



*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 14th September 

9 AM - 4.30 PM 

Exeter Racecourse 



RESILIENCE IN ACTION

**COMMUNITY PHARMACY
CONFERENCE 2025**

REGISTER NOW

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COMMUNITY PHARMACY DEVON CONFERENCE: RESILIENCE IN ACTION – AGENDA

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

8.45 - 9.20AM	ARRIVALS, REFRESHMENTS AND SPONSORS	MAIN ROOM
9.25 - 9.30AM	CHAIR'S WELCOME: JANICE PERKINS (DIRECTOR, PENNINE ACT)	MAIN ROOM
9.30 - 9.50AM	KEYNOTE SPEAKER – THE NEW NHS, 10-YEAR PLAN AND INTEGRATED NEIGHBOURHOOD TEAMS: LIZ FIDLER (NHS ENGLAND)	MAIN ROOM
9.50 - 10.10AM	KEYNOTE SPEAKER – FUTURE FOR COMMUNITY PHARMACY CLINICAL SERVICES (LINKED TO NHS POLICY): ANNE JOSHUA (NHS ENGLAND)	MAIN ROOM
10.10 -10.30AM	WHAT THIS MEANS FOR THE LOCAL HEALTHCARE SYSTEM: PAUL GREEN / NICOLA JONES (PRIMARY CARE, NHS DEVON)	MAIN ROOM
10.30 - 11.00AM	BREAK AND SPONSORS	
11.00 - 11.45AM	WORKSHOP 1 – MAXIMISING PHARMACY SERVICES: NATIONAL PHARMACY ASSOCIATION WITH NICK KAYE (3 RD GENERATION PHARMACIST AND IMMEDIATE PAST CHAIR NPA)	MAIN ROOM
11.45 - 12PM	REFRESHMENTS AND SPONSORS	

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

2.15 - 2.30PM	BREAK AND REFRESHMENTS
2.30 - 3.00PM	A PHARMACY WORKFORCE FIT FOR THE FUTURE: DANIELLE WIGG (PHARMACY FOUNDATION TRAINING LEAD)
3.00 - 3.30PM	THE UNIVERSITY'S ROLE IN THE HEALTH SYSTEM AND HOW IT CAN SUPPORT COMMUNITY PHARMACY GROWTH: LYN HANNING (HEAD OF PHARMACY PRACTICE, BATH MPHARM AT PLYMOUTH UNIVERSITY)
3.30 – 3.45 PM	BREAK AND REFRESHMENTS
3.45 - 4.30PM	DEVON COMMUNITY PHARMACY AWARDS CEREMONY

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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.

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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

NHS England

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.

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 Harnessing Artificial Intelligence in Community Pharmacy Practice	This workshop explores the evolving role of Artificial Intelligence (AI) in community pharmacy. Attendees will gain insights into how AI technologies are already transforming pharmacy operations, enhancing patient care, and supporting clinical decision-making.



More Information
www.devon.communitypharmacy.org.uk



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Parallel Workshops



All three workshops run from 1.30-2.15pm

Will Pike Independent Prescribing Case Studies and Pathfinder	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.
Vicky Webb & Rebecca Dukes Hypertension: Focused History-Taking, Guidelines and Medicines Optimisation	• How to take a focused history in CVD/hypertension, including red flags • Guidelines and risk stratification tools • Pathophysiology and pharmacology • NMS tips for hypertension • Blood pressure checks
Nick Kaye Pharmacy Workforce: New needs; new ways of working	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.



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Presentation Information

Nick Kaye Maximising Growth and Income with NHS and Private Services	• The event will consist of a learning opportunity to maximise income from NHS Services. • 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
Anne Joshua Community Pharmacy Clinical Services: How Far Have We Come?	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.
Liz Fidler The New NHS, 10 Year Plan and Integrated Neighbourhood Teams	Liz will unpack the latest NHS policy reforms, including the ambitious 10-Year Plan, and the rollout of Integrated Neighbourhood Teams. Discover what these changes mean for the commissioning landscape and how they're shaping exciting new possibilities for community pharmacy.



Presentation Information

Paul Green & Nicola Jones

**What This Means for the
Local Healthcare System**

Nicola and Paul 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.

Danielle Wigg

**Pharmacy Workforce in the
South West and Anticipated
Developments**

- What can pharmacy owners be doing to develop the workforce of the future?
- What are the opportunities available in getting involved in workforce development?
- To what extent do we expect to see a more collectivised workforce development agenda between the sectors going forward.

Lyn Hanning

**The University's Role in the
Health System and How it
Can Support Community
Pharmacy Growth**

Lyn will discuss the journey to setting up the new School for Pharmacy and all about the opportunities the school presents for people working in pharmacy in the South West.



More Information

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Education and Training

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, 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.

