**CONFERENCE PROGRAM**

### WEDNESDAY 18 MARCH 2020

**REGISTRATION DESK OPEN**

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<td>PRE-CONFERENCE WORKSHOP 1: MY COMMUNITY PHARMACY ACTION PLAN VENUE: Meeting Rooms 5 &amp; 6, GCCEC</td>
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**PRE-CONFERENCE WORKSHOP 1: MY COMMUNITY PHARMACY ACTION PLAN**

**VENUE:** Meeting Rooms 5 & 6, GCCEC

- Whether you are early in your career, navigating your way through study, internship or early career opportunities, or you are an established owner looking to future proof your business or succession plan, this is the workshop for you. Our industry experts will work with you to design an action plan tailored to you, that you can take away and apply to your career.
- Workshop sessions include: leadership, how to implement professional services, mentoring, recruitment, ownership and innovation. Register your place now to experience a hands-on, interactive workshop with real outcomes.
- **Cost:** $165 per person (includes morning, lunch & afternoon tea)

### THURSDAY 19 MARCH 2020

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<td>BUSINESS, INNOVATION &amp; LEADERSHIP STREAM VENUE: Arena 1A</td>
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| 10.30am    | PANEL SESSION: The strength of standing together: how interdisciplinarity can build your business Join Australia’s pain expert Joyce McSwan, who will uncover the very key secrets to a thriving pharmacy business – multidisciplinary care. Joyce will discuss how to make all the moving parts of a cross functional healthcare team excel when it comes to addressing musculoskeletal pain, one of pharmacy’s biggest opportunities. A panel of allied health-care professionals will then join Joyce to discuss best practice from the view of pharmacists, physiotherapists and general practitioners. Find out how sharing the care can translate to better patient outcomes and a more efficient and engaging business.
- **Facilitator:** Joyce McSwan, Clinical Program Director of the Gold Coast Primary Health Network Persistent Pain Program
- **Panelists:** Karlyn Huishagen, Consultant Pharmacist; John Bell, Specialist Practitioner/Teacher, University of Technology Sydney; Ian Harris, Principal Physiotherapist, Queensland Coast Physiotherapy and Sports Injury Clinic; Dr Anantha Karmakar, Senior Medical Officer, Queensland Health

**CLINICAL PHARMACY/PRODUCT UPDATE STREAM**

**VENUE:** Meeting Rooms 5 – 7

- **10.30am:** CLINICAL PHARMACY UPDATE: Can medicines causing constipation be deprescribed? Conspitation is a commonly occurring functional gastrointestinal disorder which can cause serious consequences such as urinary incontinence and may cause or contribute to delirium in older people. The condition has been reported to occur in more than 50% of patients taking opioid analgesics for non-cancer pain and to become almost universal in palliative care patients. Commonly occurring adverse events associated with polypharmacy in elderly inpatients have included constipation in addition to arrhythmia, bleeding, orthostatic hypotension and seizures. Yet it may not be possible to deprescribe medicines causing constipation.
- **Speaker:** Dr Ben Basger, Clinical Pharmacist Medication Management, Wolfer Jewish Hospital

- **11.00am:** CLINICAL PHARMACY UPDATE: Medicine innovation - from laboratory to dispensary This panel discussion will bring together some of the brightest minds in innovative medicine discovery, commercialisation and patient care. Take a behind the scenes look to uncover what it takes to bring a medicine from the lab to the dispensary in your pharmacy. Using the emerging treatment class of IL-23 inhibitors in psoriasis as a case study, the panel will uncover the evolution of treatment and patient care, while highlighting the future potential of scientific research.
- **Speaker:** Dr David Jacka, Addiction Medicine Specialist, Monash Health

**RURAL PHARMACY & INDIGENOUS HEALTH STREAM**

**VENUE:** Meeting Room 8

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**CLINICAL PHARMACY UPDATE:** Our patients, but also our staff, communities and families, are affected by behaviours that sometimes become hazardous. This workshop will enable your pharmacy to be better prepared to respond to the demands of the new decade. The workshop will include a vision for recognising and treating patients.

**Speaker:** Angela Pricola, Community Pharmacist

- 10.00am: Welcome
- 10.15am: Cannabis in Australia
- 10.30am: Withdrawal syndrome and treatment options for some illicit drugs
- 10.45am: A tale of two cities (and their supervised injecting centres)
- 11.00am: Dental implications of addiction
- 11.15am: Paracetamol toxicity
- 11.30am: Real time monitoring
- 11.45am: Buprenorphine depot, naloxone and a general update

**Closing Plenary**

**VENUE:** Meeting Rooms 7 & 8, GCCEC

- 12.30pm: Our Closing Plenary will look to the future, with a focus on what the pharmacy profession can achieve with a shared vision.
- 12.30pm: 1.00pm: Welcome
- 1.00pm: A tale of two cities (and their supervised injecting centres)
- 1.15pm: Dental implications of addiction
- 1.30pm: Paracetamol toxicity
- 1.45pm: Real time monitoring
- 2.00pm: Buprenorphine depot, naloxone and a general update

**Closing Plenary Panel:**

- Speaker: Dr David Jacka, Addiction Medicine Specialist, Monash Health; Angela Pricola, Community Pharmacist
BUSINESS, INNOVATION & LEADERSHIP STREAM
VENUE: Arena 1A

11.40am – 12.10pm PCCA

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

2.00pm – 2.30pm CLINICAL PHARMACY UPDATE
Session details will shortly be available on the conference website at www.appconference.com

THURSDAY 19 MARCH 2020

Alan Russell Oration: Global search for innovation – learnings for Community Pharmacy in Australia
This session will detail the findings of an international pharmacy tour investigating innovative pharmacy practices. Conducted in September/November 2019, the study mission encompassed Sweden, Germany, Scotland, England, Ireland, USA, Canada and New Zealand. Find out how Australian pharmacies can benefit from these investigations.

Speaker: Lucy Walker, Community Pharmacist & 2018 Churchill Fellowship Recipient

Black Summer: Australia’s 2019/2020 bushfire season - a community pharmacy perspective
The pharmacy profession can be proud of the efforts of pharmacists on the frontline during the bushfire crisis. Now is the time to reflect and to learn from the outcomes of this devastating period. Join two pharmacists from the Capital Chemists Group, Andrew Topp and Danielle Campbell, who will share their insights in this not-to-be-missed session.

Speaker: Andrew Topp, Pharmacist, Capital Chemists Group

Business, Innovation & Leadership Stream

12.00pm – 1.00pm

First Timer’s Lunch
New to APP? Join fellow first timers and Guild staff and find out how to make the most of your APP experience.

VENUE: Foyer A

Clive Bedbrook OAM, President of the Pharmacy Guild of Australia, hosts the lunch for our first-time attendees. Clive will share his insights on how to get the most out of the APP Conference.

1.00pm – 2.00pm

Special Interest Group Session: AGED CARE
VENUE: Meeting Room 8

The Federal Government’s Royal Commission into Aged Care will impact every Community Pharmacy in Australia. This facilitated discussion session will explore the key issues that pharmacies will face and likely recommendations that could enhance the role of pharmacy in Aged Care. Attendees are welcome to bring lunch from the nearby Quick Lunch Area on Level 1 with them to the session.

Facilitator: Fiona Watson, Branch Committee Member, The Pharmacy Guild of Australia, Queensland Branch

Business, Innovation & Leadership Stream

2.00pm – 2.45pm

What are ePrescriptions and what do they mean to me?

Prescriptions without paper have long been discussed and are finally a reality. This session will focus on two new models for ePrescriptions, demonstrate how they work, and discuss the changing role of pharmacy in the supply chain process.

Speakers: David Freemantle, General Manager eHealth, Fred IT Group; Danielle Bancroft, Product Manager Product Manager & Experience Designer, Fred IT Group; Dr Frank Pyel, LEO, CEO, Best Practice

2.45pm – 3.30pm

Electronic prescriptions - changes to patient engagement with the pharmacist and pharmacy workflow

Much focus regarding the benefits of electronic prescriptions is on having access to a more complete electronic record. This change, however, will have more direct impact on the pharmacist’s interface with patients, and workflow configuration in the pharmacy will need to change. After reviewing health system overuse, this session will outline the most efficient and effective ways community pharmacies in Australia should set up their systems to maximise the benefits of electronic prescriptions.

Speaker: Paul Naismith, CEO, Fred IT Group

Business, Innovation & Leadership Stream

3.30pm – 4.00pm

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Speaker: Paul Naismith, CEO, Fred IT Group

4.00pm – 4.45pm

How far can you go?

In business and in life, we all face obstacles and roadblocks. While John Maclean’s story of becoming a pharmacist can set up their systems to maximise the benefits of electronic prescriptions.

Speaker: John Maclean OAM, Motivational Speaker

4.45pm – 5.30pm

How to connect with your customers

This session will make an immediate impact in the areas of communication, sales, leadership and building customer relationships. Business Communication Expert, Chris Helder will reveal a fresh approach that concentrates on understanding those you are trying to influence, in order to create a stronger connection and ultimate success.

Speaker: Chris Helder, Business Communication Expert

QUALITY CARE 2020: the evolution of QCPP

This session will provide important information on how to prepare your pharmacy for the enhanced Quality Care Pharmacy Program, “Quality Care 2020”. This session is especially important for pharmacies being assessed for QCPP accreditation in 2020. Hear about the critical role for pharmacy proprietors, how to access the new Knowledge Hub, and the key components of new assessment processes and QCPP Requirements for your pharmacy.

Speaker: Simon Blacker, President, The Pharmacy Guild of Australia, ACD Branch

PRODUCT UPDATE: Biostome – where science meets nature

This session will explore the unique functional science within the Biostome paediatric nutrition range and take a closer look at the microbiome, phospholipids and more.

Speaker: Neta Fluckman, Paediatric Nutrition Consultant

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 relaxed environment. Entertainment is provided and a buffet dinner and drinks will be served.

VENUE: Trade Exhibition Area, GCCEC

PUBLIC HEALTH STREAM

VENUE: Meeting Room 9

2.00pm – 2.30pm CLINICAL PHARMACY UPDATE: Men's water works

The prevalence of incontinence in men of all ages is lower than that for women, but large studies have indicated a 3% to 11% overall prevalence rate of incontinence in the male population with urge incontinence being the predominant symptom reported in 40% to 80% of patients. Incontinence in men increases with age and appears to rise more steadily than in women. However, the estimates for severe incontinence in men in their 70s and 80s is still only about half of that for women. And, while for women, pharmacists are an ideal role to assist and support men as they choose a treatment option that can help with their issues.

Speaker: Emi Loevsky, Registered Nurse

Biostome

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Speaker: Neta Fluckman, Paediatric Nutrition Consultant

Lunch

Garden Terrace Marquee Lunch OR Level 1 Lounge Lunch (Quick Lunch)

VENUE: Meeting Room 9

2.30pm – 3.05pm CLINICAL PHARMACY UPDATE: Herbal formula improves lower gastrointestinal symptoms

The "Gut Relief Study" run by the National Institute of Integrative Medicine (NIIM) in Melbourne shows that the Nutrition Care “NC Gut Relief” formula can reduce the frequency and severity of gastrointestinal symptoms by 60-80%. The study revealed significant improvements in gastrointestinal symptoms including indigestion, heartburn, nausea, constipation, diarrhoea, abdominal pain, stool consistency, gut microbiome, troublesome flatulence and bad breath. There were also evident improvements in quality of life, energy and sleep.

Speaker: Associate Professor Dr Karl Reid, Director of Research, National Institute of Integrative Medicine

3.05pm – 3.40pm CLINICAL UPDATE: The role of antivirals in flu outbreaks

Session details will shortly be available on the conference website at www.appconference.com

Speakers: Dominic Dwyer, Director of Public Health Pathology, NSW Health Pathology; Chris Campbell, Professional Practice Manager, TerryWhite Chemmart Group

Slides available for download – 8:30pm

RURAL PHARMACY & INDIGENOUS HEALTH STREAM (CONT)

VENUE: Meeting Room 9

2.00pm – 2.30pm CLINICAL PHARMACY UPDATE: Compounding pharmacy – using imaging protocols in a community pharmacy setting

Regulators, prescribers and users of compounded medicines continue to be concerned about the quality of medicines prepared in community pharmacies. The challenge most compounders face is how to provide adequate evidence that their products meet expectations of quality and safety in the same way as the commercial products registered by the TGA. One of the most valuable validation processes available to compounders is end product testing, but the process can at times be confusing. This session will explore the various testing procedures available to compounders, via a series of simple protocols to enable pharmacists to implement a testing program for compounded preparations.

Speaker: Marisa Holt, Pharmacist & Education and Training Manager, PCCA

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Speaker: Emi Loevsky, Registered Nurse

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Speaker: Neta Fluckman, Paediatric Nutrition Consultant

Lunch

Garden Terrace Marquee Lunch OR Level 1 Lounge Lunch (Quick Lunch)

VENUE: Meeting Room 9
CLINICAL PHARMACY UPDATE: Nutritional solutions for pain

This session is open to Proprietor Guild Members only and will present a confidential update on key issues affecting community pharmacy.

Speaker: George Tambassis, National President, The Pharmacy Guild of Australia

Cost: $50.00 per person (includes hot breakfast)

VENUE: Pavilion Ballroom, The Star Gold Coast

BUSINESS, INNOVATION & LEADERSHIP STREAM

VENUE: Arena 1A

8.30am – 9.25am

The Panel: State of the Industry

Join our industry’s main players who will explore current issues and discuss the complexity of the current industry environment.

Panellists: Andrew Jenkins, Vice Chair, Consumer Healthcare Products Australia; Sylvain Vigneault, Chair, Generic and Biosimilar Medicines Association; Dr Anna Lavelle, Chair, Medicines Australia; Mark Hooper, Chair, National Pharmaceutical Services Association; Suzanne Greenwood, Executive Director, The Pharmacy Guild of Australia

Facilitator: Greg Turnbull, Communications Advisor, The Pharmacy Guild of Australia

9.30am – 5.00pm

TRADE EXHIBITION OPEN

BUSINESS, INNOVATION & LEADERSHIP STREAM

VENUE: Arena 1A

11.35am – 11.45am

Out of stock again? Healthy supply chain, healthy business

Stock management is a pivotal factor in running a healthy pharmacy. In order to be successful, the main three participants (manufacturers/ suppliers, wholesalers and pharmacies) must work together to minimise any risk. This session aims to give a new perspective to the ever challenging out of stock issues. With online business tools such as Mylan MyBusiness Health, pharmacists have an advantage that needs to be adopted on a daily basis. The use of such business tools enables stock visibility throughout the entire supply chain, the ability to manage stock levels in real time and notifies the pharmacist when stock is short and a new order is required.

Speaker: Karl Pfeiffer, Director, Commercial Supply Chain, Mylan

10.05am – 10.35am

Running into the fire – building your business with courage

Designed to inspire people when dealing with change, this session will examine the common fears, individual and group challenges, and personal resilience required to support staff through the change process. How to control the amygdala hijack, the fight or flight response, will also be discussed, and you will learn how to stop worrying, how to generate more energy, how to overcome broken sleep and how to deliver difficult messages. By abiding by the number one tip to stop worrying – “to run into the fire”, you will learn how to make courageous decisions that can take you and your business forward.

Speaker: Lance Burdett, Resiliency Expert, Author & Founder, WARN International Limited

10.35am – 11.00am

MORNING TEA

Trade areas

BUSINESS, INNOVATION & LEADERSHIP STREAM

VENUE: Arena 1A

11.00am – 11.45am

Understanding and engaging with the ever changing customer

With greater choice and change, today’s customers are more diverse and empowered than ever before. This session will give an overview of consumer macro segments and emerging micro segments, and how community pharmacies can analyse and track new consumer cohorts. In a world of global brands and empowered customers, social researcher Mark McCrindle will outline the key influences and decision drivers for today’s consumers.

Speaker: Mark McCrindle, Principal, McCrindle Research

11.45am – 12.30pm

Applying retail strategies to the community pharmacy sector

Guy Russo is credited with one of Australia’s greatest business turn- arounds, taking Westfarmers’ ugly duckling, Kmart, from the bottom of the discount chain store ladder to the most popular and profitable retail department store business in Australia today. In this session, Guy will offer in-depth insights, narratives and examples of how he and his team transformed Kmart into today’s iconic brand. The session will conclude with a Q&A exploring how this example of best practice can be applied to the community pharmacy sector.

Speakers: Guy Russo, Senior Adviser, Westfarmers Limited; Steve Kastirinis, CEO, Advantage Group

12.30pm – 2.00pm

LUNCH

Garden Terrace Marquee Lunch OR Level 1 Lounge Lunch (Quick Lunch)

12.30pm – 2.00pm

Women’s Networking Lunch

This lunch is open to all female pharmacists, pharmacy staff and students who are registered as full and day delegates. Join colleagues and Guild Officials for a buffet lunch and a glass of wine.

VENUE: Foyer A

11.15am – 2.00pm

SPECIAL INTEREST GROUP SESSION: TRAVEL MEDICINES

VENUE: Meeting Room 8

This facilitated session will focus on community pharmacy lead complete travel consultations. Attendees are welcome to bring lunch from the nearby Quick Lunch Area on Level 1 with them to the session.

Facilitator: Dr Ian Heslop, Associate Professor – Pharmacy College of Medicine and Dentistry, James Cook University

11.00am – 10.00am

CLINICAL PHARMACY PRODUCT UPDATE STREAM

VENUE: Meeting Rooms 5 – 7

11.00am – 11.30am

CLINICAL PHARMACY UPDATE: Gut health, probiotics and improving immune health – what’s new and what’s next?

It is known that approximately 70% of the immune system is found in the digestive tract. Many researchers have identified key links between the gut microbiome and the immune system and an immune interaction is increasingly being recognised as a significant probiotic mechanism. This session aims to provide an update on the clinical data and explore the mechanism behind the interaction between the gut microbiome and the immune system.

Speaker: Professor Georgina Hancock, Researcher, Microbiome Research Centre, UNSW Sydney

11.35am – 12.05pm

CLINICAL PHARMACY UPDATE: Gut health, probiotics and improving immune health – what’s new and what’s next?

Guy Russo, Senior Adviser, Westfarmers Limited; Steve Kastirinis, CEO, Advantage Group

Osteoarthritis (OA) pain management – a critical role for pharmacists

Recent changes in both Australian (RACGP) and UK (NICE) guidelines for management of OA, the imminent change in scheduling of modified-release paracetamol, changes in paracetamol overdose management and the latest information on the efficacy and safety of topical NSAIDs not only increase the need for pharmacist intervention, but provide the opportunity to enhance pharmacy’s professional role and develop business potential. This session will discuss these issues, explore what they mean for pharmacists and staff, and how evidence-based strategies can be best used to help patients as well as pharmacy businesses.

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

12.10pm – 12.40pm

LUNCH

Garden Terrace Marquee Lunch OR Level 1 Lounge Lunch (Quick Lunch)

12.45pm – 1.15pm

CLINICAL PHARMACY UPDATE: A pregnancy nutrition coalition – expanding the scope of pharmacy practice

Evidence shows that establishing good nutrition during the first 1,000 days of life (starting from conception) can positively influence lifelong health. However, pregnancy is a nutritionally demanding time, and many women are overwhelmed by the confusing and conflicting information available. Community pharmacies are in an ideal position to provide advice on pregnancy nutrition such as what foods to avoid and why, and the evidence for supplementation. This session will explore counselling techniques developed by Nutrition Australia and Bayer which support both consumers and pharmacists by identifying knowledge gaps among Australian women.

Speaker: Lucinda Hancock, CEO, Nutrition Australia

1.15pm – 2.00pm

LUNCH

Garden Terrace Marquee Lunch OR Level 1 Lounge Lunch (Quick Lunch)

12.30pm – 2.00pm

CLINICAL PHARMACY UPDATE: Nutritional solutions for pain

The International Association for the Study of Pain defines pain as “an unpleasant sensory and emotional experience associated with actual or potential tissue damage”. Pain is a condition that is subjective and difficult to quantify, and therefore can be difficult to treat. This session will review the differences between acute and chronic pain and investigate the power of nutritional support, both in food and supplements, to help manage the symptoms of both types of pain.

Speaker: Isabelle Baisser, Naturopath
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<td>2.00pm – 2.45pm</td>
<td><strong>Hitting CP2025 goals – your future pharmacy</strong>&lt;br&gt;BD Rowa’s product range is evolving with the future of pharmacy. Their products have been developed to help streamline your business operations, provide accurate stock management and improve your pharmacy workflow and resource allocation, enabling you to extend your capabilities as a pharmacist. In this ever-changing pharmacy landscape, it’s important to align with the CP2025 strategy and keep your business ahead of the game. Find out how BD Rowa’s technologies contribute to this and where their products will feature in your future pharmacy.&lt;br&gt;Speaker: Dirk Bockelmann, Commercial Director Global Sales, BD Rowa.</td>
<td><strong>PRODUCT UPDATE: A new S3 pharmacist only treatment for bacterial vaginosis</strong>&lt;br&gt;Bacterial vaginosis is the most common vaginal infection and is reported to be twice as common as thrush, yet it is extremely underdiagnosed. The mainstay of treatment has been either oral or topical antibiotics, however recurrence rates of over 50% have been reported within six to 12 months. This session will provide an overview of the diagnosis and management of bacterial vaginosis and will introduce a new pharmacist only, non-antibiotic treatment option for this condition.&lt;br&gt;Speaker: Raymond Lu, Pharmacist &amp; Head of Medical Affairs, Aspen Pharmacare Australia.</td>
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<td>2.45pm – 3.30pm</td>
<td><strong>Health and the future: Preparing now for what’s next</strong>&lt;br&gt;Every business and industry today is facing a perfect storm of disruption and upheaval. In the face of the changes ahead, agility and adaptability will be more important than ever in the health industry. The future success and survival of your business will rest on the ability to anticipate, prepare for and pre-empt disruption. Michael McQueen is a multi-award winning speaker, trend forecaster and six-time bestselling author. Join Michael at this fast-paced and compelling presentation around key health trends that every pharmacy needs to know.&lt;br&gt;Speaker: Michael McQueen, Trends Expert &amp; Author.</td>
<td><strong>PRODUCT UPDATE: Product innovation – the lifblood of pharmacy</strong>&lt;br&gt;This session will explore an innovative new range of pharmacy-exclusive products which can help your pharmacy thrive in 2020. With advances in opioid-free pain relief emerging, an update on developments in day and night treatment options that will impact pharmacy will be provided, as well as an innovation on diarrhoea relief for children that offers relief for all the family and which will help expand the category. Globally, liposomal technology is delivering consumer benefits in natural health and this session will reveal how Australian consumers and pharmacies can benefit from the power of the mighty liposome.&lt;br&gt;Speaker: Dr Hartley Atkinson, Pain Researcher &amp; CEO, AFT Pharmaceuticals.</td>
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<td>3.30pm – 4.00pm</td>
<td><strong>PRODUCT UPDATE: Hyaluronic Acid to refresh, hydrate and encourage skin cell renewal, from sensitive skin expert, Cetaphil</strong>&lt;br&gt;This session will explore details of the new Cetaphil Face range, which has been dermatologically tested and clinically shown to be gentle on sensitive skin. The range includes five products including a Gentle Foaming Cleanser, Extra Gentle Daily Scrub Cleanser, Daily Hydrating Lotion with Hyaluronic Acid, Rich Hydrating Night Cream with Hyaluronic Acid and a Hydrating Eye Cream.&lt;br&gt;Speaker: Amy Lamproglou, Pharmacist.</td>
<td><strong>PRODUCT UPDATE: The power of protein in ageing</strong>&lt;br&gt;Aging is often accompanied by a decline in skeletal muscle mass and strength. Resistance exercise and adequate protein intake accompanied by an overall healthy, well-balanced diet has shown to reduce and even reverse this sign of ageing. Recent studies suggest that in addition to looking at the total amount of protein consumed daily, the time of consumption may also be important. Most adults consume the majority of protein at dinner, however there is a limit to how much protein your body can use at any one time. Splitting protein consumption throughout the day, rather than at one sitting, helps meet the body’s protein needs.&lt;br&gt;Speaker: Joanne Turner, Sports Dietitian &amp; Exercise Physiologist.</td>
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<td>4.00pm – 4.30pm</td>
<td><strong>Fracture prevention through pharmacy partnerships – The APPOINT Pharmacy Program</strong>&lt;br&gt;Osteoporosis is a national health priority that results in a new fracture every 3.6 minutes and is growing rapidly as our population ages. Given that 6 out of 10 patients with osteoporosis are untreated, it’s estimated a new fracture will occur every 2.9 minutes by 2022. Join our expert speakers, who will share how busy pharmacies, with limited time, can introduce valuable health services through funded patient interventions. Practical advice on how to best implement this remunerated professional pharmacy program will support your pharmacy to reduce the risk of fractures and allow more of your patients to maintain their independence.&lt;br&gt;Speakers: Dr Simon Vanlint, General Practitioner; Jessamine Kwan, Pharmacist; PriceLine North Rocks.</td>
<td><strong>PRODUCT UPDATE: The key to successful weight loss and keeping it off</strong>&lt;br&gt;It is estimated that 75% of Australians are overweight or obese, with no foreseeable regression. There are many methods of weight loss, however only a few have proven long term success. This session will explore the multiple factors within a successful weight loss plan, including the importance of consuming adequate protein. Physical activity in order to maintain as much skeletal muscle as possible to assist with appetite and hormonal changes that occurs as a result of weight loss, and to minimise weight regain, will also be discussed.&lt;br&gt;Speaker: Joanne Turner, Sports Dietitian &amp; Exercise Physiologist.</td>
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<td>4.35pm – 5.15pm</td>
<td><strong>Session details will shortly be available on the conference website at <a href="http://www.appconference.com">www.appconference.com</a></strong>&lt;br&gt;</td>
<td><strong>PRODUCT UPDATE: Product innovation – the lifblood of pharmacy</strong>&lt;br&gt;This session will explore an innovative new range of pharmacy-exclusive products which can help your pharmacy thrive in 2020. With advances in opioid-free pain relief emerging, an update on developments in day and night treatment options that will impact pharmacy will be provided, as well as an innovation on diarrhoea relief for children that offers relief for all the family and which will help expand the category. Globally, liposomal technology is delivering consumer benefits in natural health and this session will reveal how Australian consumers and pharmacies can benefit from the power of the mighty liposome.&lt;br&gt;Speaker: Dr Hartley Atkinson, Pain Researcher &amp; CEO, AFT Pharmaceuticals.</td>
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<td>5.05pm – 5.30pm</td>
<td><strong>PRODUCT UPDATE: APT Bioceuticals</strong>&lt;br&gt;APT Bioceuticals have developed a new range of lifestyle products which provide practical advice on how to best implement this remunerated professional pharmacy program will support your pharmacy to reduce the risk of fractures and allow more of your patients to maintain their independence.&lt;br&gt;</td>
<td><strong>PRODUCT UPDATE: Hitting CP2025 goals – your future pharmacy</strong>&lt;br&gt;BD Rowa’s product range is evolving with the future of pharmacy. Their products have been developed to help streamline your business operations, provide accurate stock management and improve your pharmacy workflow and resource allocation, enabling you to extend your capabilities as a pharmacist. In this ever-changing pharmacy landscape, it’s important to align with the CP2025 strategy and keep your business ahead of the game. Find out how BD Rowa’s technologies contribute to this and where their products will feature in your future pharmacy.&lt;br&gt;Speaker: Dirk Bockelmann, Commercial Director Global Sales, BD Rowa.</td>
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<td>5.30pm – 6.00pm</td>
<td><strong>LGBT Networking Function</strong>&lt;br&gt;This social networking event is open to all LGBT and LGBT supportive attendees. Whether you’re a pharmacist, industry representative, student or anything in between, you’re welcome to attend. This inclusive event aims to be an open, friendly space where attendees can come together to network and discuss important issues... or just have a chat.&lt;br&gt;VENUE: Foyer A Terrace</td>
<td><strong>VIRTUAL EXPO: Pharmacare Australia</strong>&lt;br&gt;This interactive exhibition will feature a wide range of products from leading pharmaceutical companies, providing attendees with the opportunity to learn more about the latest innovations and to network with suppliers.&lt;br&gt;</td>
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Can Australia’s record expansion continue? Australia has 28 years of uninterrupted growth. But can the good times last? This session will assess the economic evidence, examining what it means for interest rates, shares and the dollar and ultimately what it means for Australian businesses and families.

Speaker: Craig James, Chief Economist, CommSec

SATURDAY 21 MARCH 2020

REGISTRATION DESK OPEN

6.45am – 5.15pm

Heart Foundation Walk

Make a healthy start to your weekend – join the Heart Foundation for a 30 minute walk along the esplanade for some fresh air, exercise and water views. Don’t forget your hat and water bottle.

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

12.15pm – 2.00pm

BUSINESS, INNOVATION & LEADERSHIP STREAM

VENUE: Arena 1A

9.30am – 1.00pm

MORNING TEA

Trade area

1.00pm – 11.20am

Changes to management of the asthma patient: the role of community pharmacy

The management of asthma is evolving in line with new evidence and strategies. Community pharmacists play an active and important role for patients suffering chronic respiratory diseases, such as asthma, through provision of health services in their pharmacy, diagnosing those at risk of disease progression and educating patients on the importance of medication compliance. This session will explore the latest guidelines from the National Asthma Council of Australia and the 2019 update of the Global Initiative for Asthma (GINA) global strategy. It will explore practical tools and resources to help pharmacists in delivering services, and the impact on improving health outcomes.

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

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

This session will provide an understanding of the prevalence and development of Acute Otitis Media (AOM) in children, as well as the role antibiotics play in its recurrent and chronic forms. Gain the knowledge and tools needed to confidently recommend a probiotic by understanding the role in which specific probiotic strains have in the management and progression of Acute Otitis Media.

Speaker: Emily Schlecht, Health Care Practitioner Education Officer, Metagenics

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

This session will provide you with the tools and techniques required to easily identify high quality ingredients, confidently select the appropriate products for your patient’s need or condition, and arm you with knowledge of common contraindications and tips of the trade. Attendees will leave with the information and tools needed to provide complementary medicine recommendations with confidence.

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

CLINICAL PHARMACY UPDATE: The Brain-Intestinal Mucosa Appendix-Microbiome-Brain Loop

The brain and the gut are connected from early foetal life. The mother’s exposure to microbial molecules is thought to exert in utero developmental effects on the foetus. These effects could importantly underpin the groundwork for subsequent pathophysiological mechanisms for achieving immunological tolerance and metabolic equilibrium post birth, events that continue to 3–4 years of age. Bacteria promote allergic rhinitis and other chronic conditions during the climax of molecular and cellular biology. Post birth mucosal lymphoid tissue formation and maturation is microbiota-encouraged co-establishing the intestinal microbiome with a developing immune system.

Speaker: Professor Luis Vitetta, Director of Medical Research, Medibald Clinical

LUNCH

Garden Terrace Marquee Lunch OR Level 1 Lounge Lunch (Quick Lunch)

11.55am – 12.25pm

CLINICAL PHARMACY UPDATE: The potential of probiotics for the management of paediatric asthma

This session will provide an update on clinical research investigating the potential of probiotics for the management of asthma. Dr Jaroslav Boublik will present the results of pioneering research recently conducted in Italy, which showed that targeted probiotic strains can significantly improve the management of paediatric allergic asthma.

Speaker: Dr Jaroslav Boublik, Director & Chief Science Officer, Biome Australia Ltd; Rebecca Edwards, Naturopath and Clinical Educator Activated Probiotics, Biome Australia

12.30pm – 1.00pm

CLINICAL PHARMACY UPDATE: Allergic rhinitis update 2020 - unprecedented bushfires, a new S2 treatment option and tips to help your patients treat more effectively

The new decade kicked off with unprecedented bushfires Australia-wide and smoke contributing to hazardous air quality throughout summer. Smoke has the potential to worsen allergic rhinitis and other respiratory issues. As first line healthcare professionals, pharmacists play a pivotal role in optimising the patient experience to improve compliance and patient outcomes. This session will discuss how best to approach patient needs when managing allergic rhinitis and other chronic conditions during the climatic events, and evaluate various treatment options including a new treatment option for moderate-severe allergic rhinitis.

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

LUNCH

Garden Terrace Marquee Lunch OR Level 1 Lounge Lunch (Quick Lunch)

1.00pm – 2.00pm

SPECIAL INTEREST GROUP SESSION: PHARMACIST PRESCRIBING

This facilitated session will focus on pharmacist prescribing and the 2019 Pharmacy Board of Australia discussion paper and position statement on prescribing. Attendees are welcome to bring lunch from the nearby Quick Lunch Area on Level 1 with them to the session.

Facilitator: Tim Roberts, Manager – Pharmacist Education and Programs, The Pharmacy Guild of Australia, Queensland Branch
**CLINICAL PHARMACY/PRODUCT UPDATE STREAM**

**VENUE:** Meeting Rooms 5 – 7

**2.00pm – 2.30pm**

**Panel Session: Embracing digital health solutions – reaping the rewards in your pharmacy**

Digital transformation in health care presents a significant opportunity for pharmacies in generating new revenue, as well as improving their business operations. This panel session features industry leaders who have successfully embraced technology and innovative business solutions to derive maximum value from their professional roles, by using tools that have assisted with enhancing the operational efficiency of their pharmacy business models and market differences.

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

**2.35pm – 3.05pm**

**An economic and management update for community pharmacy**

In light of the current economic climate, this session will provide an overview of the impact of the Australian economy on community pharmacy, as well as discuss strategies that should be applied to address the challenges the economy raises for pharmacy. Based on extensive research and experience, this practical, action-oriented presentation will address the viable strategies for the various pharmacy business models and market differences.

**Speaker:** Anson Tang, Professional Affairs Associate, Alcon

**3.05pm – 3.30pm**

**How electronic prescriptions will affect my pharmacy**

This session will provide an update on the rollout of electronic prescriptions nationally, how it can be implemented in your pharmacy and how it will change the day-to-day running of your pharmacy.

**Speaker:** Andrew Matthews, Director Medicines Safety, Australian Digital Health Agency

**3.30pm – 4.00pm**

**CLINICAL PHARMACY UPDATE: Influenza update – current and future approaches**

Session details will shortly be available on the conference website at www.appconference.com

**4.05pm – 4.35pm**

**CLINICAL PHARMACY UPDATE: Rebalancing the skin microbiome with prebiotic oats**

The skin microbiome is the diverse community of microorganisms, including bacteria, coexisting at the skin surface. Healthy skin with an intact skin barrier maintains a balanced skin microbiome. An unbalanced microbiome is found in skin conditions with an altered skin barrier such as atopic-prone skin.

This session will cover advances in the understanding of the microbiome of the skin and how the use of emollients and products containing prebiotic oats can assist in managing customer skin conditions in a pharmacy environment.

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

**4.40pm – 5.10pm**

**Conflict 101 – understanding interpersonal conflict and developing strategies to manage cases of professional conflict or demand in pharmacy**

Most pharmacists and interns will have to deal with a challenging patient, prescriber or colleague at some stage in their career. Demanding, threatening or aggressive behaviour against pharmacists is not only stressful, but has the potential for consequence for patients and the community. Responses by pharmacists in these situations may lead to regulatory action against the pharmacist. This session will discuss interpersonal communication skills and provide insights into developing conflict resolution strategies for pharmacists.

**Speaker:** Georgina Woods, Professional Officer, PDL

**7.00pm – midnight**

**APP Street Party – Nautical But Nice**

All aboard the APP ‘Nautical but Nice’ themed Street Party! Featuring another exciting line up of entertainment, this highly anticipated event provides the perfect opportunity to network and create amazing memories with pharmacy colleagues. Featuring in the main arena will be illusionist and escapologist, Cosentino and Queen tribute band, KillerQueen who will perform hit songs including ‘Radio Ga Ga’, ‘Under Pressure’, ‘Somebody to Love’ and ‘Don’t Stop Me Now’. Back by popular demand will be the silent disco held in the marquee, which will also feature cruise ship themed games, a beauty bar, photo booth and roving entertainment.

**VENUE:** Pavilion Ballroom, The Star Gold Coast
THE PHARMACY GUILD OF AUSTRALIA: 7CPA – THE JOURNEY TO A VIABLE 2025
VENUE: Meeting Rooms 7 & 8

By March 2020, the countdown will have begun to the start of the new Community Pharmacy Agreement, 7CPA. As the prime advocate for community pharmacy, the Pharmacy Guild is uniquely placed to analyse the political, regulatory and trading environments so as to advise and support members in the challenges they face as pharmacy owners and small business employers.

Dispensing remuneration remains key to pharmacy sustainability, but there is also increasing reliance on revenue from the full range of professional services, including the broadening provision of pharmacist vaccination.

This session will be an opportunity to hear the latest from the Guild. Pharmacists wishing to attend this session should plan their travel accordingly.

11.00am – 12.00pm Vaccination Booster

As we head into another influenza season, this session will look at all aspects of pharmacist vaccination – including timing of influenza vaccination, the range of vaccines in 2020, and the differing rules and scope of pharmacist vaccination across Australian jurisdictions. What should harmonised vaccination scope for pharmacists across Australia look like, and how can we get there?

Facilitator: Greg Turnbull, Communications Advisor, The Pharmacy Guild of Australia

Speakers & Panelists: Dr James Smith, Public Health Physician, Metro North Public Health Unit; Dr Ian Heslop, Associate Professor, Pharmacy College of Medicine and Dentistry, James Cook University; Kaitlyn Vette, Epidemiologist, National Centre for Immunisation Research and Surveillance; Paul Jones, National Councillor, The Pharmacy Guild of Australia

12.10pm – 1.00pm The pharmacist’s clinical process - bringing yours to life

New times require new approaches. The foundation for patient care practice is a pharmacist’s clinical process. In this workshop, attendees will establish their own clinical process.

Speaker: Barbara Gobis, Director of Pharmacists Clinic, University of British Columbia (Canada)

TRADE EXHIBITION CLOSES

1.00pm CONFERENCE CLOSES