUSINESS, INNOVATION & LEADERSHIP STREAM**

**VENUE:** Arena 1A

**MC:** Leigh Muirhead

**Q&A Moderator:** Nick Panayiaris

9.35am – 10.20am



**The power of perspective**

A fighter since birth, Michael Crossland has defied the odds of surviving not only a rare form of life-threatening cancer, but as the sole survivor of a horrific cancer drug trial. In this session, Michael will share his remarkably inspiring story of overcoming extreme adversity to achieve incredible outcomes in both his personal and professional life. His presentation will help shift your mindset, instil perspective and leave you with powerful tools for use in both your personal and professional lives. Michael is not only a businessman, elite athlete and one of Australia's most in-demand keynote speakers, he is also a best-selling author across six different countries who has worked with troops in Iraq and pro athletes around the globe, and who also runs an orphanage and school in Haiti.

**Speaker:** Michael Crossland, Businessman, Elite Sportsman & Motivational Speaker.

9.40am – 10.10am



CPD

**CLINICAL PHARMACY UPDATE: Acid reflux vs silent reflux**

Laryngopharyngeal reflux (LPR) is a condition where the oesophageal sphincter relaxes or doesn't function efficiently, allowing gastric contents under pressure from the stomach to reflux into the pharynx, laryngopharynx and larynx. This refluxate cannot escape back down the oesophagus as the upper oesophageal sphincter closes again and the refluxate spills into the airway. The outcome is damage to the mucosa of the larynx because it can't withstand the acid and pepsin, and the patient feels an array of troublesome symptoms. An oral spray formulation containing magnesium alginate, sodium hyaluronate and camellia sinensis protects, lubricates and soothes the affected areas.

**Speaker:** Gerald Quigley, Community Pharmacist



# FRIDAY 24 MARCH 2023

## BUSINESS, INNOVATION & LEADERSHIP STREAM

VENUE: Arena 1A

MC: Michael Hann

Q&A Moderator: Nick Panayiaris

10.20am – 11.05am



### Turning customers into advocates

Decoding the science of advocacy, Customer Experience Expert, Amanda Stevens, will explore why your existing customer base is possibly the greatest hidden asset in any business. Amanda will outline a plan to create a brand that customers willingly and enthusiastically rave about, will present a customised approach for harnessing brand advocacy in a post-digital age, and will explore why the combination of high tech and high touch is the next frontier in brand disruption.

**Speaker:** Amanda Stevens, Customer Experience Expert

11.05am – 11.25am

### MORNING TEA

11.25am – 11.45am

### KEYNOTE ADDRESS

**Speaker:** The Hon Mark Butler MP, Minister for Health and Aged Care

## BUSINESS, INNOVATION & LEADERSHIP STREAM

VENUE: Arena 1A

MC: Leigh Muirhead

Q&A Moderator: Chris Owen

11.50am – 12.35pm



### Building and retaining great pharmacy teams

People are at the heart of healthcare. Join team development expert, Vanessa Lontos, who will share why reimagining the way you lead your team can inspire staff retention, influence patient outcomes and impact business performance. Vanessa will also share simple strategies to help you shift from feeling stretched, to working more effectively as a whole, connected, and engaged team. Vanessa's experience, stories and practical tools will uplift you, inspire you to take action and achieve meaningful results for your pharmacy, all while in the flow of a busy workday.

**Speaker:** Vanessa Lontos, Team Development Expert & Community Pharmacist

## CLINICAL PHARMACY/PRODUCT UPDATE STREAM

VENUE: Meeting Rooms 5 - 7

MC: Robert King

10.10am – 10.40am



CPD

10.40am – 11.10am



CPD

### CLINICAL PHARMACY UPDATE: Rethinking wounds – biofilm, bacteria and healing

Each year over 420,000 Australians suffer from a chronic wound. For each chronic wound, patients spend over \$4,000 on out-of-pocket costs. Is a non-healing wound a hidden epidemic? Is the overuse of antibiotics in wound care leading to antimicrobial resistance (AMR)? Learn about factors which can assist in faster healing and understand the causes which lead to delayed wound healing. What are biofilms and how do these affect wound healing? Pharmacists are in a perfect position to make a difference.

**Speakers:** Professor Slade Jensen, Microbiology and Infectious Diseases, School of Medicine, Antibiotic Resistance and Mobile Elements Group, Ingham Institute; Saskia Schwarzer, A/Head of Department, High Risk Foot Service, Liverpool Hospital

### CLINICAL PHARMACY UPDATE: Dietary supplements for treating osteoarthritis - what is the evidence?

Osteoarthritis (OA) is the most common form of arthritis, with an estimated 2.2 million (9.3%) Australians living with this condition. Due to an ageing population and growing rates of obesity, the prevalence of this condition is increasing. Paracetamol and non-steroidal anti-inflammatory drugs (NSAIDs) are commonly used to treat OA symptoms, but there is increasing interest in the benefits of alternative treatments such as dietary supplements. This session will review the efficacy and safety of dietary supplements for treating OA and their role, in combination with analgesics and non-pharmacological treatments, in preventing disease and stopping progression.

**Speaker:** Professor David Hunter, Rheumatology Clinician Researcher ; Nader Mitri, Manager, PharmaPrograms

11.55am – 12.25pm



PHARMACIST ONLY  
SESSION

CPD

12.30pm – 1.00pm



### CLINICAL PHARMACY UPDATE: Supplying S3 triptans – what, when, how?

Most triptans have been downscheduled to Schedule 3 with the aim of improving patient access to acute migraine treatment. Despite the downscheduling occurring more than a year ago, many pharmacists may still lack the confidence in identifying the right patients to be supplied a triptan over the counter. This session aims to equip pharmacists with knowledge to help this patient group manage their condition and identify when triptans are appropriate to use. We will explore factors that pharmacists need to consider, including previous diagnosis by a doctor, red flags and medication overuse headache.

**Speaker:** Dr Jacinta Johnson, Advanced Practice Pharmacist & Lecturer in Pharmacy Practice, University of South Australia

### CLINICAL PHARMACY UPDATE: COPD and the pharmacist - uncovering the risk and preventing exacerbations

This session will cover the main aspects of COPD management, highlight the hidden burden of COPD, and explore the opportunities for pharmacists to intervene and minimise risk.

**Speaker:** Professor Sinthia Bosnic-Anticevich, Medical Researcher & Respiratory Pharmacist, The University of Sydney

# FRIDAY 24 MARCH 2023

12.30pm – 2.00pm teva	LUNCH Garden Terrace Marquee OR Quick Lunch Area (Foyer F, First Floor)	1.00pm – 2.00pm teva	LUNCH Garden Terrace Marquee OR Quick Lunch Area (Foyer F, First Floor)
12.45pm – 2.00pm arrotex Pharmacy	WOMEN'S NETWORKING LUNCH This lunch is open to all pharmacists, pharmacy staff and students who are registered as full and day delegates. Join colleagues and Guild Officials for lunch and a glass of wine. VENUE: Foyer A		
BUSINESS, INNOVATION & LEADERSHIP STREAM VENUE: Arena 1A MC: Leigh Muirhead Q&A Moderator: Greg Scarlett		CLINICAL PHARMACY/PRODUCT UPDATE STREAM VENUE: Meeting Rooms 5 - 7 MC: Andrew Ngeow	
2.00pm – 2.40pm Metagenics <small>We are dedicated to helping people live happier, healthier lives.</small>	<b>Exploring the evolution and innovation of evidence-based probiotics and psychobiotics</b> Probiotics and the gut microbiome have become increasingly common words heard and spoken in community pharmacy by both staff and customers alike in recent years. This presentation will explore how probiotic research and innovation on strain specificity and storage has evolved since the humble beginnings of Australia's leading probiotic experts, Inner Health, in the mid 1980s. What the future holds for specific probiotic strains within and beyond the gut microbiome and the impact specific probiotic strains can have on our Gut-Brain-Axis will also be covered. <b>Speaker:</b> Mel Nash, Healthcare Professional Education Specialist, Metagenics Australia	2.00pm – 2.30pm Kimberly-Clark Australia	<b>PRODUCT UPDATE: Community living - managing continence to maintain social continence</b> Fecal incontinence is one of the three major reasons (along with decreased mobility and dementia) for admittance to a residential aged care facility. Between 75 and 81% of people living in residential aged care facilities are incontinent, with the majority in the most dependent category. It's not always easy caring for someone with incontinence, as this constant care and attention can lead to carer burnout, fatigue, and depression. However, the right advice and support around incontinent products can make this more manageable and less stressful. <b>Speaker:</b> Emi Loveday, National Clinical Education Manager – CNC Continence , Kimberly Clark
2.45pm – 3.30pm sanofi	<b>MODERN PHARMACY PRACTICE: Putting "health in your hands"</b> When it comes to strength and integrity, Australian pharmacy professionals have it covered. Throughout the pandemic and beyond, the demands and challenges facing pharmacists were met with professionalism and great care. Now it is time to give back. This session will highlight holistic self-care trends for HCPs, and how to grow mental and physical resilience in a fast paced world. <b>Speaker:</b> Helen Lowy, Pharmacist, Counsellor, Thought Leader	2.35pm – 3.05pm AstraZeneca  PHARMACIST ONLY SESSION	<b>CLINICAL PHARMACY/PRODUCT UPDATE: The evolution in chronic kidney disease treatment</b> This session will explore the hidden challenge of treating chronic kidney disease (CKD) in Australia, given the low rate of diagnosis. The link between CKD, CVD and T2D and understanding the new options now available to treat CKD early will also be discussed. <b>Speaker:</b> A/Prof Sree,Venuthurupalli, Nephrologist
		3.10pm – 3.40pm inova pharmaceuticals  PHARMACIST ONLY SESSION  CPD	<b>CLINICAL PHARMACY UPDATE: A pharmacist's guide to the management of photodamaged skin</b> From photoaging to skin cancer, exposure to ultraviolet radiation from the sun causes a continuum of damage to the skin, and keratinocyte cancer and other photodamage-related skin conditions retain a high prevalence in Australia. By improving familiarity with the spectrum of clinical presentations, pharmacists can facilitate early detection and timely management to help prevent progression. This session will focus on topical therapies available for photodamaged skin and will provide advice on how to educate patients about how these therapies work in order to allow patients to make informed decisions about their treatment, and help them feel comfortable with what to expect. <b>Speaker:</b> Dr Philip Tong, Dermatologist & Deputy Director of Research, The Skin Hospital

3.30pm – 4.00pmAFTERNOON TEA					
HARM MINIMISATION STREAM VENUE: Arena 1A MC: Angelo Pricolo		EARLY CAREER PHARMACIST STREAM VENUE: Meeting Rooms 8		CULTURAL AWARENESS STREAM VENUE: Meeting Rooms 5 - 7 MC: Simon Blacker	
4.00pm – 5.30pm    PHARMACIST ONLY SESSION  CPD	<b>LAIB and NALOXONE UPDATE:</b> The use of Long Acting Injectable Buprenorphine is increasing across the country, and pharmacist administration is proving an important element in ensuring access. As more pharmacists are recruited, how is this impacting on the profession as the first non-vaccine product to be injected by a pharmacist in Australia and what is the patient experience? The uptake of naloxone in community pharmacy will also be explored. <b>Speaker:</b> Dr Jacinta Johnson, Advanced Practice Pharmacist & Lecturer in Pharmacy Practice, University of South Australia  <b>Alcohol: legal and lethal</b> The consumption of alcohol is widespread within Australia and associated with many social and cultural activities. Between 2015 and 2021, the highest rates of alcohol and other drug-related ambulance attendances were related to alcohol intoxication. There were 1,452 alcohol-induced deaths in 2020. Screening and pharmacotherapy options are available for discussion at community pharmacy. <b>Speaker:</b> Dr Jeremy Hayllar, Clinical Director Alcohol and Drug Service, Metro North Mental Health (Brisbane)  <b>Trauma Informed Care (TIC)</b> Dr Susan Baidawi is a pharmacist and researcher with a personal story and insights into the impact of trauma. Adverse Childhood Experiences (ACEs) are defined as potentially traumatic events that occur in childhood and can have a profound impact on lifelong health and wellness. This can modify behaviour and also the way we relate to our patients. <b>Speaker:</b> Dr Susan Baidawi, Senior Lecturer Social Work Department, Monash University.  <b>Pharmacists as LIFESAVERS</b> There is no role more important as a pharmacist than saving lives. As we watch the ‘coming wave’ of illicit fentanyl, we have an opportunity to prepare a system for reducing risk. <b>Speaker:</b> Dr Paul McCartney, General Practitioner & Addiction Medicine Specialist	4.00pm – 5.30pm   <b>Keeping it real: the art of authentic networking in Pharmacy</b> Networking can be key to increasing your career knowledge, job satisfaction and new employment opportunities. It can also be incredibly challenging if you prefer thoughtful conversation to surface-level chit-chat. Join our interactive workshop to learn how to show up authentically, set boundaries to avoid burnout, and boost your confidence in connecting and communicating with your peers and patients. <b>Facilitator:</b> Dr Tahnee Bridson, 2022 QLD Young Australian of the Year & Founder, Hand-n-Hand Peer Support Inc  <b>THE SESSION WILL BE FOLLOWED BY NETWORKING DRINKS &amp; CANAPES IN THE MEETING ROOM FOYER</b>		4.00pm – 5.00pm  <b>ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH AND CULTURAL SAFETY</b> Community pharmacies play a vital role in improving health outcomes for Aboriginal and Torres Strait Islander peoples and communities. Cultural safety is a continuous journey of learning which can be complex and challenging, but at its core, is crucial for pharmacies seeking to embed cultural safety into their practice, for the communities they serve. Cultural safety is determined by Aboriginal and Torres Strait Islander individuals, families, and communities. Culturally safe practice is the ongoing critical reflection of the health provider’s knowledge, skills, attitudes, and practising behaviours in delivering safe, accessible, and responsive healthcare free of racism. This session provides an opportunity to learn about Aboriginal and Torres Strait Islander culture and history and begin to understand the impact colonisation has had, including inequalities in Indigenous health status, including physical, social, emotional, and mental health and wellbeing. The session aims to bring people together through honest dialogue and understanding and introduce cultural safety, awareness and understanding. <b>Speaker:</b> John Briggs, Managing Director, John Briggs Consultancy	5.00pm – 5.30pm  <b>CULTURAL DIVERSITY IN THE COMMUNITY PHARMACY CONTEXT</b> Australia is a culturally and linguistically diverse (CALD) nation, and culturally safe and respectful practice is important for all communities. Cultural beliefs around health can influence patient use of medications, and pharmacists need to be aware of cultural considerations when providing patient care. Pharmacists also need to be aware of and challenge their own culture and beliefs and be respectful of the beliefs and cultures of others, for their patients as well as their peers; and acknowledge how the beliefs and cultures of others may influence the care needs and have awareness of how to avoid discrimination based on these differences. CALD communities are a growing cohort of the Australian population. With community pharmacies as the most accessible place to access health advice, this session will provide the knowledge to expand capacity and understand how to engage with culturally and linguistically patients and peers in a culturally competent way to improve the delivery of care. <b>Speaker:</b> Jatinda Kaur, Director, JK Diversity Consultants & Accredited Mental Health Social Worker



# SATURDAY 25 MARCH 2023

7.45am – 5.15pm

NAME BADGE COLLECTION/REGISTRATION DESK OPEN

BUSINESS, INNOVATION & LEADERSHIP STREAM

VENUE: Arena 1A

MC: Leigh Muirhead

Q&A Moderator: Simon Blacker

8.30am – 9.10am



The Pharmacy  
Guild of Australia

## The future pharmacy workforce – what does it look like?

Community Pharmacy faces significant workforce challenges, with no quick fix in sight. How can Community Pharmacy adapt to deal with these challenges? This session will discuss some of the key issues that will shape the future workforce of pharmacy. Key influences in the future workforce include our university sector and the structure of the pharmacy degree, remuneration levels for pharmacists, pharmacy viability via Community Pharmacy Agreement remuneration, the capacity that pharmacists practice at full scope and its associated remuneration, and the degree to which enablers assist pharmacy operations, e.g. IT facilitation.

**Speaker:** Helen O'Byrne, National Councillor, The Pharmacy Guild of Australia

BUSINESS, INNOVATION & LEADERSHIP STREAM

VENUE: Arena 1A

MC: Leigh Muirhead

Q&A Moderator: Joe O'Malley

9.20am – 9.50am



## PANEL SESSION: Better together - why collaboration and prioritising self-care are key to delivering

With the pharmacy sector experiencing immense pressure, this thought-provoking panel session will explore the value of industry collaboration and why prioritising our own wellbeing is essential to delivering better patient care and creating a healthier workplace. Experts inside and outside of pharmacy will discuss the impact of staff shortages, ongoing industry challenges, full scope of practice, and the lingering effects of the pandemic on pharmacists on the frontline. The panel will provide practical strategies for collaboration amongst healthcare practitioners to improve the profession, and real-world self-care strategies to create a healthier work environment, build resilience and help us thrive through uncertainty and change.

**Facilitator:** Pamela Bishop, Chief Operating Officer, Blooms The Chemist

**Panellists:** Dr Tahnee Bridson, Psychiatry Registrar; Katrina Cutler, Communications & Engagement Manager, Health Translation Queensland; Andrew Leslie, Pharmacy Owner, Blooms The Chemist

CLINICAL PHARMACY/PRODUCT UPDATE STREAM

VENUE: Meeting Rooms 5 - 6

MC: Paul Krassar

9.20am – 9.50am



PHARMACIST ONLY  
SESSION

CPD

## CLINICAL PHARMACY UPDATE: Constipation in adults and children - key issues and clinical management

Constipation is a very common condition affecting approximately 20% of people. This session will provide pharmacists with a practical update on the assessment and management of constipation in both adults and children. It reviews the common causes of constipation and how these change with age. The session will review the non-pharmacological management of constipation so that pharmacists can provide their clients with added-value practical advice, as well as review the different OTC medicine options for the management of constipation in both adults and children. This will assist pharmacists to optimise the use of these medications based on the individual patient's needs.

**Speaker:** Dr Brett MacFarlane, Chief Pharmacist, Australasian College of Pharmacy

9.30am – 5.00pm

TRADE EXHIBITION OPEN

9.55am – 10.25am



## The active human ingredient - tried & tested tools to dial up joy in your teams and business in your pharmacy

The COVID pandemic pushed community pharmacies to the edge - never had our service been as evident to society and never had stress levels been higher for our teams. As the pandemic relents its grip on our lives, pharmacists demand an environment where they can live their purpose with joy. This session does away with the management buzzwords and leadership theories you have heard 100 times and goes back to the core of what it means to be human. Join certified coach/mentor and bogan, Mark LeBusque, and pharmacy leaders, Karen Brown and Luke van der Rijt, as they share how to establish true human connection with and among their teams and bring back the joy of serving humans on the other side of the counter. If you focus on the humans, the numbers will follow.

**Speaker:** Mark LeBusque, Leadership Mentor/Coach; Karen Brown, Pharmacy Owner & Entrepreneur; Luke van der Rijt, Proprietor, Southcity Pharmacy

9.55am – 10.25am

GALDERMA

PHARMACIST ONLY  
SESSION

CPD

## CLINICAL PHARMACY UPDATE: What's in? A dermatologist's guide to acne skincare trends and personalising acne medical treatments

Pharmacists are usually the first point-of-contact for patients to obtain credible medical and skincare advice for treating acne. This session will discuss the importance of tailoring over-the-counter and prescription treatments such as retinoids and benzoyl peroxide for different patient types and acne variants. It will also dive into "acne myths", counselling of treatment side effects and recommendations for adjunctive skincare to optimise treatment results and adherence. The session will conclude with discussion of clinical scenarios to illustrate common day-to-day patients with acne seeking help at the pharmacy - what to say? what to recommend? when to refer on to a GP or dermatologist?

**Speaker:** Dr Leona Yip, Consultant Dermatologist

10.25am – 10.45am

MORNING TEA

# SATURDAY 25 MARCH 2023

BUSINESS, INNOVATION & LEADERSHIP STREAM  
VENUE: Arena 1A  
MC: Leigh Muirhead  
Q&A Moderator: Natalie Willis

10.45am – 11.15am

**abbvie**

**PHARMACIST ONLY  
SESSION**

## Collaborative care in gastroenterology – the role of the pharmacist in a multidisciplinary approach to therapy

This session will explore how specialist, nurse and pharmacist collaboration can make a true difference to patient care, including the application of learnings from the multidisciplinary team to the community pharmacy setting. The panel of speakers will also discuss collaboration and the benefits for patients treated with AbbVie's Inflammatory Bowel Disease (IBD) treatment portfolio, adalimumab (HUMIRA) and upadacitinib (RINVOQ).

**Speakers:** Sunny Fung, Pharmacist, Mater Hospital, (Brisbane); Heidi Harris, Advanced Nurse in Gastroenterology and Endoscopy, Mater Hospital (Brisbane); Dr Yoon-Kyo An, Inflammatory Bowel Disease Clinician and Researcher, Mater Hospital (Brisbane)

11.20am – 11.50am

**reckitt**

**PHARMACIST ONLY  
SESSION**

CPD

## A step towards better children's pain management in pharmacy

Appropriate identification and management of paediatric pain is a vital role for community health providers, however children's pain is often poorly managed.<sup>1,2</sup> The experience of pain in childhood can significantly affect a child's quality of life and impact their response to future pain – enhancing vulnerability to chronicity and leading to the development of negative attitudes towards pain that can persist even into adulthood.<sup>1,3</sup> This session will explore the need for clear pharmacy guidelines on acute children's pain management, and how these may help pharmacists ensure quality use of analgesics in the community paediatric setting.

**References:** 1. Yuhico AM, Collins J. Medicine Today 2014;15(10):26-32. 2. Mathews L. Indian J Palliat Care 2011;175(Suppl):S70-3. 3. Marche TA, et al. J Pediatr Psychol 2016;41(2):220-231.

**Speakers:** Dr Brett MacFarlane, Chief Pharmacist, Australasian College of Pharmacy; Karalyn Huxhagen, Community Pharmacist

11.55am – 12.40pm

**inova  
pharmaceuticals**

## ANN DALTON ADDRESS: Unmask your potential

Turia Pitt is living proof that, with the right mindset, anything is possible. Caught in a grassfire while competing in an ultramarathon in 2011, Turia suffered burns to 65% of her body. But surviving is the least of her achievements. One of Australia's most admired and widely recognised people, Turia has gone on to become a bestselling author, a two-time Ironman and a humanitarian - raising well over \$1m for the charity, Interplast. Through her online presence, books and online programs, Turia has inspired millions to live with more confidence, conquer their fears and chase down their wildest dreams.

**Speaker:** Turia Pitt, Athlete, Author & Mum

12.30pm – 2.00pm

**teva**

## LUNCH

Garden Terrace Marquee OR Quick Lunch Area (Foyer F, First Floor)

12.30pm – 1.30pm

**PATY  
2023**  
PHARMACY ASSISTANT  
OF THE YEAR

## PHARMACY ASSISTANT NETWORKING LUNCH

Come and network with like-minded pharmacy assistants plus meet the 2022 Pharmacy Guild of Australia/Maxigesic Pharmacy Assistant of the Year Award National Winner, Terri Bakker. This lunch is free for all pharmacy assistants.

**VENUE:** Foyer A

CLINICAL PHARMACY/PRODUCT UPDATE STREAM  
VENUE: Meeting Rooms 5 & 6  
MC: David Heffernan

10.45am – 11.15am

**P&G**

CPD

## CLINICAL PHARMACY UPDATE: Practical tips for URTI symptoms relief – the role of high dose menthol

Find out more on how to have a fruitful discussion with your customers this coming flu season. This session will focus on the mechanism of action of high dose menthol from analgesic effects to cough and cold symptom relief. Practical counselling points on URTI that pharmacists can utilize to counsel their patients will also be provided.

**Speaker:** Professor Richard Harvey, Program Head Rhinology & Skull Base Surgery, UNSW

11.20am – 11.50am

**Alcon**  
SEE BRILLIANTLY

CPD

## CLINICAL PHARMACY UPDATE: Making dry eye easier - insights from an optometrist

Dry eye sufferers often seek advice from their pharmacy to manage symptoms. Pharmacists are well-placed to recommend lubricating eye drops, but could a patient be referred for co-management and to whom? This session will discuss how optometrists and pharmacists can work together and which approach they may take in dry eye management for patients. The role of lubricating eye drops and the key differences between products will also be discussed, enabling pharmacists to recommend the most suitable product.

**Speaker:** Dr Jason Holland, Clinical Optometrist, The Eye Health Centre

11.55am – 12.25pm

**Johnson & Johnson Pacific**

**PHARMACIST ONLY  
SESSION**

## CLINICAL PHARMACY UPDATE: Antimicrobial stewardship in pharmacy

Antimicrobial stewardship is a frequently discussed topic in pharmacy. This session will provide pharmacists with practical tools to train staff on how to support good antimicrobial stewardship practices.

**Speaker:** Dr Mina Bakhit, Postdoctoral Research Fellow, Bond University, Professor Tammy Hoffman, OAM, NHMRC Senior Research Fellow, Institute for Evidence-Based Health Care, Bond University

12.30pm – 1.00pm

**kaneka**  
MADE WITH QUALITY  
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**PHARMACIST ONLY  
SESSION**

CPD

## CLINICAL PHARMACY UPDATE: COVID, the heart and the long haul

Although COVID-19 is more likely to cause serious illness and at times death in the very old, it may also affect young, healthy people with pre-existing disease or those with an increased BMI. Following a SARS-CoV2 infection, numerous people have experienced a variety of cardiac issues including myocarditis, acute coronary syndrome and cardiac arrhythmia. It is also estimated that around 10% of people experience long COVID. This session will examine the effects of COVID on mitochondrial dysfunction and a practical approach to treating the cardiac manifestations of both COVID and long COVID.

**Speaker:** Dr Ross Walker, Practising Cardiologist, Sydney Heart Health Clinic

1.00pm – 2.00pm

**teva**

## LUNCH

Garden Terrace Marquee OR Quick Lunch Area (Foyer F, First Floor)

# SATURDAY 25 MARCH 2023

## BUSINESS, INNOVATION & LEADERSHIP STREAM

VENUE: Arena 1A

MC: Leigh Muirhead

Q&A Moderator: : Paul Krassar

2.00pm – 2.30pm



### Buying and selling a pharmacy today

This session will provide an overview of the negotiations involved in the buying and selling of pharmacies, the funding options available for purchase and a full explanation of the process regarding the execution of the sale.

**Speaker:** Richard Gorman, Managing Director, Corporate Financial Services P/L

2.35pm – 3.05pm



CPD

### Innovate for growth

The term "digital transformation" can conjure up different ideas in people's minds about sophisticated technology platforms and shiny dashboards, often making it difficult to apply this contextually to your business. This session will break down the true meaning of digital transformation for retail pharmacy and the journey we have taken over the past two years to evolve our offering and change the status quo. With the future of pharmacy upon us right now, digital transformation touches all aspects of pharmacy from patients, customers, team members, proprietors, supply partners and so much more.

**Speaker:** Feras Karem, CEO Pharmacy 4 Less

3.05pm – 3.30pm

AFTERNOON TEA

## CLINICAL PHARMACY/PRODUCT UPDATE STREAM

VENUE: Meeting Rooms 5 & 6

MC: Joe O'Malley

2.00pm – 2.30pm



CPD

### CLINICAL PHARMACY UPDATE: New advances in atopic dermatitis

This session will discuss skin health and dysfunction in atopic dermatitis, focusing on the latest research of the role of skin ceramides and microbiome on skin barrier function. The effectiveness of various ingredients in relieving the inflammation and break the itch scratch cycle will also be discussed. The session will be of interest to those wishing to confidently navigate the world of skin care adjunct products to help improve the quality of life of patients with eczema or eczema prone skin.

**Speaker:** Dr Melissa Manahan, Consultant Dermatologist

2.35pm – 3.05pm



We are dedicated to helping people live happier, healthier lives.

**PHARMACIST ONLY SESSION**

CPD

### CLINICAL PHARMACY UPDATE: Evolving attitudes towards menopause – it's time to explore symptom relief and change outlooks

Why do at least half of the women around the globe find it uncomfortable talking about menopause? With approximately 12% of the world's population heading for menopause by 2025, it's time to start thinking about how we can change perceptions and offerings. Currently, 51% of menopausal women in Australia are not treating or managing their symptoms. This session will discuss the complexities of female hormones and engage you with simple and effective solutions which pharmacists can exclusively offer to patients to support and relieve symptoms during this stage of a woman's life.

**Speaker:** Erica Smith, Clinical Education Officer; Metagenics Australia.



# SATURDAY 25 MARCH 2023

**BUSINESS STREAM**  
**VENUE:** Meeting Rooms 5 & 6  
**MC:** Leigh Muirhead  
**Q&A Moderator:** Judith Plunkett

3.30pm – 4.00pm



## 360Health Virtual Care

MetLife and Guild Super have teamed up with Teladoc Health, a global leader in providing virtual healthcare, to provide their members access and support to confidential expert health and wellbeing resources, guidance and support in finding specialists and selected medical services – all from the comfort of their home. This benefit supports members to defend themselves against serious illnesses so they can live healthier for longer. Learn about why virtual care is beneficial and supports an individual across their medical journey.

**Speakers:** Mario Delosa, Senior Client Relationship Manager, MetLife; Bryony Crouch, Head of Client Management Aus, Teladoc Health

4.00pm – 4.30pm



CPD

## How to increase the market price of your pharmacy by up to 25% in 5 easy steps

The last few years have demonstrated the strong community value and role of community pharmacy. Vaccines, RAT tests and many new health services have created new opportunities for many pharmacies. This session will provide examples on how you could increase the market price of your pharmacy by up to 25% in five easy implement steps. The session will also update attendees on the current market capitalisation rates highlighting the differences between market rates and bank views, and cover the current pharmacy market climate and factors driving market sentiment. In addition, insight will be provided on pharmacy valuation trends and issues arising from the new pharmacy economic climate.

**Speaker:** Frank Sirianni, Managing Director, Medici Capital

4.30pm – 5.00pm



CPD

## De-mystifying the picture of financing a pharmacy

Obtaining finance can be an anxious period for current and aspiring pharmacy owners. In this session, CBA will provide insights into how to be “buy ready” and obtain finance. The team will share insights on how to set yourself up for success, including the key metrics to track and monitor in your pharmacy.

**Speakers:** Kim McCauley, National Director of National Strategy & Insights, CommBank Health; Belinda Hegarty, Head of National Strategy & Insights, CommBank Health

7.00pm – Midnight



The Original Pharmacy Jelly Bean



## APP Street Party – ‘HOLLYWOOD NIGHTS’

Celebrate the drama and glitz of Hollywood at our ‘Hollywood Nights’ themed Street Party, where you can join pharmacy colleagues to network and create memories at pharmacy’s ‘night of nights’. Stroll down the red carpet and enjoy entertainment including DJs, a silent disco, Hollywood-inspired acts and our two cover bands – Lisa Hunt’s Forever Soul (Byron Bay) and Bermuda Social (Sydney). Dinner and drinks included.

**VENUE:** Event Centre, The Star Gold Coast

**DRESS:** Hollywood Glamour/Cocktail

**PROFESSIONAL STREAM**  
**VENUE:** Meeting Rooms 7 & 8  
**MC:** Amanda Seeto

3.15pm – 4.00pm



## Panel Session: Full scope in action – what it means for your business

The North Queensland and New South Wales Community Pharmacy Scope of Practice Pilots have the pharmacy profession excited about these new opportunities. No doubt, there are more exciting announcements across Australia to come. Fortuitously, we are able to look to the UK as to where the next changes in primary care impacting community pharmacy will develop. This panel session will take a deep dive into how pharmacists need to prepare, how the programs will actually be rolled out, and how full scope will assist patients.

**Facilitator:** Kos Sclavos AM, APP Chairman

**Panellists:** Sara Kemp, Senior Manager – Full Scope Project (Qld), The Pharmacy Guild of Australia; Johnson Lee, Chief Pharmacist (NSW), The Pharmacy Guild of Australia; Zoe Girdis Practice, Policy and Regulations Director, The Pharmacy Guild of Australia; Mark Burdon, UK Pharmacist & Secretary General, World Pharmacy Council; Oliver Williams, UK Pharmacist

4.00pm – 4.30pm



## Pharmacists supporting patients impacted by urinary tract infection (UTI)

The success of the Urinary Tract Infection Pharmacy Pilot in Queensland has resulted in the service becoming a permanent feature of care in Queensland pharmacies and has now seen further announcements across other states and territories. This session will cover the program roll-out across Australia.

**Speakers:** Professor Lisa Nissen, Program Director for Health Workforce Optimisation, University of Queensland; Dr Jean Spinks, Senior Research Fellow, Centre for Business and Economics of Health, University of Queensland

4.30pm – 5.00pm



CPD

## What does ‘good dispensing’ look like?

The PDL Guide to Good Dispensing has been updated to incorporate recent changes to pharmacy practice including electronic prescriptions, active ingredient prescribing and thorough documentation. This session will discuss these changes, the need for a robust and systematic checking process, how to approach different types of prescriptions and how to avoid the associated pitfalls. With expanded scope of practice also comes the need for more robust clinical notes. This session will also explore what, when and how to document.

**Speaker:** Jess Hadley, Professional Officer, PDL

# SUNDAY 26 MARCH 2023

8.30am – 1.00pm	NAME BADGE COLLECTION/REGISTRATION DESK OPEN
9.30am – 12.30pm	TRADE EXHIBITION OPEN
PROFESSIONAL STREAM <b>VENUE:</b> Meeting Rooms 5 & 6 <b>MC:</b> Suzanna Nash	
9.00am – 10.30am	<b>What's Clinical Governance got to do with me?</b> Clinical Governance is a term we're hearing lots about, but what is it, and what does it mean for you and your pharmacy? This interactive workshop will provide you with a clear understanding of the role of clinical governance in providing safe and quality pharmacy services, building a culture of continuous quality improvement in your pharmacy, and meeting your regulatory obligations. Using real life scenarios, experts from The Guild and PDL will work through case studies of how to integrate clinical governance principles into your pharmacy systems and processes. <b>Speaker:</b> Chloe Hennessy, Director of Clinical Governance and Quality, The Pharmacy Guild of Australia
9.30am – 12.30pm	TRADE EXHIBITION OPEN
10.30am – 11.00am	MORNING TEA
11.00am – 11.45am	<b>Discovering new insights through the Workforce Capability Project</b> The Pharmacy Guild of Australia's Workforce Capability Project gathers data to inform decisions to help us build a workforce that is set for success and can remain sustainable now and into the future. This session will share key findings and insights from research into workforce trends, supply and demand modelling, remuneration and training and qualifications for pharmacy. <b>Speaker:</b> Scott Harris, Workplace Relations Director, Pharmacy Guild of Australia
11.45am – 12.30pm	<b>Digital innovation and opportunities in Aged Care – electronic prescriptions and the eNRMC</b> There have been widespread changes in pharmacy practice since the beginning of COVID-19, with pharmacies having to adapt their workflows and invest in infrastructure to meet the increasing digital needs of patients. This has been no more evident than in the continued growth and impact of electronic prescribing on the community pharmacy and broader healthcare landscape. This session will provide an update and further insight to the progression of electronic prescribing into the residential Aged Care sector and the implementation of Electronic National Medication Chart (eNRMC). <b>Speaker:</b> Vicki Ibrahim, Director – Medicines Safety Program; Greg Scarlett, National Councillor, The Pharmacy Guild of Australia & Aged Care Pharmacy Service Provider; Paul Jones, NSW Branch Committee Member, The Pharmacy Guild of Australia & Aged Care Pharmacy Service Provider
12.30pm	TRADE EXHIBITION & CONFERENCE CLOSES

# APP 2023

23-26 MARCH  
GOLD COAST

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