

Patient Safety in Community Pharmacy

Monday 30th November 2015, Horizon Leeds

Time	Title	Speaker(s)	Further detail	Room
10:00	Welcome	Claire Ward , Chair, Pharmacy Voice	Introduction to the day's topics and speakers	Plenary
10:05	Putting patient safety at the heart of organisational excellence	Janice Perkins , Chair, Pharmacy Voice Patient Safety Group and Pharmacy Superintendent, Well	An overview of the Pharmacy Voice Patient Safety Group's activity and why the organisation has prioritised this work	Plenary
10:15	Improving the safety of patients: A national perspective	Bruce Warner , Deputy Chief Pharmaceutical Officer, NHS England	An overview of safety improvement activity in the wider health and care system and how community pharmacy fits into it	Plenary
10:30	Is a no-blame culture possible in healthcare? Lessons from the aviation industry	Carey Edwards , Managing Director LMQ Ltd. and aeronautical safety expert	What healthcare teams can learn about human factors and changing cultures from the aviation industry	Plenary
11:15	Tea and coffee			Reception
11:35	Case-study sessions: learning from frontline practice	Tony Jamieson & Angela O'Donoghue , Yorkshire & Humber Academic Health Science Network Victoria Steele , LloydsPharmacy Peter Glover , Day Lewis	Parallel case-study sessions showcasing detailed best practice examples from across the sector of how different organisations have dealt with patient safety issues including Q&A session	Break out rooms
12:15	Sign up to Safety and community pharmacy: three things you need to do differently now	Suzette Woodward , National Campaign Director for NHS Sign up to Safety	The Sign up to Safety campaign role in improving patient safety across the NHS and the important role for community pharmacy	Plenary
12:45	Lunch			Reception
1:45	How can community pharmacy improve incident reporting and learning?	Rose Marie Parr , Chief Pharmaceutical Officer for Scotland and Rob Darracott , Chief Executive, Pharmacy Voice Panel – Celia Davies , patient representative; Ash Soni , President, Royal Pharmaceutical Society; Leyla Hannbeck , Chief Pharmacist, National Pharmacy Association	An overview of the rebalancing medicines programme from the Chief Pharmaceutical Officer for Scotland followed by a panel session debating the challenges of increasing reporting rates, the implication of the proposed rebalancing legislation and how to share learning across community pharmacy teams	Plenary
2:40	Group discussions: Encouraging reporting and learning in practice	Pharmacy Voice Patient Safety Group members from across the community pharmacy sector will lead guided discussions on the issues raised in the earlier panel session and identify actions and next steps for encouraging reporting and learning		Plenary
3:10	Tea and coffee			Reception
3:30	Successful partnership working between industry and pharmacy to improve safety	Deborah Vaughan , Marketing Manager at Teva UK Limited	An overview of Teva UK's recent packaging review and how collaboration with community pharmacy colleagues informed this work	Plenary
4:00	Advancing patient safety in community pharmacy	Janice Perkins , Chair, Pharmacy Voice Patient Safety Group and Pharmacy Superintendent, Well	Summarising the day's discussion and delegate input to advancing patient safety in community pharmacy	Plenary
4:20	Closing comments	Claire Ward , Chair, Pharmacy Voice	Conclusion to the day's proceedings	Plenary
4:30	 Speaking up for community pharmacy	Drinks and networking reception hosted by Pharmacy Voice		Reception