



*Resilience  
in Action*

## COMMUNITY PHARMACY CONFERENCE 2025

Gain valuable insights into the evolving landscape of the NHS and what these changes mean for community pharmacy. Enjoy engaging presentations from NHS teams who will share tips and guidance on how to maximise service delivery to drive business success, and celebrate excellence at our awards ceremony. It's a perfect opportunity to expand your knowledge and empower your pharmacy for the future.



**FREE ENTRY,\*  
WITH LUNCH  
AND  
REFRESHMENTS  
PROVIDED**

*\*limited places*

**Sunday 14<sup>th</sup> September** 

**9 AM - 4.30 PM** 

**Exeter Racecourse** 



**RESILIENCE IN ACTION**

**COMMUNITY PHARMACY  
CONFERENCE 2025**

**REGISTER NOW**

[www.rb.gy/asjyk](http://www.rb.gy/asjyk)





## COMMUNITY PHARMACY DEVON CONFERENCE: RESILIENCE IN ACTION – AGENDA

LOCATION: Exeter Racecourse | DATE: 14<sup>th</sup> September 2025 | TIME: 9.00am - 4.30pm

|                       |  |           |
|-----------------------|--|-----------|
| 8.45 - 9.20AM         | ARRIVALS, REFRESHMENTS AND SPONSORS  | MAIN ROOM |
| 9.25 - 9.30AM<br>ROOM | CHAIR'S WELCOME: <u>JANICE PERKINS (EXECUTIVE CHAIR, COMMUNITY PHARMACY MANCHESTER)</u>  | MAIN      |
| 9.30 - 9.50AM         | KEYNOTE SPEAKER – THE NEW NHS, 10-YEAR PLAN AND<br>INTEGRATED NEIGHBOURHOOD TEAMS: LIZ FIDLER (NHS ENGLAND)  | MAIN ROOM |
| 9.50 - 10.10AM        | KEYNOTE SPEAKER – FUTURE FOR COMMUNITY PHARMACY<br>CLINICAL SERVICES (LINKED TO NHS POLICY): ANNE JOSHUA (NHS ENGLAND)                                   | MAIN ROOM |
| 10.10 -10.30AM        | WHAT THIS MEANS FOR THE LOCAL <u>HEALTHCARE</u> SYSTEM:<br><u>NICOLA JONES (PRIMARY CARE, NHS DEVON)</u>   | MAIN ROOM |
| 10.30 - 11.00AM       | BREAK AND SPONSORS   |           |
| 11.00 - 11.45AM       | MAXIMISING PHARMACY SERVICES: NATIONAL PHARMACY<br>ASSOCIATION WITH NICK <u>KAYE (3<sup>RD</sup> GENERATION PHARMACIST AND IMMEDIATE PAST CHAIR NPA)</u> | MAIN ROOM |
| 11.45 - 12PM          | REFRESHMENTS AND SPONSORS  |           |

## Parallel Workshops

|                | CHANGE MANAGEMENT  | CLINICAL  | RESILIENCE   |
|----------------|--|---|--|
| 12 - 12.45pm   | MANAGING PHARMACY OVERLOAD: <a href="#">JANICE PERKINS (DIRECTOR, <u>PENNINE ACT</u>)</a>                    | MANAGING CLINICAL UNCERTAINTY: <a href="#">DAFYDD JONES (URGENT CARE CLINICAL LEAD, NHS DEVON)</a>  | USE OF AI TECHNOLOGY IN COMMUNITY PHARMACY – EXCITING WAYS TO FOCUS ON WHAT YOU MOST ENJOY AT WORK AND WHERE TO DEVELOP YOUR PRACTICE: <a href="#">FRANCES TIPPETT, (SENTINEL HEALTHCARE SERVICES)</a> |
| 12.45 – 1.30pm | LUNCH AND SPONSORS   |   |  |
| 1.30 – 2.15pm  | INDEPENDENT PRESCRIBING CASE STUDIES AND PATHFINDER: <a href="#">WILL PIKE (COMMUNITY PHARMACIST AND IP)</a> | HYPERTENSION: FOCUSED HISTORY-TAKING, GUIDELINES AND MEDS OPTIMISATION: <a href="#">VICKY WEBB (NON-MEDICAL PRESCRIBING LEAD, UHP)</a> AND <a href="#">REBECCA DUKE (COMMUNITY PHARMACIST AND IP)</a> | PHARMACY WORKFORCE- NEW NEEDS; NEW WAYS OF WORKING: <a href="#">NICK KAYE (3<sup>rd</sup> GENERATION PHARMACIST AND IMMEDIATE PAST CHAIR, NPA)</a>   |

|                |   |
|----------------|---|
| 2.15 - 2.30PM  | BREAK AND REFRESHMENTS  |
| 2.30 - 3.00PM  | A PHARMACY WORKFORCE FIT FOR THE FUTURE: <a href="#">DANIELLE WIGG (PHARMACY FOUNDATION TRAINING LEAD)</a>  |
| 3.00 - 3.30PM  | A NEW SCHOOL OF <u>PHARMACY</u> FOR THE SOUTHWEST – OPPORTUNITIES FOR COMMUNITY PHARMACY DEVON: <a href="#">LYN HANNING (HEAD OF BATH MPHARM AT PLYMOUTH)</a> |
| 3.30 – 3.45 PM | BREAK AND REFRESHMENTS  |
| 3.45 - 4.30PM  | DEVON COMMUNITY PHARMACY AWARDS CEREMONY  |



# Resilience In Action:

## Community Pharmacy Devon Conference 2025



# CONFERENCE SPEAKERS



**Anne Joshua**  
NHS England

Anne is currently responsible for the NHS England clinical leadership and oversight for the commissioning of community pharmacy NHS services in England. This encompasses the delivery of clinical services and oversight of the Independent Prescribing Pathfinder programme. Before joining NHS England, Anne was Chief Pharmacist and Associate Director of Service Development at NHS Direct for 12 years and NHS 111 National Clinical Pharmacy Advisor for NHS England, establishing the Pharmacy CAS during the Covid Pandemic.



**Liz Fidler**  
NHS England

Liz is the Senior Professional Advisor Pharmacy Technician Practice at NHS England and Chairs the CPhO Pharmacy Technician Professional Advisory Forum. She has led many workforce developments and advised on where regulation, legislation and policy can enable the skills and expertise of pharmacy technicians as registered healthcare professionals to contribute effectively to healthcare services. Liz is the immediate Past President of the Association of Pharmacy Technicians UK and has just completed an Executive Masters in Business Administration at the University of Greenwich.



**Frances Tippet**  
Sentinel Healthcare  
Services

Currently Chair of the Coalition for Personalised Care (Charity No:1210588) and Director of Integrated Personalised Care for the Learning and Development Centre, Frances is a specialist in personalised care approaches and integration of services. She previously led personalised care implementation in the South-West for NHS England for 10 years. Her background is in operational and commissioning roles within the NHS and Local Authorities. She is also a qualified executive coach and experienced facilitator.

# Resilience In Action:

## Community Pharmacy Devon Conference 2025



# CONFERENCE SPEAKERS



## Janice Perkins

Pennine Act

Janice is the former Superintendent Pharmacist of Well Pharmacy responsible for patient safety & wellbeing, regulatory & professional standards and delivery of the NHS contractual framework and services.

Since leaving Well she is the Executive Chair of Community Pharmacy Greater Manchester and also helps professionals and organisations by providing coaching, mentoring and advisory services. Her other roles include chairing the RPS Community Pharmacy Expert Advisory Group, being a Non Exec Director and a Trustee of a Multi Academy Trust.

## Vicky Webb

University Hospitals  
Plymouth NHS Trust

Vicky began her healthcare career in 2004 as an auxiliary nurse later transitioning into advanced practice as a Trainee Advanced Clinical Practitioner in Cardiothoracic Surgery. In 2023 she led Devon's Teach and Treat pilot as Independent Prescribing Clinical Lead. The project successfully supported 39 community pharmacists from across the region in achieving their prescribing qualifications through structured supervision and access to clinical learning environments.

Vicky now works as the Non-Medical Prescribing Lead and Practice Educator within the University Hospitals Plymouth pharmacy team.

## Nick Kaye

National Pharmacy  
Association and  
Community Pharmacist

Nick, NPA Chair, is a third generation community pharmacist and has worked for an independent pharmacy, as a locum and prescribing advisory for the Newquay doctors group. He has won several awards including, C&D finalist 2013, Pharmacy Business award winner Entrepreneur 2012 and Alphega pharmacy of the year 2013.

Nick is an NPA national media spokesperson and was also involved in the Key Note Speaker's Panel at the Pharmacy Show 2013. He was elected to the NPA Board in 2014 to represent the South West; he is CEO of Cornwall and Isle of Scilly LPC.

## Resilience In Action: Community Pharmacy Devon Conference 2025



# CONFERENCE SPEAKERS



**Lyn Hanning**

Head of Bath  
MPharm at  
Plymouth

Lyn is Professor of Pharmacy Education at The University of Bath. She has recently been appointed as the Head of the new MPharm degree in Plymouth where the Bath MPharm is now also being delivered, bringing a new School of Pharmacy to the South West. Lyn has taught at undergraduate and postgraduate levels with experience in delivering MPharm, Pre-registration (Foundation), Diploma and Independent Prescribing programmes. Lyn's research interests focus on the development of skills and competence for the pharmacy workforce and in particular the role of Entrustable Professional Activities (EPAs) to support pharmacy students during experiential learning. She has recently led a steering group to develop EPAs for use in MPharm degrees in England.



**Danielle Wigg**

Pharmacy  
Foundation  
Training Lead

Danielle Wigg is a highly experienced pharmacist, educator, post-graduate researcher and presenter. As the Pharmacy Foundation Training Lead for the NHS England Workforce Training & Education (WT&E) South West Pharmacy Team she will be exploring opportunities for workforce development in the South West, as well as a call to action to develop the workforce to meet the needs of the future.

# Parallel Workshops



All three workshops run from 12-12.45pm

**Janice Perkins**

**Progress not Perfection:  
Leading Yourself and Your  
Team Through Change**

- Managing stress and overwhelm
- Balancing competing demands
- Saying “no” with integrity
- Maximising your team’s contribution
- Celebrating success

**Dafydd Jones**

**Community Pharmacy  
Clinical Services and  
Managing Clinical  
Uncertainty**

- Recognising uncertainty in cases which generate emotion – stress/anxiety.
- Recognising the learning opportunity which comes from such cases and practical approaches to extract learning.
- Practical approaches to navigating uncertainty to improve personal confidence, reduce anxiety and improve clinical care.

**Frances Tippet**

**The Art of the Possible -  
Using AI in Pharmacy  
Practice**

How much more sustainable and effective would your pharmacy be if everyone focused more of their time on the things they most enjoyed and areas where they would most like to develop their practice?  
Frances will support you to explore the adopting of AI technology, focus on improving your own job satisfaction and use these tools as a catalyst for shifting work tasks with your team to improve their experience of work and the efficiency of the Pharmacy business overall.



More Information  
[www.devon.communitypharmacy.org.uk](http://www.devon.communitypharmacy.org.uk)



01392 719604



# Parallel Workshops



All three workshops run from 1.30-2.15pm

|  |  |
|--|--|
| <p><b>Will Pike</b></p> <p><b>Independent Prescribing Case Studies and Pathfinder</b></p>  | <p>Independent prescribing is transforming community pharmacy. Hear from Will about how the IP Pathfinder Service is making IP work in community pharmacy and gain useful insights into the difference it makes in building local relationships, accessibility to care and ultimately for patients.</p>                    |
| <p><b>Vicky Webb &amp; Rebecca Dukes</b></p> <p><b>Hypertension: Focused History-Taking, Guidelines and Medicines Optimisation</b></p> | <ul style="list-style-type: none"> <li>• How to take a focused history in CVD/hypertension, including red flags</li> <li>• Guidelines and risk stratification tools</li> <li>• Pathophysiology and pharmacology</li> <li>• NMS tips for hypertension</li> <li>• Blood pressure checks</li> </ul>                           |
| <p><b>Nick Kaye</b></p> <p><b>Pharmacy Workforce: New needs; new ways of working</b></p>   | <p>Join Nick as he shares insights into how he has collaborated with his team to refine and optimise staff roles within his pharmacy. This strategic approach has fostered professional growth, enhanced job satisfaction, and ensured a balanced skill mix—positioning the team for future success and opportunities.</p> |



More Information  
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01392 719604



# Presentation Information

|  |   |
|--|---|
| <b>Nick Kaye</b><br><b>Maximising Growth and Income with NHS and Private Services</b>    | <ul style="list-style-type: none"><li>• The event will consist of a learning opportunity to maximise income from NHS Services.</li><li>• Making NHS services work for you and maximising income from NHS services – blood pressure checks, emergency contraceptives, flu and COVID vaccinations, DMS, NMS and more</li></ul>  |
| <b>Anne Joshua</b><br><b>Community Pharmacy Clinical Services: How Far Have We Come?</b> | Community pharmacy has undergone a remarkable transformation in clinical service delivery. This session looks at the journey so far, highlighting the integration of independent prescribing, the impact of the Pathfinder programme, and the key policy enablers driving reform. Join Anne for a discussion on how these developments are shaping professional practice and preparing pharmacy teams for the future. |
| <b>Liz Fidler</b><br><b>The New NHS, 10 Year Plan and Integrated Neighbourhood Teams</b> | <p>Liz will unpack the latest NHS policy reforms, including the ambitious 10-Year Plan, and the rollout of Integrated Neighbourhood Teams.</p> <p>Discover what these changes mean for the commissioning landscape and how they're shaping exciting new possibilities for community pharmacy.</p>   |



# Presentation Information

|  |  |
|--|--|
| <b>Nicola Jones</b><br><b>What This Means for the Local Healthcare System</b>  | Nicola will provide a timely update on the upcoming changes within the local NHS system following the publication of the NHS 10-Year Plan. This session will explore what these reforms mean for community pharmacy and how integration with wider primary care providers is set to evolve in Devon.   |
| <b>Danielle Wigg</b><br><b>Pharmacy Workforce in the South West and Anticipated Developments</b>                     | <ul style="list-style-type: none"><li>• What can pharmacy owners be doing to develop the workforce of the future?</li><li>• What are the opportunities available in getting involved in workforce development?</li><li>• To what extent do we expect to see a more collectivised workforce development agenda between the sectors going forward.</li></ul> |
| <b>Lyn Hanning</b><br><b>A new School of Pharmacy for the Southwest - Opportunities for Community Pharmacy Devon</b> | Lyn will discuss current developments in undergraduate pharmacy education including the journey to set up a new School for Pharmacy and the opportunities this presents for pharmacy in the South West.  |



## Education and Training

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It is our pleasure to announce that we will have educational representatives from the University of Bath and the University of Exeter at the conference. You will be able to learn more about the new pharmacy school at Plymouth and what post-qualification training opportunities are on offer.

These range from short courses and CPD modules to independent prescribing qualifications and advanced clinical assessment skills. Whether you're interested in some additional CPD, or want to consider a fully funded advanced MSc clinical qualification, you will be able to chat with representatives from both of these institutions about what's on offer.



## Sponsors

Pfizer, Boehringer Ingelheim, Exeltis, Astellas, Medisave and Titan have provided sponsorship to Community Pharmacy Devon towards the cost of this conference. The sponsors have had no influence over the agenda, selection of speakers, or any arrangements.

