Delivering primary health care: Pharmacists taking the next leap forward

FIP-TPA Regional Conference for the European Region
Final Programme

Ankara 2019
FIP REGIONAL CONFERENCE
European Region
23 – 25 October
Delivering primary health care: Pharmacists taking the next leap forward

Building on its successful Regional Conference for the Eastern Mediterranean Region in April, the International Pharmaceutical Federation (FIP) is continuing to implement the World Health Organization Declaration of Astana on primary health care, with the ultimate goal of achieving universal health coverage. In October, we take this agenda into the European Region.

FIP and the Turkish Pharmacists’ Association gather key pharmacy stakeholders, leaders and partners from Europe and beyond in Ankara, Turkey — where pharmacy began with Galen and Dioscorides centuries ago. Together we embark on a journey towards healthier populations through stronger primary health care with advanced pharmaceutical services, leaving no one behind.

In the land of our profession’s forefathers, together we will take the next leap forward by building on our strong foundations, guided by new scientific developments. We will share our experiences in order to optimise future pharmacy and position pharmacists as one of the most effective providers of primary health care.

The conference, “Delivering primary health care: Pharmacists taking the next leap forward”, will be held from 23 to 25 October 2019 in Ankara, Turkey. Join us and be part of leading and co-creating the transformation of pharmacy.

Venue:
Sheraton Ankara Hotel & Convention Center
Kavaklıdere Mahallesi, Şht. Ömer Haluk Sipahioğlu Sk., 06700 Çankaya/Ankara, Turkey

ankara2019.congress.pharmacy
Dear Colleagues,
Welcome to Ankara and welcome to this International Pharmaceutical Federation (FIP) regional conference!

FIP is the world’s largest pharmacy body. Our main mission is to improve global health by supporting the advancement of pharmaceutical practice, sciences and education. In 2018, we contributed to the World Health Organization (WHO) Declaration of Astana on primary health care. This year, we are committed — more than ever — to delivering better primary health care for everyone, through pharmacy. We can only do this by working with you, our members and stakeholders across all regions, and we are continuing our efforts through this collaborative conference in the European region.

This conference, “Delivering primary health care: Pharmacists taking the next leap forward” is organised jointly with FIP’s member organisation the Turkish Pharmacists’ Association and I thank them for their efforts.

Here in Ankara, we will be making a collective commitment to transform pharmacy for better primary health care, and I’m pleased you will be joining us at this historic event. I look forward to meeting you all and making a difference together, regionally and globally.

Thank you to all participants, organisers and conference partners for this great endeavour, which I am sure will be a success!

Greetings to you, my pharmacy colleagues around the world,

As chief executive officer of the International Pharmaceutical Federation (FIP), I am responsible for visionary leadership, support, advocacy and delivery of the federation’s vision and mission across the globe to advance pharmacy.

One of our strategic priorities is to work on needs-based development and advancement of the profession, and in order to deliver this, we have set about engaging with pharmacy colleagues and stakeholders. Having this engagement on a regional level is important, for many reasons.

For example, we recognise the unique needs and challenges of pharmacy in the European region and the potential to advance pharmacy to deliver better primary health care. It is hugely important that we commit globally to working with our partners in the region and that we use the learning from this engagement to further build our regional and national networks, our partnerships with FIP members and our regional understanding.

I am pleased that our member organisation the Turkish Pharmacists’ Association (TPA) has taken the opportunity to collaborate with us to deliver this FIP Regional Conference for the European Region. I am also pleased to have the valuable support of our regional partners the Pharmaceutical Group of European Union, the European Association of Hospital Pharmacists, the European Association of Faculties of Pharmacy, and the
European Federation of Pharmaceutical Industries and Associations.

This conference gathers pharmacy colleagues, leaders and stakeholders from across all sectors to commit to advancing pharmacy to deliver better primary health care. I thank you for being here, and acknowledge the support, leadership and great organisational efforts of all our conference partners, especially the TPA, for supporting us in making this vision a reality.

Dear participants of the FIP Regional Conference for the European Region, welcome all to Turkey, Ankara and our conference.

Ten years after the FIP World Congress in Istanbul in 2009, we are proud to host you this time in the capital of Turkey.

Besides being the capital of Turkey, Ankara, located in the midst of Anatolia, has been the center of various cultures and civilizations throughout history. These cultures and civilizations have also nourished the ancient pharmacy tradition and then science. In this land where Dioscorides, Hippocrates, Ibn Sina, Galenos, and many others were born, lived and perished pharmacy, we would like to go beyond talking about the position of pharmacy and pharmacists in primary health care.

We believe that the role of the pharmacist as a primary health care professional and the role of the pharmacy as the entry point and exit gate of the health system should be strengthened. In order to embark in this toilsome work, we first need to create a road map from education to workforce planning, and while walking along this path, as advocates, we need to ensure that international organizations and governments are on our side, on health’s side.

As Turkish pharmacists, we are doing our utmost in this regard. But we know that every effort will be weak without mutual interaction.

We are ready to take steps and do our part to strengthen the ties between national, regional and universal. We would like to thank all of you for attending the Conference with the will to do it all together.

Welcome to you all, Dear Colleagues!

As the Secretary General of Turkish Pharmacists’ Association (TPA), representing nearly 40,000 Pharmacists in Turkey, I must say that it is a great honour for us to host you in Ankara, the Capital City of Turkey where pharmacy began with Claudius Galen and Pedanius Dioscorides centuries ago.

As a FIP Member Organization, TPA has gladly taken the opportunity to collaborate with FIP to deliver the Regional Conference for the European Region, following the outcomes of successful Regional Conference for the Eastern Mediterranean Region in April 2019.
Together with the International Pharmaceutical Federation (FIP), Pharmacists from Turkey is ready for taking the responsibilities to implement the World Health Organization Declaration of Astana on primary health care, with the ultimate goal of achieving universal health coverage.

We believe that the Regional Conference for the European Region with a theme of “Delivering primary health care: Pharmacists taking the next leap forward” is a great opportunity to show that pharmacists are ready to advance pharmacy to deliver better primary health care for all.

In our conference, hundreds of pharmacy colleagues come together and make a collective commitment to show how ready they are.

Thanks to our regional partners of the conference; Pharmaceutical Group of European Union (PGEU), European Association of Hospital Pharmacists (EAHP), European Association of Faculties of Pharmacy (EAFP) and European Federation of Pharmaceutical Industries and Associations (EFPIA).

Thank you for participating this historic event and joining us for Ankara Commitment to Action on Primary Health Care.

As Pharmacists, together we will achieve universal health coverage, good health and well-being for all: leaving no one behind.
Ankara Commitment to Action on Primary Health Care

We commit to:

1. Support the Declaration of Astana on primary health care for achieving universal health coverage through high-quality, safe, comprehensive, integrated, accessible, available and affordable health care for everyone, everywhere;
2. Provide better primary health care services by transforming our pharmacy workforce and strengthening our practice and sciences;
3. Transform and scale up pharmacy education by ensuring high-quality and fit-for-purpose education and training for primary health care provision, and to provide the foundation for workforce development, professional and scientific advancement;
4. Continue to address the growing burden of non-communicable diseases by empowering our profession to provide services in health promotion and disease prevention, screening, referral, disease management and treatment optimisation in people with non-communicable diseases;
5. Work with all healthcare professionals to deliver collaborative practice in primary health care, and build solid and strong interprofessional health care teams;
6. Shape primary health care delivery by adopting innovative approaches and adapting our workforce alongside the fast-changing digital health technologies;
7. Be an accessible, reliable and credible source of medical information for our communities and patients, empowering them to make healthier and more informed choices;
8. Play an essential public health role by providing evidence-based information about immunisation, eliminating public misconceptions about vaccines, supporting national immunisation strategies, and expanding vaccination coverage;
9. Encourage our pharmacy workforce to deliver primary health care effectively through the supply of quality medicines, improving medication adherence and patient safety, ensuring the rational use of medicines, and tackling the challenges of antimicrobial resistance by promoting antimicrobial stewardship strategies in our nation;
10. Generate evidence on the impact of pharmacists in improving health outcomes in primary health care systems through sustainable professional services and ensure broad access to these services;
11. Continue to support our current and future pharmacy workforce in order to meet the required competencies for the delivery of primary health care, and to close the gap between pharmacy education and practice;
12. Continue to engage our stakeholders and partners, empower our regional and national health leaders, and support enabling pharmaceutical policies to strengthen primary health care, bringing communities, countries and organisations together to grow and support this movement;

Together we will achieve universal health coverage, good health and well-being for all: leaving no one behind.
09:00 – 18:00
Registration

11:00 – 12:00
Opening ceremony
MEETING ROOM AVICENNA

11:00 – 11:10
Introduction by the master of ceremony
Caglayan Aktas / Co-founder, Pozitum, Turkey

11:10 – 11:15
FIP Presidential address
Dominique Jordan / Switzerland

11:15 – 11:20
TPA Presidential address
Erdogan Colak / Turkey

11:25 – 11:30
High level address from the Turkish Ministry of Health
Fahrettin Koca / Minister of Health, Turkey (in case of His Excellency’s attendance)

11:30 – 11:35
Message from World Health Organization Turkey
Pavel Ursu / World Health Organization Representative of Turkey, Moldova

11:35 – 11:40
Message from the 1st FIP Regional Conference
Zeid Kilani / President, Jordanian Pharmacists Association, Jordan

11:40 – 11:45
Opening remarks from FIP CEO
Catherine Duggan / The Netherlands

11:45 – 12:00
Opening remarks from TPA General Secretary
Arman Uney / Turkey

12:00 – 13:30
Exhibition opening & networking lunch

13:30 – 15:30
Plenary Session I:
Pharmacists taking the next leap forward with primary health care
MEETING ROOM AVICENNA
(see page 10)

16:00 – 18:00
Plenary Session II:
Unleash pharmacists’ potential to meet non-communicable disease targets in Europe
MEETING ROOM AVICENNA
(see page 11)

19:00
Welcome Reception at Diascorrides
Meeting room Avicenna

13:30 – 15:30
Plenary Session I

Pharmacists taking the next leap forward with primary health care

Session description
The health care needs of tomorrow will not be the same as those of today, and pharmacy must pave its way through the changes ahead. In this session, key pharmacy stakeholders, leaders and partners from Europe and beyond will start the journey towards healthier populations through stronger primary health care with advanced pharmaceutical services, leaving no one behind. The speakers and panelists will discuss strategies for pharmacy to take the next leap forward by positioning pharmacists as one of the most effective providers of primary health care.

CHAIRS
Ema Paulino / Professional Secretary, FIP, Portugal
Tayfun Uzbay / President, TPA Pharmacy Academy, Turkey

RAPPORTEUR
Bensu Karahalil / Member, TPA Pharmacy Academy, Turkey

13:30 – 13:40
Introduction by the chairs

13:40 – 14:00
Pharmacists’ commitment to deliver primary health care
Catherine Duggan / CEO, FIP, The Netherlands

14:05 – 14:10
Ensuring access to medicines and health products to achieve universal health coverage in WHO European Region
Pavel Ursu / World Health Organization Representative of Turkey, Moldova

14:10 – 14:30
Setting a new vision to community pharmacists through the provision of primary healthcare services
Hakki Gursöz / President, Turkish Medicines and Medical Devices Agency, Turkey

14:30 – 15:15
Panel discussion moderated by chairs
Panelists:
Catherine Duggan / CEO, FIP, The Netherlands
Alain Delgutte / Former President Council of Community Pharmacies Owners, French Chamber of Pharmacists, France
Melda Kecik / Technical Officer Refugee Health Programme, WHO Turkey, Turkey
Michal Byliniak / President, Pharmaceutical Group of European Union, Belgium

15:15 – 15:30
Q&A

15:30 – 15:50
Coffee break & networking
**Meeting room Avicenna**

**16:00 – 18:00**

**Plenary Session II**

**Unleash pharmacists’ potential to meet non-communicable disease targets in Europe**

**Session description**

NCDs pose one of the greatest healthcare risks for humanity, demanding new answers and requiring innovative and creative solutions from health systems and healthcare professionals. Building on the key roles pharmacists already play as primary healthcare professionals in the community, pharmacists can provide focused interventions, specialised counselling and care coordination improving patient engagement to achieve better outcomes in the global fight against NCDs. The session will also be a platform for sharing the experiences through TPA’s My Guide Pharmacy Programme on beating NCDs and opportunities for multi-stakeholder collaboration and expansion of the programme will be explored.

**CHAIRS**

Arman Uney / Secretary General, TPA, Turkey  
Eeva Teräsmi / Vice President, FIP, Finland

**RAPPORTEURS**

Evrim Cakil, Ozgur Ozturk & Koray Kaya / TPA My Guide Pharmacy, Turkey

16:00 – 16:30

Panel discussion moderated by chairs:

**Panelists:**

Oleg I. Klimov / President, All-Ukrainian Pharmacists’ Chamber, Ukraine  
Zuzana Kusynova / Lead for Policy, Practice and Compliance, FIP, The Netherlands  
Anna Laven / CEO, Pharmabrain, Germany

16:30 – 18:00

Pharmacists and physicians unite their vision to provide primary health care in Turkey: Seeking ways of collaboration between health care professionals

Pharmacy’s leap forward with My Guide Pharmacy Programme

Arman Uney / Secretary General, TPA, Turkey

Reflections from the field — Video presentation

Stakeholders’ perspective

Turkish Medicines and Medical Devices Agency  
Fatma Bekar / Head of Pharmacies Department, Turkey

Ministry of Health – Public Health Directorate  
Banu Eknici / Public Health Institution, Ministry of Health Turkey

WHO Country Office Turkey  
Toker Erduger / WHO Regional Officer for Europe, Public Health Officer, Turkey

FIP Presidential remarks  
Dominique Jordan / Switzerland

TPA Presidential remarks  
Erdogan Colak / Turkey

19:00

Welcome Reception at Diascorrides
**Meeting room** **Avicenna**

**09:00 – 10:30**

**Plenary Session III**

**Optimising primary health care provision with integrated digital health technologies**

**Session description**

From technologies that allow people to manage their health more effectively, to better ways of diagnosing disease, to monitoring the impact of policies on population health, digital technologies for health, or digital health, are having a profound effect on how health services are delivered and how health systems are run. The impressive trend in national policies for digital health reflects the firm commitment to use digital technologies to advance the Sustainable Development Goals, support universal health coverage and shape the future of primary health care. This session will highlight the opportunities, challenges and needs for pharmacists created by digital health technologies in achieving the vision for primary health care.

**CHAIRS**

Jacqueline Surugue / FIP Vice President, France  
Sarp Uner / Hacettepe University Faculty of Medicine Public Health Department, Turkey

**RAPPORTEUR**

Onursal Saglam / General Director of Novagenix, Turkey

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09:00 – 09:05  
Introduction by chairs

09:05 – 09:20  
mHealth: Use of mobile health tools in pharmacy practice  
*Miranda Sertic / mHealth Project Coordinator, FIP’s Young Pharmacists Group, Croatia*

9:20 – 09:35  
Intelligent health solutions for community pharmacy  
*Leonora O’Brien / CEO Pharmapod, Ireland*

09:35 – 09:50  
Access to patient data: the connected community pharmacy  
*Jaime Antonio Acosta Gómez / FIP Technology Forum Member and Executive Committee Member of FIP Community Pharmacy Section, Spain*

09:50 – 10:00  
Q&A

10:00 – 10:30  
Panel discussion moderated by session chairs  
*Panelists:*
  - Lars-Åke Söderlund / President, FIP Community Pharmacy Section, Sweden
  - Stefan Balkanski / Chair of CPD Accreditation, Bulgarian Pharmaceutical Union, Bulgaria
  - Leopold Schmudermaier / International Affairs, Austrian Chamber of Pharmacists, Austria
  - Caner Eryol / Director of IT Experts, TPA, Turkey

10:30 – 11:00  
Coffee & networking / Move to breakout sessions
**Meeting room Galenos**

**11:00 – 12:30**  
**Parallel Session A1**

**Human resources for health: Workforce mapping and transformation**

**Target audience:** Pharmacy education and academic pharmacy, Social and Administrative Pharmacy, Policy and regulation

**Session description**

There is no health care without a pharmacy workforce. As medicines experts, the pharmacy workforce plays a key role in improving health outcomes through responsible use of medicines and optimising effective choice and use. The continued development of pharmacy services and the pharmaceutical sciences relies on a well-educated, competent, sufficient and well-distributed pharmaceutical workforce. Transforming the global pharmaceutical workforce requires a global vision with clear and consensus-based objectives consistent with global health strategies. The session will share FIP workforce development tools and frameworks for countries, showcase the results of the FIP Workforce Transformation Programme, and share country experiences from the region.

**Learning objectives**

At the end of this session, participants will be able to:
1. Understand the importance of investing in pharmacy workforce development & transformation.
2. Outline the FIP workforce development tools, frameworks and programmes.
3. Describe how the FIP Workforce Transformation Programme can support nations to develop their workforce.
4. Identify shared challenges and opportunities across the region.

**CHAIRS**

Hrant Danagulyan / President, Pharmprogress NGO, Armenia  
Kemal Husnu Can Baser / Senate Near East University, Cyprus

**RAPPORTEUR**

Aylin Acar Sancar / Pharmacist, Marmara University Faculty of Pharmacy, Turkey

11:00 – 11:05  
**Introduction by chairs**

11:05 – 11:25  
**Workforce development & transformation: FIP’s solutions for transformation the pharmacy workforce**  
Ian Bates / FIP Workforce Development Hub Director, United Kingdom

11:25 – 11:40  
**From primary health care to workforce development: The case of diabetes care in Switzerland**  
Astrid Czock / CEO, QualiCCare, Switzerland

11:40 – 11:55  
**Country spotlight: Lessons from Iceland on pharmacy workforce development**  
Lóa María Magnúsdóttir / CEO, Pharmaceutical Society of Iceland, Iceland

11:55 – 12:10  
**The unmet need: Pharmaceutical workforce planning for Turkey**  
Bulent Kiran / Faculty Member, Ege University Faculty of Pharmacy, Turkey

12:10 – 12:30  
**Moderated discussion with speakers and audience**

12:30 – 14:00  
**Networking lunch**
Human resources for health: Education & training to meet envisioned pharmaceutical competencies

Supported by European Association of Faculties of Pharmacy (EAFP)

Target audience: Pharmacy education and academic pharmacy, Social and Administrative Pharmacy, Policy and regulation

Session description
Increased importance of a strong primary health care represents an excellent opportunity for pharmacists to take the next leap forward for the profession. The next leap forward requires current and future workforce to receive needs-based initial and continuous education and training. This session will explore the imperatives for educating and training current and future workforce to meet the needs of primary health care provision, what are the new models of delivery of contemporary education and training from the primary health care perspective and how practitioners can take a role supporting the education and training of pharmacists to obtain essential competencies.

Learning objectives
1. Explore the needs-based education concept and framework.
2. Identify the gaps between education and practice for strong primary health care provision.
3. Outline strategies to for practitioners to deliver education and training to pharmaceutical workforce
4. Be introduced to country case examples on the delivery of needs-based education.
Access to medicines: Addressing medicines shortages

**Support**
Supported by European Association of Hospital Pharmacists (EAHP)

**Target audience:** Hospital pharmacy, Health and Medicines Information, Industrial Pharmacy, Military and Emergency Pharmacy, Pharmaceutical Sciences, Policy and regulation, Social and Administrative Pharmacy, Ethics

**Session description**
According to the World Health Organization (WHO), access to safe, effective and quality medicines and vaccines for all is vital for the health and wellbeing of the population. WHO supports governments in promoting stronger infrastructure allowing improved access to medicines and vaccines. How can pharmacists be part of the solution for better patient care?

Access is a global concern in view of the persisting problems of shortages of medicines. Without timely access, yet more pressure will be placed on hospitals through patients having emergencies due to a lack of medication. Since 2006, health professionals in the EU have noticed a significant increase in the number of shortages. It remains a concern for all actors of the pharmaceutical chain, from manufacturers to wholesalers, community pharmacists and hospitals.

**Learning objectives**
At the end of this session, participants will be able to:
1. Outline the strategies focused on improving access to essential medicines.
2. Identify the gaps and barriers to access to medicines.
3. Identify how to improve access through national and international policies.
4. Define the importance of pharmacists’ involvement in various strategies improving access to medicines.

**CHAIRS**
Katarina Milosevic / Chamber Assembly President, Pharmaceutical Chamber of Montenegro, Montenegro
Josep Maria Guiu Segura / Vice President of Europe, FIP Hospital Pharmacy Section, Spain

**RAPPORTEUR**
Arif Ozdemir / President, EAHP Turkey Chapter, Turkey

**11:00 – 11:05**
Introduction by chairs

**11:05 – 11:20**
EAHP Position on the medicine shortages in European health systems
Aida Batista / Vice President, EAHP, Portugal

**11:20 – 11:35**
The impact of Brexit on access to medicines
Ashok Soni / FIP Vice President, United Kingdom

**11:35 – 11:50**
Pharmacists’ warning systems on medicines shortages
Sonia Ruiz Morán / International and European Public Affairs Director, General Pharmaceutical Council of Spain, Spain

**11:50 – 12:05**
Coping with medicine shortages in the Netherlands
Madeleine Sirks / Pharmacist, Royal Dutch Pharmacists Association, Netherlands

**12:05 – 12:30**
Moderated discussion with speakers and audience

**12:30 – 14:00**
Networking lunch
Access to medicines: Healthcare systems’ sustainability

**Target audience:** Community pharmacy, Hospital pharmacy, Industrial pharmacy, Social and Administrative Pharmacy, Policy and regulation

**Session description**
WHO estimates that more than half of all medicines worldwide are prescribed, dispensed or sold inappropriately, and that half of all patients fail to take medicines correctly. Overuse, underuse and misuse result in wastage of scarce resources, continued health problems or adverse reactions to drugs. Pharmacists have significant roles in improving patients’ access to medicines and ensuring healthcare systems sustainability through rational use of medicines and keeping medicines fairly affordable. In this session key organisations from Europe will present their policy principles and discuss key barriers and enablers for pharmacists in healthcare systems’ sustainability.

**Learning objectives**
At the end of this session, participants will be able to:
1. Identify the key barriers for patient access to medicines in Europe.
2. Identify new ways for pharmacists to improve healthcare systems’ sustainability.
3. Describe how different stakeholders could more effectively collaborate and contribute to faster and wider access to medicines for patients.
Meeting room Avicenna

11:00 – 12:30
Parallel Session C1

The prevention agenda: The imperative of expanding vaccination coverage

Target audience: Community pharmacy, Hospital pharmacy, Industrial pharmacy, Social and Administrative Pharmacy, Policy and regulation, Health and Medicines information

Session description
While the effectiveness of vaccinations is well documented, barriers to immunisation exist and have a significant impact on vaccination rates and the incidence and prevalence of vaccine-preventable diseases. Pharmacists play an essential public health role in overcoming these barriers through education, providing evidence-based information and advice to overcome misbeliefs and misconceptions regarding vaccinations, and participating in national and global routine immunisation strategies and practices and/or delivering pharmacy-based vaccinations. This session will showcase different county experiences in relation to implementing pharmacy

Learning objectives
At the end of this session, participants will be able to:
1. Explore key principles of conducting a successful public campaign to support vaccination by pharmacists and drive advocacy.
2. Develop a situation analysis at national level to build the case for vaccination by pharmacies/pharmacists.
3. Learn about the production of evidence at local level or pilot studies to advocate for implementing vaccination by pharmacies/pharmacists.

CHAIRS
Zuzana Kusynova / FIP Lead for Policy, Practice and Compliance, The Netherlands
Nihan Bozkurt / Turkish Medicines and Medical Devices Agency, Turkey

RAPPORTEUR
Mehtap Dokumaci / TPA Member Industrial Pharmacist, Turkey

11:00 – 11:05
Introduction by chairs

11:05 – 11:20
A new start: Advocating for vaccination and the role of pharmacists
Emine Kocberber / Research Assistant, Istanbul University Faculty of Pharmacy, Turkey

11:20 – 11:35
Starting from scratch: A situational analysis of the vaccination landscape
Lieven Zwaenepoel / Vice President, Association of Pharmacists Belgium, Belgium

11:35 – 11:50
Achieving and demonstrating public support for pharmacy-based vaccination
Kathy Maher / Community Pharmacist, Co Louth and Past President of the Irish Pharmacy Union, Ireland

11:50 – 12:05
The domino effect: Achieving stakeholder support through pilot implementation and Evidence
Alain Delgutte / Former President Council of Community Pharmacies Owners, French Chamber of Pharmacists, France

12:05 – 12:30
Moderated discussion with speakers and audience

12:30 – 14:00
Networking lunch
Meeting room Avcenna

14:00 – 15:30
Parallel Session C2

The prevention agenda:
Empowering communities and promoting healthy lifestyles

Target audience: Community pharmacy, Hospital pharmacy, Industrial pharmacy, Social and Administrative Pharmacy, Policy and regulation, Health and Medicines information, Ethics, Military and emergency pharmacy, Pharmacy education and Academic pharmacy

Session description
In the Joint FIP/WHO guidelines on good pharmacy practice, one of the four key roles of pharmacists focused on health promotion is to “contribute to improve effectiveness of the health-care system and public health”. Under this role, pharmacists have a direct responsibility and accountability for engaging in preventive care activities and services that promote public health and prevent disease, i.e. in areas such as smoking cessation, infectious and sexually transmitted diseases. They should also provide point-of-care testing, where applicable, and other health screening activities for patients at higher risk of disease. Empowering people to increase control over their health needs to go hand in hand with providing adequate support to them in terms of access to quality information and expertise on specific matters. Nowadays there is much information accessible from different sources but their validity or comprehensibility is questionable. Health care professionals are the most reliable and trusted source of information and among them, pharmacists are often ranked the most trusted. This session will showcase effective interventions by pharmacists to help communities make healthier decisions, adopt healthy habits, avoid risks and quit harmful products. The adequate remuneration of healthcare professionals to ensure these preventive measures saves costs to the healthcare system.

Learning objectives
At the end of this session, participants will be able to:
1. Outline the strategies focused on empowering communities and promoting well-being.
2. Identify options to engage in preventive care activities and services that promote public health and prevent disease in the European Region.
3. Discuss how to seek remuneration for promoting healthy lifestyles through dialogue at national and international level.

CHAIRS
Lars-Åke Söderlund / President, FIP Community Pharmacy Section, Sweden
Terken Baydar / Dean, Hacettepe University Faculty of Pharmacy, Turkey

RAPPORTEUR
Sarp Uner / Professor, Hacettepe University Faculty of Medicine Public Health Department, Turkey

14:00 – 14:05
Introduction by chairs

14:05 – 14:20
Chronotherapeutic approach of rational / responsible use of medicines
Nurettin Abacioglu / Dean, Cyprus Kyrenia University Faculty of Pharmacy, Cyprus

14:20 – 14:35
Effective interventions by pharmacists to help communities make healthy decisions
Michal Byliniak / President, Pharmaceutical Group of European Union, Belgium

14:35 – 14:50
Access to quality, valid and comprehensible information: Pharmacists in the eyes of Patients
Radu Costin Ganescu / Vice-President, European Patients Forum, Belgium

14:50 – 15:30
Moderated discussion with speakers and audience

15:30 – 16:00
Coffee break
Remuneration of pharmaceutical services in primary health care

Supported by Pharmaceutical Group of the European Union (PGEU)

Session description
Pharmacists can play an important role in primary health care, namely in disease prevention through the modification of risk factors. This requires pharmacists’ time and expertise, and it clearly generates savings for health care payers and patients. Remunerating such qualified services seems to be a sound investment by health systems, and yet it is a major challenge in many countries. How can we address this paradigm shift in funding primary health care?

Learning objectives
At the end of this session, participants will be able to:
1. Become familiar with alternative funding models for primary health care in general, and for pharmacists’ services in particular.
2. Understand how to build the case when advocating for remuneration for pharmacists’ services.
3. Understanding the barriers and challenges for service remuneration.
4. Understanding the importance of generating and using evidence to support a change in remuneration models.

CHAIRS
Paul Sinclair / Chair, FIP Board of Pharmaceutical Practice, Australia
Michał Byliniak / President, Pharmaceutical Group of European Union, Belgium

RAPPORTEUR
Rashida Umar / Medipol University Faculty of Pharmacy

16:00 – 16:05
Introduction by chairs

16:05 – 16:25
Remuneration models reflecting the contribution of pharmacists in primary health care
Dominique Jordan / President, FIP, Switzerland

16:25 – 16:45
Pharmaceutical services supporting the sustainability of health systems
Sónia Queirós / Head of International Affairs, National Pharmacy Association, Portugal

16:45 – 16:55
Q&A

16:55 – 17:30
Panel discussion moderated by chairs
Panelists:
Dominique Jordan / President, FIP, Switzerland
Sónia Queirós / Head of International Affairs, National Pharmacy Association, Portugal
Lieven Zwaenepoel / Vice President, Association of Pharmacists Belgium, Belgium
Per Kristian Faksvåg / Director of Professional Affairs, Norwegian Pharmacy Association, Norway
Jan de Belie / Professional Affairs Advisor, Pharmaceutical Group of European Union, Belgium

19:00
Gala Dinner (optional) at Diascorrides
Meeting room **Avicenna**

**09:00 – 11:00**

**Plenary Session V**

**Enabling pharmaceutical policies and the case for investment in primary health care**

*Session description*

The first and second day of the conference will demonstrate the needs, barriers and opportunities for pharmacists in the primary health care setting. This session will explore how pharmaceutical policies should enable the next leap forward for pharmacists in providing primary health care services and what investment these policies imply for realising the vision for the future of the profession.

**CHAIRS**

Harun Kizilay / Vice President, Turkish Medicines and Medical Devices Agency, Turkey

Catherine Duggan / CEO, FIP, The Netherlands

**RAPPORTEUR**

Rida Himmet / Vice Secretary General, Turkish Pharmacist’ Association, Turkey

09:30 – 09:50

*Overview of the legal and regulatory framework for community pharmacies in the WHO European Region*

Tifenn Humbert / Technical Officer, Health Technologies and Pharmaceuticals Division of Health Systems and Public Health, WHO Regional Office for Europe, Denmark

09:50 – 10:10

*Designing effective primary health care systems in Europe*

Frederico Guanais / Deputy Head of the Health Division, ELS/Health Division, Organisation for Economic Co-operation and Development (OECD), France

10:10 – 11:00

Panel discussion with questions from the audience

11:00 – 11:30

Coffee break
Meeting room Avicenna

11:30 – 12:30
Plenary Session VI

Pharmacy’s commitment to delivering primary health care in the European Region

In this closing session, FIP and TPA will demonstrate the high-level outcomes of the conference. The conference will be closed by signing the Ankara Commitment to Action on Primary Health Care to support the delivery of WHO Astana Declaration with specific action items assigned to pharmacists in the European Region.

CHAIRS
Nilhan Uzman / Lead for Education Policy and Implementation, FIP, Netherlands
Ecehan Balta / Senior Consultant to President, Turkish Pharmacists’ Association Turkey

11:30 – 11:40
Introduction by chairs

11:40 – 12:25
Wrap-up the conference and closing
1. FIP CEO / Catherine Duggan / The Netherlands
2. FIP Past President / Carmen Peña / Spain
3. TPA Secretary General / Arman Uney / Turkey
4. TPA President / Erdogan Colak / Turkey

12:25 – 12:30
Signing of the Ankara Commitment to Action on Primary Health Care & Group Photo

12:30 – 14:00
Networking lunch

An optional social programme will be organized by the Turkish Pharmacist’ Association to welcome participants to explore the Turkish culture, history, cuisine and hospitality. Please follow our website for information and updates about the social programme.
HEALTH HACKATON
for pharmacy students and young professionals

Meeting room Pharmaka
(Please note that Plenary sessions will take place in Avicenna Room)

Co-organized by FIP Young Pharmacists Group, International Pharmaceutical Students Federation (IPSF) and TPA Youth Commission, supported by Pharmapod

Will you accept the challenge to take on innovation in healthcare at FIP Regional Conference for the European Region?

At the conference, “Delivering primary health care: Pharmacists taking the next leap forward” FIP YPG, IPSF and TPAYC, supported by Pharmapod, co-organize the Health Hackathon for students and young professionals — an exciting opportunity to be at the forefront of digital health and innovation.

A hackathon is an event where computer programmers get together to design an innovative solution in a short amount of time, and nowadays, this concept has been applied to various sectors and in this case, health care!

Don’t worry if you do not feel technology savvy. As everyone with different experiences is welcomed and there will be mentors and guidance by technology experts to guide you through the session on design thinking, technology, and innovation.

At Ankara, participants who choose this session will be placed in groups to devise an innovative solution in addressing non communicable diseases in primary health care using digital health technological interventions over a short time frame and those ideas will be pitched to an expert panel and the winners will receive a special trophy by Pharmapod.

CO-CHAIRS
Acacia Leong / FIP YPG Professional Development Coordinator, United Kingdom
Petra Orlič / IPSF President 2018/19, Croatia
Tuna Celik / Turkish Pharmacists’ Association Youth Commission, Contact Person, Turkey

MENTORS AND SPEAKERS
Jaime Antonio Acosta Gómez / FIP Technology Forum Member and Executive Committee Member of FIP Community Pharmacy Section, Spain
Ozge Ucar / Science and Technology Communicator, Social Touch, Turkey
Mohamed Magoury / Pharmacy Informatics and Automation Head at Fakeeh Care Group, United Arab Emirates
Ema Paulino / FIP Professional Secretary, Portugal
Dan Burns / Pharmacy Director, Pharmapod, Ireland
Leonora O’Brien / CEO, Pharmapod, Ireland
Berkay Kaan Karatas / Senior Software Engineer, Turkish Pharmacists’ Association, Turkey

FACILITATORS
João Guedes / IPSF EuRO Chairperson, Portugal
Cagri Necdet Cagdas / TPA YC Student Exchange Officer, Turkey
**DAY 1**

13:00 – 13:30  
Team Building

13:30 – 15:30  
**Plenary Session I**  
Pharmacists taking the next leap forward with primary health care

15:30 – 16:00  
Coffee Break/Networking

16:00 – 17:00  
Introduction session

17:00 – 18:00  
Workshop I: Developing the Idea

18:00 – 19:00  
Team work I

19:00  
Welcome reception at Diascorrides

20:00  
Social event for ticket holders

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**DAY 2**

09:00 – 10:30  
**Plenary Session III**  
Optimising primary health care provision with integrated digital health technologies

10:30 – 10:50  
Coffee Break

11:00 – 13:00  
Team work II

13:00 – 14:00  
Lunch

14:00 – 15:00  
Workshop II: Pitch and Presentation

15:00 – 17:30  
Team work III

17:30 – 18:00  
Feedback and reflections

19:00  
Gala dinner for ticket holders at Diascorrides

20:00  
Teams may continue working

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**DAY 3**

08:30 – 10:00  
Pitch and Presentations

10:00 – 10:30  
Break and Judging Committee Commence

10:30 – 11:00  
Debrief, recap and closing

11:00 – 11:30  
Coffee break and networking

11:30 – 12:30  
**Plenary Session VI**  
Pharmacy’s commitment to delivering primary health care in the European Region and Announcement of the Health Hackathon Winner

12:30 – 14:00  
Networking lunch

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**SATURDAY 26 OCT & SUNDAY 27 OCT**

An optional social programme will be organized by the Turkish Pharmacist’ Association to welcome participants to explore the Turkish culture, history, cuisine and hospitality.

Please visit the conference website to book your tour!
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BAMED

KONSINA
Mustafa Nevzat
KOÇAK FARMA

Verus PHARMA
SPEAKERS

Nurettin Abacıoglu
After graduating from Ankara University Faculty of Pharmacy, he started his academic and professional life in the Pharmacology Department of the same faculty. He completed his PhD in 1982 in the same department. In 1992, he was promoted as professor in Gazi University Faculty of Pharmacy. Between 1994 and 1995, he served as the Vice Dean of this faculty. He took part in various academic and administrative boards of this faculty in the course of his duty. In 2016, he started to work at the Near East University and became the Head of the Department of Pharmacology. In 2018, he was appointed Dean of the Faculty of Pharmacy at Girne University. Between 1984 and 1990, he served as the Secretary General of the Central Committee of the Turkish Pharmacists Association. Starting from the same years, he worked for several years in various commissions of the State Planning Organization and the Ministry of Health. In 2013, he received the Turkish Academy of Pharmacy Service Award. He has more than 400 publications including research articles, national and international congress papers, review articles and books.

Virginia Acha
Executive Director – Global Regulatory Policy, MSD

“Although the media focuses on new treatments, innovation in healthcare is also fueled by improvements in how we manage and use medicines; at FIP Ankaraz2019, we put the spotlight on innovation in use for patient benefit and sustainability”

Virginia (Ginny) has worked in industry and academia throughout her career, combining interests in science policy research and innovation performance within and across organizations. She joined MSD in 2017 to lead regulatory policy efforts for innovation that will lead to better treatment for patients globally. Before joining MSD, Ginny was the senior spokesman for the industry in the UK for research, medical and innovation policy (including BREXIT). Previously, Ginny worked for Amgen in global regulatory policy and for Pfizer working on policy development in science and innovation in healthcare.

Jaime Acosta Gomez

– Community pharmacist, Executive Committee member of the Community Pharmacy Section of FIP (International Pharmaceutical Federation), and member of the FIP Technology Forum.
– Bachelor of Pharmacy, Master in Pharmaceutical Care and a Postgraduate in management of Health Institutions.
– Author and a regular speaker at international conferences in the pharmaceutical sector, Jaime is an expert in international pharmacy, technology and innovative professional practices. In addition to leading numerous sessions at the last International Congresses of Pharmacy and Pharmaceutical Sciences, he has coordinated numerous global training for pharmacists in different professional areas. Currently, he directs a series of articles in Spanish on advanced international pharmaceutical practices.

“Come to enjoy, learn and share about the advancement of pharmacy!”

Virginia Acha
Executive Director – Global Regulatory Policy, MSD
Stefan Balkanski

Mr. Stefan Balkanski is a Master of Pharmacy with a PhD degree from the Faculty of Pharmacy at the Medical University of Sofia, Bulgaria. He has great experience and is working as Sales and Marketing Manager in a pharmaceutical company. Main interests of Stefan are in the field of sales, digital marketing and marketing strategies, and integration of value-added services in the community pharmacy. At present, Stefan is the Chairman of the Continuous Professional Development /CPD/ and Accreditation Commission of the Bulgarian Pharmaceutical Union. The Commission is responsible for life-long learning of the pharmacists with master degree in Bulgaria and quality of pharmacy practice. In his mandate the Commission managed to implement an internet-based distance e-learning platform for CPD. Stefan is fluent in English and French.

“Instead of better glasses, your network gives you better eyes.” ~ Ronald Burt

Banu Ekinci

She was born in 1974 in Gencek town of Beyşehir District of Konya. She completed her primary and secondary education in Beyşehir. She graduated from Selçuk University Faculty of Medicine in 1997. She completed her internal medicine specialty education in Selçuk University Meram Medical Faculty in 2002. Between 2003 and 2004, she served as a compulsory service in Kaman district of Kırşehir province. In 2010, she started to work again in public at Konya Beyhekim State Hospital. In 2011-2012, she worked in the General Directorate of Treatment Services of the Ministry of Health. Since 2012, she has been working as Head of Department of Chronic Diseases and Elderly Health.

Ian Bates

Director of the FIPEd Workforce Development Hub, UCL-FIP Collaborating Centre, University College London, School of Pharmacy

Professor Ian Bates holds the Chair of Pharmacy Education at the UCL School of Pharmacy as Head of Educational Development and is a Faculty Fellow of the Royal Pharmaceutical Society (RPS). Professor Bates is the Director of the FIP Education (FIPEd) Workforce Development Hub, leading an international team appointed by FIP working in partnership with the World Health Organization (WHO). He is Editor-in-Chief of Pharmacy Education, an international research journal hosted by FIP which has been publishing peer-reviewed educational research continuously since 2000. He is a Fellow of the RPS, a Fellow of the Royal Statistical Society and a Trustee for the European Pharmaceutical Students’ Association. He was awarded Fellowship of the International Pharmaceutical Federation in 2012 and the Charter Medal from the RPS in 2017 for his leadership contributions to the profession.
Aida Batista
Vice President of the European Association of Hospital Pharmacists (EAHP)

Aida Batista is a Portuguese hospital pharmacist at the Centro Hospitalar de Vila Nova de Gaia (Porto Region). She was a Board Member of the Portuguese Association of Hospital Pharmacists (APFH) and held the presidency of APFH between 2008 and 2015. Since 2011, Aida is part of the Board of EAHP. Her work for the Association focuses on the patient safety, medicines shortages, medical devices and procurement.

“Join the FIP Conference in Ankara to address the growing problem of medicines shortages together with me and your colleagues”

Fatma Bekar

She was born in Ankara. She graduated from Gazi University Faculty of Pharmacy. She has a master’s degree in Cosmetics and Dermatology from the Faculty of Pharmacy of 11 University of Paris, France. Turkish Pharmaceuticals and Medical Devices Agency in different units taking part in the Quality Control Department has made. She is currently the Head of Pharmacies Department. She speaks fluent French and intermediate English.

Berkay Kaan Karatas

Berkay is a senior software engineer and works for the Information Technology Team of Turkish Pharmacists’ Association. He loves Open Source. Berkay has a master’s degree in computer engineering. He loves building new projects and making them simple to use. Berkay is a constant learner and loves to share knowledge with other people.
Dan Burns is a pharmacist and Pharmacy Director with Pharmapod. He graduated from the Royal College of Surgeons in Ireland in 2006 and spent the first seven years of his career with Boots Ireland in a variety of pharmacy-based positions. He then progressed to the role of Pharmacy Operations Manager with Boots Ireland. Before joining Pharmapod, he was superintendent pharmacist for the Allcare Pharmacy Group, Ireland’s largest Irish-owned pharmacy group. Dan has a keen interest in the role of technology as an enabler for better, safer care. He graduated with a MSc in Health Informatics from Trinity College in 2016 and is a member of e-Health Ireland’s Council of Clinical Information Officers. He has sat on the Joint Contractor’s Committee and IT Steering Group with the Irish Pharmacy Union and on the PSI’s Standards Advisory Group. He is passionate about training and progressing the profession of pharmacy, and has provided lectures and training to pharmacists and pharmacy undergraduates throughout his career.

Kemal Buharaloğlu graduated from Gazi University Faculty of Pharmacy in 1994. His master and doctoral studies was completed in the Department of Pharmacology at the same faculty. He participated in the preparation of ATC/DDD codes document under the “Rational Drug Use Program in Primary Care Program” conducted by the Turkish Ministry of Health. He is member of the several working groups, such as Pharmaceutical and Pharmacy Terms in Turkish Language Institute, the Turkish Pharmacopoeia, the National Accreditation Board for Pharmacy Education in Turkey and the Editorial Board of the Turkish Pharmacology Association. Between 2007 and 2009, he conducted postdoctoral studies on angiogenesis at the Health Science Center of the University of Tennessee. He worked at Cyprus International University, Faculty of Pharmacy between 2013-2017. Since 2017, he has been the head of the Department of Pharmacology, Faculty of Pharmacy, Izmir Katip Çelebi University.

Michal Byliniak is a pharmacist by profession. He graduated from the pharmaceutical faculty of the Warsaw Medical University in Poland. Currently, he is the President of the Pharmaceutical Group of the European Union (PGEU) in Brussels, vice-president of the Polish Pharmaceutical Chamber, where he is responsible, among others, for international cooperation and representation of the community pharmacists. He was a chief negotiator regarding the participation of the Polish Pharmaceutical Chamber in the National Medicines Verification Organization (NMVO). He is a participant in meetings of pharmacists organized as part of the Visegrad Group (V4 Pharma Group). He has over 20-year professional background in the pharmaceutical industry. He has strong managerial experience related to distribution, reimbursement, registration of medicinal products and clinical trials, which he gained both while working in pharmacies, as well as in domestic wholesalers and pharmaceutical companies. Previously, he was a pharmaceutical consultant at the McKinsey Company law firm. Author of numerous studies and legal regulations related to the pharmaceutical industry. Lecturer and coach. Participant of debates, workshops and industry conferences.

“International cooperation is a strongest progress trigger – let’s use it to move pharmacy world forward.”
Zafer Caliskan received his PhD in Economics from Hacettepe University Department of Economics in 2004. After finishing his PhD research, he studied as an academic visitor at Otago University in New Zealand for six months. Dr. Caliskan was Vice Dean of Faculty of Economics and Administrative Sciences in the same university from 2014-2016. Dr. Caliskan was member of Medical and Economic Evaluation Commission, Social Security Association (SGK) of Turkey during 2007-2009 and 2013-2019. He is also president-elect of ISPOR Turkish Regional Chapter. He is currently Professor of Economics in the Department of Economics, and as Vice Director of Vaccine Institute at Hacettepe University. Dr. Dr. Caliskan has extensive teaching and research experience in Microeconomics, Health Economics, Pharmacoeconomics, Health Technology Assessment and Hospital Economics. His current research focuses on pharmaceutical reimbursement policies.

Astrid Czock
Astrid has a Master of pharmacy and a PhD in pharmaceutical chemistry from the University of Vienna, Austria. She worked in R&D in Stockton, CA and got her pharmacy approbation in Düsseldorf, Germany. After 8yrs in Swiss community pharmacies, she became head of the Department Science, Education and Quality of pharmaSuisse, being responsible for the Federal accreditation of the postgraduate titles in community and hospital pharmacy as well as setting up and implementing the vaccination program for pharmacists. For her achievements, she was appointed fellow of the Swiss Academy of Pharmaceutical Sciences. Currently, she is CEO of QualiCCare, an inter-professional association in Switzerland, developing and implementing best practice projects for the treatment of patients with non-communicable diseases in Switzerland. For the Swiss Society of Endocrinology and Diabetology, she is involved in their postgraduate curriculum and its accreditation. She coordinates the society’s working groups for good diabetes management in primary care, diabetic foot as well as medical treatment of diabetics.

Jan De Belie
Jan De Belie is a Belgian pharmacist working as the Professional Affairs Advisor at the Pharmaceutical Group of the European Union (PGEU), the European Association representing community pharmacists in 32 European countries. Before joining PGEU, Jan worked at the Association of Belgian Pharmacists (APB) whilst also working part-time as a community pharmacist in practice. In his role, Jan is responsible for the PGEU activities concerning professional related issues and liaising with PGEU members and stakeholders on these topics. Other specific responsibilities are to further develop the relationship of PGEU with EMA, with other pharmacy and health professional associations and with parts of the EU institutions dealing with public health and pharmaceuticals.
Kristien De Paepe

Kristien De Paepe (16/11/1970) graduated as PharmD, PhD and became full professor in 2018. Her research focuses on the skin barrier and the development and efficacy evaluation of new dermato-cosmetic application forms. As a senior academic staff member, she teaches various lectures including Pharmaceutical dosage forms and Technology and Topics in pharmacy practice training. During the past 25 years she also worked part time as a community pharmacist. She is a teacher on training days for pharmacists, general practitioners and hospital specialists in training. She is a member of the Pharmacy Education Board and the Board of Directors of IPSA (Institute for Permanent Study for Pharmacists) and an ExCO member of EAFP (European Association of Faculties of Pharmacy) since May 2014. She is a substitute member of the Belgian National Council of Pharmacists and of the Scientific Commission for Medicines for Human Use. Between 2014 and 2016, K. De Paepe coordinated two Erasmus+ LLP projects: PHAR-QA (Quality Assurance in European Pharmacy Education and Training) and PHAR-IN (Competences for industrial pharmacy practice in biotechnology), funded by EACEA.

Alain Delgutte

A practicing pharmacy owner in Nevers, Burgundy, Alain Delgutte sits on the National Council of the French Chamber of Pharmacists, the self-regulation body for the whole pharmacy profession in France, where he oversees all matters pertaining to professional practice and participation in PGEU activities. Alain Delgutte previously chaired the national Council of Pharmacy Owners of the French Chamber from 2009 to 2019. A member of the administrative and executive boards of the Pharmacist Pension Scheme Fund and a Lieutenant-Colonel in the Nevers firefighters, he holds a Pharmacy diploma, as well as a Master’s degree in business management and orthopaedics qualifications.

Catherine Duggan

Dr Catherine Duggan is the Chief Executive Officer of the International Pharmaceutical Federation. Catherine is responsible for visionary leadership, support, development and advocacy across the 151 member organisations and the four million members FIP represents. She is responsible for developing and delivery the strategy, planning and working across global organisations such as WHO and UN, and other international professional groups. Upon taking up the role, Catherine was awarded an honorary Professorship from the School of Pharmacy, University of Nottingham. Until April 2018, Dr Catherine Duggan was the Director of Professional Development at the Royal Pharmaceutical Society of Great Britain, where she was responsible for the delivery of professional advice and support to all members across all sectors; the development of strategies to share and showcase good practice across the profession and development and implementation of professional standards for pharmacy. Dr Duggan has published widely and presented at national and international meetings. She is a recognised leader across the profession working with many networks within and across the profession and, more widely, health and business. Catherine has worked in community, primary care, hospital and academia.
Caner Eryol
He is the Information Technology Unit Coordinator of Turkish Pharmacists Association.
After graduating from Hacettepe University Faculty of Pharmacy, he completed his master’s degree in biopharmaceutical and pharmacokinetics.
He is currently a PhD candidate in the same department. He worked as a Design and Development Specialist in the Turkish Pharmacists Association for a while, and then he owned a community pharmacy for 10 years. For the last three years, he has been coordinating the team working on a wide range of IT technologies for pharmacists from different fields.

Toker Ergüder
Programme Coordinator, Noncommunicable Diseases and Life-Course, WHO Country Office in Turkey.

Since 2007, he has been working at the WHO Country Office in Turkey. He’s a Turkish medical doctor, specialized in Public Health and has a degree of Professor of Public Health from Higher Education Council of Turkey.
He managed WHO tobacco control activities at country level, assisted national government in strengthening implementation of FCTC and tobacco control legislation, monitoring national action plan, developing policies and programmes funded by Bloomberg Initiative to Reduce Tobacco Use. Before joining the WHO, he worked as Director of Tobacco Control Department of Ministry of Health of Turkey between 2002 and 2007. He also provided technical assistance to other countries to enhance tobacco control activities in different regions. He worked at the Global Road Safety Program in Turkey that focused on to reduce the number of traffic related injuries and deaths funded by Bloomberg Philanthropies.

Professor Ergüder is currently Programme Coordinator for Noncommunicable Diseases and Promoting Health through the Life-Course at the WHO CO in Turkey. He co-ordinates work in the areas of prevention, control and management of non-communicable diseases and four main behavioural risk factors.

Per Kristian Faksvaag
Director Pharmaceutical Affairs at the Norwegian Pharmacy Association

- Director Pharmaceutical Affairs – The Norwegian Pharmacy Association, 2012
- Regional Manager for 16 Pharmacies – Vitasapotek / NMD / 2011 – 2012
- Director Pharmacy Development – Vitasapotek / NMD / 2003 – 2011
- Senior Manager – Ernst & Young Management Consulting / 1998 – 1999
- Pharmacy Leader – Nordstjernen Pharmacy / 1979 – 1981
- Chief Military Pharmacist / Captain in the UNIFIL Forces in Lebanon / 1978 – 1979

He obtained his MScPharm from the University of Oslo, Norway, 1978
Radu Ganescu is the president of the Coalition of Organisations of Patients with Chronic Diseases in Romania (COPAC). He is also a patient and president of the Association of Persons with Major Thalassemia in Romania and a strong activist in defending the rights of patients with chronic diseases. In 2019 Radu Ganescu has been elected Vice President of the European Patient Forum, European organization that COPAC has been a member of since 2010.

“My participation to this conference will be a great opportunity for all of us to share knowledge and share experience.”

Frederico Guanais (PhD) is Deputy Head of the Health Division at the OECD. Prior to joining the OECD, he was Principal Health Specialist at the Inter-American Development Bank (IADB). At the Bank, he led the approval of more than USD 1.2 billion in loan operations for the health sector of countries in Latin America and the Caribbean and was the principal investigator on research projects on health systems and primary care in the region.

He is a leading international expert in primary care, health systems strengthening, and global health. He has published several research papers in main academic journals, including the British Medical Journal, the Lancet Global Health, Health Affairs, Health Policy and Planning, and received a “Paper of the Year” award from the American Journal of Public Health in 2013.

Hakkı Gürsöz was born in Corum on 21.09.1975. He completed his secondary school education in Corum Anatolian High school and high school education in Polatli High School. He graduated from the Medical Faculty of Ankara University in 2001 and qualified to be a medical doctor. In 2011 he started his undergraduate education in the Faculty of Economics and Administrative Sciences of Anadolu University and graduated in 2015. He is still continuing his graduate education in public health at Institute of Public Health of Hacettepe University and in Health Economics at Barcelona Pompei Fabra University. He was appointed as the Vice President at the establishment of the Turkish Medicines and Medical Devices Agency in March 2012. He was assigned as the Vice President of the Economic Evaluation and Information Management Department between 2012-2013, as the Vice President of the Supportive and Laboratory Services Department on 2014 and the Vice President of the Pharmaceuticals and Pharmacy
Tifenn Humbert

Tifenn Humbert is a Public Health Pharmacist with more than fifteen years of experience in pharmaceutical policy, with a special focus on access to medicines and health technologies, procurement supply and chain management (PSM), health system strengthening and health logistics. She joined WHO in 2012 as Procurement Officer at the WHO global Services Center in Kuala Lumpur (Malaysia) where she was responsible of the global procurement of medical items for WHO emergency responses, as the vaccines emergency stockpiles and emergency health kits. Since April 2016, she is part of the WHO Regional Office in Copenhagen, in the Health Technologies and Pharmaceuticals, Division of Health Systems and Public Health. She provides technical support to the countries in the WHO EURO region in Strategic Procurement and access to medicines under the umbrella of Universal Health Coverage (UHC).

“Access to health products will be a key indicator for countries' progress to Universal health coverage (UHC). The work of a pharmacist is not just dispensing medicines, it's also giving advice, providing guidance on the correct usage of medicines. Pharmacists are an important part of health system to achieve UHC.”

Dominique Jordan

Dominique Jordan was elected president of the International Pharmaceutical Federation (FIP) in 2018. Before that, he was chairman of FIP's Board of Pharmaceutical Practice and is a past president of FIP's Community Pharmacy Section.

Born in Switzerland, Mr Jordan studied pharmacy at the Universities of Bern and Lausanne, and is a Fellow of the Swiss Academy of Pharmaceutical Sciences. He has held a number of positions in pharmaSuisse — the Swiss Association of Pharmacists — including head of its department of politics and economy, vice president and, finally, from 2003 to 2014, president and chief executive officer.

The owner of a community pharmacy in Sion, in the Swiss canton of Valais, Mr Jordan is also vice president of Health Promotion Switzerland and is a member of the Senate of the Swiss Academy of Medical Sciences.

Emine Karatas Kocberber

Emine Karatas Kocberber started Istanbul University, Faculty of Pharmacy in 2005. After graduating from Faculty of Pharmacy, she participated in clinical rotations for six months in the United States in 2010. She started Clinical Pharmacy Ph.D. program in 2012. In 2014, she has been in University of Tennessee, Faculty of Pharmacy for exchange program. She participated in clinical rotations in different hospitals such as Baptist Health, Veterans Affairs, Regional Health, Methodist, St. Jude and LeBonheur Children's hospitals in the United States. She worked as a lecturer in Istanbul Medipol University, Faculty of Pharmacy, Department of Clinical Pharmacy for 2 years. She was visiting researcher at The Department of Geriatrics, Faculty of Medicine, University of Padova in 2019.

Since 2017, she has been working as a research assistant in Istanbul University, Faculty of Pharmacy, Department of Clinical Pharmacy.
Melda Keçik

Melda Keçik is the Public Health Officer in the WHO Country Office of Turkey in Ankara. Before joining WHO, she has worked at the Turkish Medicines and Medical Devices Agency more than 10 years. She has wide expertise in the field of National/International Medicine Regulations, Drug Utilizations, Pharmacovigilance, Clinical Trials and International Humanitarian Assistance especially tackling NCDs in humanitarian conditions. Also, she has been working for strengthening the pharmacist’s role in tackling NCDs in the Primary Health Care together with the Turkish Pharmacists Association. She has graduated from Gazi University Faculty of Pharmacy in 2006. She has completed her PhD degree in the field of Toxicology. Now she is the PhD student in the Public Health Department of Gazi University Faculty of Medicine.

Zeid Al Kilani

President of the Jordan Pharmacists Association (JPA)

Zeid Al Kilani is the President of the Jordanian Pharmacists Association, leading its strategic vision and activities to advance pharmacy in Jordan. Zeid is also a community pharmacist by background, and the Chief Executive Officer of Rawhi Group Pharmacies in Jordan. Zeid has served as a leading member of the Global Conference Steering committee for FIP-JPA 1st regional conference that took place in Amman, Jordan in April 2019.

“Professional development is a huge part of Pharmacy, and being here today is one of the essential part for developing the profession, in exchanging expertise and sharing successful stories with like-minded colleagues which will reflect on the knowledge and practices for all.”

Bulent Kiran

He is currently Provincial Coordinator of Izmir Pharmacy Chamber for the My Guide Pharmacy Program and he is elected as a Member of the Board of Disciplinary Affairs of the TPA. He wrote more than 100 articles, papers, book sections and magazine articles on pharmacy administration, pharmacy management and organization, pharmacy ethics and deontology, history of pharmacy, pharmacy regulation, drug policies, drug law, health and pharmacy communication, career planning and management, entrepreneurship, strategic planning and future management. He played a role on protecting historical heritage of pharmacy as he re-founded a historical pharmacy in Ege University Faculty of Pharmacy and took part in two Galen sculptures. He has significant work and contributions on designating a standard pharmacy oath for all pharmacy schools and determining “Occupational Ethical Rules in Community Pharmacy.”
Klimov Oleg Ivanovych

In 2013, by the decree of the Kyiv mayor, he was awarded the Badge of Honor; by the decision of the Central Council of the Kyiv City Organization of the All-Ukrainian Non-Governmental Organization “Chernobyl Union of Ukraine”, he was awarded the Chernobyl Accident Liquidator medal; by the decision of the Kyiv City Trade Union of Healthcare Workers, he was awarded the Jubilee silver medal; he was awarded the jubilee silver medal by Health Pharmaceutical Company LLC.

On a competitive basis, he was elected to the Scientific and Methodological Commission of the Higher Education Sector of the Scientific and Methodological Board of the Ministry of Education and Science of Ukraine, specializing in 226 Pharmacy, Industrial Pharmacy, Deputy Head of the Commission.

He is the co-author of a draft Law of Ukraine On Pharmaceutical Self-Governance. Member of the Public Council at the State Service for Medications and Drugs Control (2017-2018).

Zuzana Kusynová

Mgr. PharmDr. Zuzana Kusynová is lead for policy, practice and compliance at FIP, the global organisation representing over four million pharmacists and pharmaceutical scientists worldwide. She advises on pharmaceutical policies related to medicines use and pharmaceutical care. Ms Kusynová coordinates the projects of FIP’s expert groups and policy committees and supports the preparation of the reports, toolkits and FIP statements of policy. She encourages and supports national pharmacists’ professional organisations in taking an active role in advancing pharmacy in different settings through strategies at the national level. She is the focal point for FIP’s close collaboration with the World Health Organization.

Anna Laven

Dr. Anna Laven is managing director of Pharmabrain, a German medium-sized company specializing in continuing medical and pharmaceutical education live and online. Pharmabrain’s research and training centre is located in Berlin, Germany.

Anna Laven completed her PhD in clinical pharmacy after her studies of pharmacy, pharmaceutical medicine and human resource management. Her research focuses on evidence-based pharmacy, nonprescription medicines (OTC), medication management, adherence and structured pharmaceutical counseling: https://www.researchgate.net/profile/Anna_Laven. She also works as a consultant for the pharmaceutical industry and for pharmacies and as a medical journalist. She is a member of the working group of FIP’s report on non-communicable diseases.

“Join the conference to discuss with international experts easy implementation of patient-centered short interventions in every day’s pharmacy practice.”
Lóa María Magnúsdóttir

Lóa María Magnúsdóttir is CEO of the Pharmaceutical Society of Iceland. She studied Pharmacy at the University of Iceland and finished Cand. Pharm. (M.S. in Pharmacy) degree in 1995 and got her licence as a pharmacist the same year.

Lóa María has worked in various sectors in pharmacy, as a pharmacist/head pharmacist in a pharmacy, at the Icelandic Medicines Agency, in a dose dispensing pharmacy, at a pharmaceutical sales and marketing company as a qualified person, a medical translator and a regulatory affairs specialist and regulatory advisor. She was the president of the Pharmaceutical Society of Iceland from 2015 until 2019.

“Collaboration is the key to success.”

Mohamed Magoury

Mohamed Magoury is a Digital Health and Pharmacy Informatics Expert, with ten years of experience in designing, developing, leading and managing Healthcare IT projects as well as an impressive record of accomplishments in Pharmacy Automation and robotics.

Currently, Mohamed is holding the role of Pharmacy Informatics and Automation Head at Fakeeh Care group. In this role, Mohamed is leading the digital transformation of medication management across Fakeeh Care facilities in Dubai and Saudi. Before joining Fakeeh, Mohamed worked in different Health Informatics roles with different healthcare organizations in the UAE and other Gulf countries. His main areas of expertise are Digital Health, Pharmacy Automation, Data Analytics, and Business Intelligence, Supply Chain Management and Electronic Medical Records.

Mohamed is a holder Bachelor of Science in Pharmacy, and he is a Certified Project Management Professional (PMP) from the Project Management Institute and Certified Professional in Healthcare Information and Management Systems (CPHIMS) from Health Information Management Systems Society.

Kathy Maher

Kathy Maher is a community pharmacist in Ireland, running her own pharmacy for 15 years. She has worked in the pharmacy representation area, working on all committees of the Irish Pharmacy Union (IPU) and having served as Honorary Treasurer, Vice President and as President of the IPU 2014 – 2016.

Kathy has engaged with various Ministers for Health, the Department of Health and all stakeholders advocating for the pharmacy profession, and for patients. She was involved with all major developments in pharmacy services and role expansion in recent years in Ireland, Seasonal Flu Vaccination, Emergency Hormonal Contraception POM to P, Minor Ailment Scheme Pilot to name a few. She attended as Irish delegate at PGEU, FIP and Pharmintercom.

She is media spokesperson for the IPU, on topics from clinical, therapeutic and health promotion to policy development/expanded role of the pharmacist.

Kathy received Awards for Excellence in Community Pharmacy 2016, and Overall Pharmacist of the Year 2016 at the Irish Pharmacy Awards, in recognition of her work for the promotion of the profession.

“Pharmacists are constantly striving to do their best for their patients, this conference shows how we can move beyond our comfort zone, to the next level of patient care and enhancing using our skills.”
Arijana Mestrovic

She is a Vice President of Academic Section of FIP and Global lead for Competency development in Workforce development HUB of FIP. She is an Assistant Professor in Social Pharmacy & Patient Care at the Faculty of Medicine, Pharmacy School, University of Split, Croatia, and she also visits universities in Cyprus and Poland. She is a member of International Services Advisory Group of Accreditation Council for Pharmacy Education (ACPE), member of Pharmaceutical Care Network of Europe and WHO Consultant in Patient Care initiatives. In collaboration with ACPE, I have been involved in implementing SMART Pharmacist CPD initiatives in 14 countries, including Turkey.

In Pharma Expert, her company, she delivers trainings and lectures for pharmacists, pharmacy technicians, pharmacy leaders and educators all around the World.

Leonora O’Brien

Leonora O’Brien is a pharmacist who dedicates her professional life to promoting patient safety and is the Founder and CEO of Pharmapod. Leonora has over 20 years’ experience in community pharmacy practice, policy development and regulatory affairs at a national and International level. She has also held the Chief pharmacist role for the largest pharmacy group in Ireland. She subsequently worked as European Manager for Celesio AG, with full accountability for development and management of Quality Assurance and Clinical Services Strategy for its 2,300 pharmacies across 8 European countries.

Leonora has won numerous national and international awards for pharmacy practice, business and innovation including the Top Digital Health Influencer in Ireland, the Cartier Women’s Initiative Awards and the Tatler Women of the Year Awards for Entrepreneurship.

Gul Ozhan

She graduated from Istanbul University Faculty of Pharmacy in 1991. She received her master’s and doctorate degrees in Pharmaceutical Toxicology. In 2015, she started to work as a professor in the same department. She is a member of Society of Turkish Toxicology, Society of Turkish Biochemistry, Society of Pharmacovigilance, Society of Clinical Toxicology, Federation of European Biochemical Society (FEBS), Society of Toxicology (SOT), Federation of European Toxicologist and European Societies of Toxicology (EUROTOX). She holds a Certificate of European Registered Toxicologist.
Born in Ankara in the year of 1958, Prof. Ozturk has started Ph.D. study in the Department of Pharmacology, Faculty of Pharmacy, Ankara University, where he has earned B.Sc. degree in Pharmacy in 1985. Between 1981 and 1983, he had a bursary for his Ph.D. study from TUBITAK (The Scientific and Technological Research Council of Turkey). In 1984, he has as research assistant appointed to Faculty of Pharmacy, Anadolu University. In 1985, he has completed Ph.D. study and been appointed in 1986 as Assistant Professor to Faculty of Pharmacy, Anadolu University, in which he was the funding head of pharmacology department. He was Assistant Professor in 1987 and Full Professor in 1993. He led the establishment of the Pharmacology, Patch-Clamp and Cell Culture laboratories at Anadolu University. Being member of 8 national and international scientific societies, Prof. Ozterk was supervisor of approximately 30 graduate students, some of whose now became university professors. He held various administrative and academic positions. Holding 7 national and 3 international awards up to date, Prof. Ozturk had a total of 100 publications in the international journals indexed by the Science Citation Index and received nearly 2500 citations. He has served in various commissions, particularly the Pharmacy Board of Expertise (EUC). Ozturk has been the Dean of the Faculty of Pharmacy of Anadolu University since 2013.

Currently Professional Secretary of FIP, and thus a member of its Bureau, Ema has previously been Chairperson and Project Coordinator of the Young Pharmacists’ Group, a member of the FIP Programme Committee, and Secretary of the Community Pharmacy Section. She is a member of the National Board of the Portuguese Pharmaceutical Society (PPS), and represents this organisation at various international groups and organisations such as the Pharmaceutical Group of the European Union (PGEU) and the International Pharmaceutical Federation (FIP). Ema is a member of the Global Health Workforce Network's Gender Equity Hub, an action-oriented community that aims to connect the dots across contexts and catapult progress in the gender-transformative approaches to health workforce, coordinated by the World Health Organization and Women in Global Health. Ema is also a Board Member of the Pharmaceutical Care Network Europe (PCNE).

Dr Carmen Peña is the Immediate Past President of the International Pharmaceutical Federation (FIP). Prior to her position as Immediate Past President Dr Peña was FIP President for four years (2014 – 2018) and FIP Vice-President for six years (2008-2014). Dr Peña has been a member of the "National Royal Academy of Pharmacy" (since 2005) and a corresponding member of the "Latin-American Academy of Pharmacy" (since 2005). Dr Peña has received numerous recognitions from professional organisations in Spain (such as the Gold Medal of the General Spanish Council of Pharmacists in 2015) and at international level (FIP Fellow in 2013), as well as from the Spanish authorities (Gran Cruz de la Orden Civil de Sanidad in 2015). She has also been recognized by the press in Spain as “pharmacist of the year” (2015) and “personality of the year for the pharmaceutical sector” (2006).
Sónia Queirós

- Pharmaceutical Sciences Degree from the Faculty of Pharmacy of Oporto University, Oporto, Portugal.
- Master in Health Economics and Policies, School of Economics and Management of Minho University, Braga, Portugal and currently PhD Student in Public Policy, School of Sociology and Public Policies of University Institute of Lisbon (ISCTE), Lisbon, Portugal.
- Currently, Head of Institutional affairs (since 2018), International Affairs (since 2010) and Head of Brussels office (since 2016) of ANF (National Association of Pharmacists);
- Technical Direction of the Domicaly Distribution of Gasoxmed, from January to May 2010;
- Technical Secretary of the Oporto branch of the Portuguese Pharmaceutical Society, from October 2005 to October 2009;
- Technical Direction of the wholesale distribution of Ratiopharm in Oporto, from March 2003 to December 2005;
- Publications on the field of health policies and health economics.
- Member of the Global Pharmacy Observatory Advisory Committee of FIP (International Federation of Pharmacists), since 2017;
- President of the Students Association of the Faculty of Pharmacy of Oporto University (AEFFUP), 1999/2000 and Vice-President 1998/1999 and member of the board of the Portuguese Pharmacy Students Association (APEF) - Department of Education and Training, 2001/2002.

Sonia Ruiz Moran

Sonia is currently Director of International Public Affairs at the General Pharmaceutical Council of Spain. Sonia has also been President and Vice-President of the European Medicines Verification Organisation (EMVO) and member of their Board of Directors on behalf of the Pharmaceutical Group of the European Union (PGEU).

In the past she has worked in the digital media sector, holding managerial positions in E-Business Intelligence, and Marketing & Research, in the leading Spanish language media and communication group, PRISA.

She holds Majors in Law, and in Economics and Business Administration, with specialization in Finance, by the University of Pontificia de Comillas in Madrid, and a MBA by the University of Salamanca.

“I believe it would be interesting to learn about best practices on how pharmacists can be part of the solution in dealing with a public health issue such as medicines shortages that are affecting patients and pharmacists throughout the world.”

Leopold Schmudermaier

Mr. Leopold Schmudermaier represents the Austrian Association of Pharmacists in International matters. Since the 1980s he is involved in professional policies and held posts like Vice-President of the Austrian Chamber of Pharmacists. Since the early 80s he represents the Austrian pharmacists at European and International level. Furthermore, he was president of the Pharmaceutical Group of the European Union in 2007. Since 1996 he owns the “Europa-Apotheke” in Vienna.

“If you don’t speak up, nothing will ever happen.”
Miranda Sertić
Miranda Sertić is a licensed pharmacist and a pharmaceutical scientist. She obtained her PhD in 2013 in the field of Pharmaceutical Analysis and was elected Assistant Professor at the Faculty of Pharmacy and Biochemistry in Zagreb. She serves as Board member of the Croatian Pharmaceutical Society and member of the GA of the Croatian Chamber of Pharmacist. Miranda is on the Editorial board of the Croatian national professional journal. Miranda was elected Chairperson of the Young Pharmacist Group of International Pharmaceutical Federation (FIP) in 2016. Since 2017 she has been acting Vice-Chair of the FIP Analytical Sciences and Pharmaceutical Quality Special Interest Group. Miranda was project coordinator on the FIP YPG mHealth project.

Madeleine Sirks
– Pharmacist, Royal Dutch Pharmacists Association (KNMP), The Netherlands

Lars-Åke Söderlund
Lars-Åke Söderlund has an extensive experience of working together with the Swedish healthcare sector in improving health and creating a sustainable health care system. He has been Vice President of the Swedish Pharmaceutical Society, and has had a number of executive positions within Apoteket AB, recently as Head of National Customers/New Business. Lars-Åke is President for the Swedish National project “Check My Medicines” (www.kollpalakemedel.se). He is Co-Chair of the FIP Congress Programme Committee, as well as President for the Community Pharmacy Section within FIP. He is a frequent speaker in Sweden and Internationally regarding the future of healthcare & pharmacy.

“Interested in the future of primary health care? Attend the Regional FIP Congress in Ankara, and find all the exciting opportunities for community pharmacy!”
Ashok Soni
- Graduated from Portsmouth School of Pharmacy in 1983.
- Qualified as independent prescriber June 2007.
- Joined Lambeth, Southwark and Lewisham LPC in 1988, Vice Chair in 1990.
- Expert Advisory Board reviewing the NHS constitution.
- Fellow of the RPS and Honorary Fellow of UCL School of Pharmacy.
- Member of NAPC Council in October 2013, Executive Committee Member in 2015.
- Awarded OBE in the New Year’s Honours list 2014.
- Member of English Pharmacy Board at the RPS, initially elected in 2012.
- President of the Royal Pharmaceutical Society from 2014-2016.
- Vice President of International Pharmaceutical Federation.

Özge Uçar
Özge Uçar is a science and technology communicator at Social Touch, a social media and digital marketing agency in Turkey that service to technology and pharmaceutical industry.
She is working on simplifying complex scientific and technological terms and issues. Özge graduated from Istanbul University Faculty of Pharmacy in 2018.
Her master research investigates the use of artificial intelligence and robots using in healthcare.

Lieven Zwaenepoel
Lieven Zwaenepoel is the vice-president of APB (Algemene Pharmaceutische Bond – Association Pharmaceutique Belge – Association of Pharmacists in Belgium), the national federation of independent community pharmacists, representing over 85% of community pharmacies in Belgium.
He was an active community pharmacist for 15 years, interested in professional development, quality assurance in community pharmacy and data sharing and also a member of the board of the local pharmacists' association BAF (Brabants Apothekers Forum) and regional association VAN (Vlaams Apothekers Netwerk).
He was a member of the Federal Council of APB for five years before he was elected president of the Executive Committee for the term of 2016 and ‘17.
He was a part time research fellow for 3 years at the Faculty of Pharmaceutical Sciences of the KULeuven and conducted research regarding the need for information about medicines in psychiatric inpatients, before returning to his calling as a community pharmacist.
He participated in the Vitalink pilot project Zenneland in Halle and was a co-founder of éénlijn be, a 3 year project to support health care professionals in primary care in their use of IT-solutions and eHealth in the Flemish Comunity. Besides he was involved in the roll out of Geowacht/ Géogarde®, an automated system to calculate and announce guard duties of community pharmacies.
Harun Kızılay

He started to study in Ankara University Faculty of Pharmacy in 1988 and graduated ranking first in 1992. He completed two different master of science degrees between 1994 and 1998 respectively in Biochemistry and Clinic Biochemistry and Pharmacognosy. He completed his studies in Anadolu University Faculty of Economics Department of Public Administration between 2000 and 2006. He started his PhD education by 2006 in Selçuk University Faculty of Veterinary Science Department of Pharmacology and Toxicology and completed his PhD thesis. Harun KIZILAY has been practicing profession of pharmacy since 1992 and started his works in the professional association by being elected as Isparta Chamber of Pharmacists in 1995; then he continued to work in Konya province. He was elected as the Central Board Member in the Turkish Pharmacists’ Association (TPA) in 2009 and then elected as the Vice President of TPA. Then he carried out his service as TPA Secretary General between 2011 and 2015. He started to work as the Pharmaceuticals and Pharmacy Vice President in Turkish Medicines and Medical Devices Agency in March 2019.

Arman Üney

He graduated from University of Hacettepe, Department of Pharmacy, in 1992. He has been working as a community pharmacist since 1993. In 1999, he was elected as Member of Auditing Board of Regional Chamber of Pharmacists of Samsun. In years, within same Regional Chamber, he had held different offices. He was elected as Vice President of Turkish Pharmacists’ Association (TPA) in 2011. He elected to this post twice and held the office between 2011-2015. Since 2015, he has been Secretary General of TPA. He will be in the office till the end of 2019. He is the National Coordinator of My Guide Pharmacy Project and Supervisor of Commission of Legal Regulations which is the working group constituted by the representatives from Regional Chambers. He has been also working as the Leading Member of the Special Commission of TPA (Constituted by the Presidents of Regional Chambers) which had negotiated the main Protocol signed between community pharmacists and the state which would frame the reimbursement condition for all the community pharmacies in Turkey (i.e. 2015-2019). He is an individual member of International Pharmaceutical Federation (FIP).

Erdogan Çolak

Erdogan Colak was born in Malatya in 1961. He completed his primary and secondary education in Adana. He was educated in Adana Education Institute for 3 months. He enrolled to Ankara Economic and Commercial Sciences Academy in 1978. He was graduated from Gazi University’s Faculty of Pharmacy in 1984. He began to perform as a community pharmacist in 1985 in Adana. In 1989 he was elected as a Board Member in Adana Pharmacy Chamber and he sustained this task for two terms. He served as the President of Adana Pharmacy Chamber between 1993 and 2003. Since 2003 he carried out multiple tasks such as Vice President, Secretary General and President. He has been the President of the Turkish Pharmacists’ Association since 2007.
The technological revolution — Impact on pharmacy and healthcare

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Previous industrial revolutions liberated humans from reliance on animal power, made mass production possible and brought digital capabilities to billions. This latest industrial revolution is, however, fundamentally different. It is characterised by a range of technologies that are fusing the physical, digital and biological worlds, impacting on all disciplines, economies and industries, and even challenging ideas about what it means to be human.

Digitalisation is already allowing the keeping of structured patient records, facilitating electronic prescribing, dispensing and administration of medicines, automating the handling of medicines in the supply chain, and providing tools for monitoring the efficacy and safety of medicines in use. Further advances will enable pharmacists to interact with patients through the creation of a common platform for accessing data and information in new, more efficient way.

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