

🌟 IPU National Pharmacy Conference Learnings - Session 1 🌟



## IPU National Conference Learnings

Key takeaways from  
Adam Osprey shared  
by "The Pharmacist  
Coach"



**Speaker: Adam Osprey | Community Pharmacy Scotland Title: Think 'Pharmacy First'**

At the IPU National Pharmacy Conference on October 21, 2023, I had the privilege of learning from Adam Osprey, who shared insights from the successful implementation of Scotland's flagship clinical pharmacy service, 'Pharmacy First.'

**My Key Takeaways Through the Lens of 4Front's ABCDE Strategic Change Framework (*all opinions and learnings are my own*)**

Adam's presentation resonated with 4Front's mission to embrace coaching skills to empower, enable, equip and engage pharmacists and pharmacy organisations to adapt, achieve their visions, and optimise patient safety.

Scotland's success was driven by seizing opportunities like the new pharmacy contract, a forward-thinking pharmacy strategy, and the qualification of Independent Pharmacist Prescribers. Adam's advice to act before everything is perfect, and then adapt, is invaluable.

### **A Call to Action:**

Let's join forces on this journey to transform pharmacy practice and apply the lessons from Scotland's 'Pharmacy First' experience to do what is within our control and influence to enhance the value Irish Pharmacists deliver, in a way that develops sustainable positive practice in community pharmacy.

To learn more about the @Irish Pharmacy Union, visit [www.ipu.ie](http://www.ipu.ie). For additional insights and resources, including the 4Front's ABCDE™ Strategic Change Framework and learnings from 'The Value of Having a Positive Pharmacy Practice' presentation @Jonathon Morrissey and I presented at the IPU Conference, click here. <https://racheldungan.coachesconsole.com/2023-positive-practice-resource-opt-in>



## IPU National Conference Learnings

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Key takeaways from  
Lars Ake Soderlund  
shared by "The  
Pharmacist Coach"



### **Speaker: Lars-Ake Soderlund, Vice President FIP | The Future of Pharmacy – The International Perspective**

At the IPU National Pharmacy Conference on October 21, 2023, I had the honour of learning from Lars-Ake Soderlund, who shared insights on the broader international perspective in pharmacy.

### **My Key Takeaways Through the Lens of 4Front's ABCDE Strategic Change Framework (*all opinions and learnings are my own*)**

Lars-Ake's presentation served as a powerful reminder of the rapid pace of change within pharmacy and healthcare. In this volatile, ambiguous, complex, and hyper-connected (VUCA-H) world, it's imperative for us to recognise, adapt, and respond to change.

For me, Lars-Ake's talk underscored the urgency of equipping pharmacists and pharmacy organisations with the coaching skills needed to lead change effectively. We must create and sustain the behaviour change required to achieve our goals in an ever-evolving context.

Lars-Ake's presentation highlighted evolving challenges and opportunities for community pharmacists. We must consider global healthcare priorities like 'Empowering Self-Care' and navigate paradigm shifts, such as 'Digital Health.' As a pharmacist, how are you positioning yourself to support these changes effectively?

### **A Call to Action:**

Join me in our shared journey to transform pharmacy practice and apply the lessons we've learned to enhance the value Irish Pharmacists deliver. Let's empower ourselves, our teams, and our patients, to embrace change and innovation and make a positive impact on our profession and healthcare as a whole.

For additional insights and resources, including learnings from 'The Value of Having a Positive Pharmacy Practice' presentation that @Jonathon Morrissey and I delivered at the IPU Conference, click here. <https://racheldungan.coachesconsole.com/2023-positive-practice-resource-opt-in>



## IPU National Conference Learnings

Key takeaways from  
Tony O'Brien shared  
by "The Pharmacist  
Coach"



### **Speaker: Tony O'Brien, Strategic Advisor to Healthcare Sector and Former Director General HSE | Developing a Robust Primary Care Service – Lessons to be Learned**

At the IPU National Pharmacy Conference on October 21, 2023, Tony O'Brien provided invaluable insights into the evolving role of community pharmacy within the broader healthcare service. It's fascinating to consider how we fit into this dynamic landscape.

### **My Key Takeaways Through the Lens of 4Front's ABCDE Strategic Change Framework (*all opinions and learnings are my own*)**

Tony's presentation served as a compelling reminder of the need for a broad, strategic perspective on the value that pharmacy and other healthcare providers bring to the healthcare landscape. For me, it reinforced the urgency of equipping pharmacists and pharmacy organisations with coaching skills to lead change effectively.

Tony highlighted both the opportunities and barriers for primary healthcare practitioners within the Irish Health System, rooted in his personal experience as a patient and his strategic role in healthcare. He emphasized the value of continuity of care, service accessibility, and the importance of generalist practitioners like community pharmacists. It's vital in the context of an imbalance in healthcare investment. We must embrace the challenges and changes brought about by demographic shifts and digital transformation.

### **A Call to Action:**

Join me on this transformative journey to elevate pharmacy practice and maximise the value Irish Pharmacists provide. Let's empower ourselves, our teams, and our patients to make a positive impact on our profession and healthcare as a whole, through coaching.

For additional insights and resources, including learnings from 'The Value of Having a Positive Pharmacy Practice' presentation that @Jonathon Morrissey and I delivered at the IPU Conference, click here. <https://racheldungan.coachesconsole.com/2023-positive-practice-resource-opt-in>

## 🌟 IPU National Pharmacy Conference Learnings - Session 5 🌟



### IPU National Conference Learnings

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Key takeaways from  
Jim Gavin shared by  
"The Pharmacist  
Coach"



**Speaker: Jim Gavin | Ex-Dublin GAA Manager | Chief Operations Officer at the Irish Aviation Authority**

At the IPU National Pharmacy Conference on October 21, 2023, Jim Gavin delivered an insightful talk on 'The Power of Teamwork – Maximising Results Under Pressure.' It was a session that left me with a lot to reflect on, particularly in the context of our profession.

**My Key Takeaways Through the Lens of 4Front's ABCDE Strategic Change Framework (all opinions and learnings are my own)**

Jim's presentation underscored the critical advantage for pharmacists and pharmacy organisations who embrace coaching skills to lead change effectively. While the stories and 'field of play' differed from the preceding session @Jonathon Morrissey and I delivered, the core leadership coaching skill of Control, Influence and Accept/Adapt resonated throughout @Jim's session too. Let's delve into these takeaways within the framework of 4Front's ABCDE™:

Leadership is inherent in being a pharmacist. Jim emphasised that a leader's identity significantly influences the team's performance. Who we are and how we show up as leaders are the most significant factors affecting our teams.

#### **A Call to Action:**

Join me on a transformative journey to elevate your coaching capabilities and maximise your team's performance. Let's focus on what we can control and develop ourselves as leader coaches, fostering safer and more efficient pharmacy teams.

For additional insights and resources, including learnings from 'The Value of Having a Positive Pharmacy Practice' presentation that @Jonathon Morrissey and I delivered at the IPU Conference, click here. <https://racheldungan.coachesconsole.com/2023-positive-practice-resource-opt-in>

## 🌟 IPU National Pharmacy Conference Learnings - Session 6 🌟



### IPU National Conference Learnings

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Key takeaways from  
the panel discussion  
shared by "The  
Pharmacist Coach"



At the IPU National Pharmacy Conference on October 21, 2023, the Great Debate sparked active engagement and critical discussions within the pharmacy profession. It was a session that raised essential questions about our role in shaping the future of healthcare.

An Expert Taskforce has been formed to expand pharmacy services in Ireland. Panellists from around the world were asked about resistance to role expansion within their professions and the structures and skills that helped pharmacists navigate practice changes positively. Panellists shared their perspective on future ways of working that maximise the pharmacist's role in partnership with patients, with a primary focus on patient safety.

The conversation highlighted that pharmacists have unparalleled access to patients and a duty to protect and preserve community pharmacy and general practice. The discussion revolved around how these roles are perceived within the Department of Health, HSE, and the Government – as part of the drugs budget or as essential health services.

The conversation concluded with a reminder that pharmacists are demoralised and drained by dealing with systemic flaws in the health system that impact patients and are not pharmacist core roles but rather the tasks of others. Systemic issues within the health system were recognised, requiring systemic solutions.

Solving these strategic issues requires collaborative, collective action. Each of us has the capacity to influence decision-making in co-creating the future of pharmacy and healthcare with patient safety as the top priority. Coaching skills are invaluable for any pharmacist, team leader, or professional influencer, enabling all stakeholders to think better, decide better, and implement better.

#### **A Call to Action:**

Join me on a transformative journey to enhance your coaching skills and increase your capacity to influence strategic decision-making. Let's focus on what's within our control and develop ourselves as leader coaches, deeply integrating pharmacists into the fabric of our health system.

For additional insights and resources, including learnings from 'The Value of Having a Positive Pharmacy Practice' presentation that @Jonathon Morrissey and I delivered at the IPU Conference, click here. <https://racheldungan.coachesconsole.com/2023-positive-practice-resource-opt-in>



## IPU National Conference Learnings

Key takeaways from the Value of Positive Pharmacy shared by "The Pharmacist Coach"



Reflecting on our CPD session 'The Value of Having a Positive Pharmacy Practice' at the IPU National Pharmacy Conference on October 21, 2023, with @Jonathon Morrissey and @Rachel Dungan.

Aim: Inspire, equip, enable, engage, and empower pharmacists to strategically focus for the greatest positive impact within the theme 'Right Care, Right Place, Right Time.'

Premise: Shift from negativity to what's working and within our control for sustainable, positive change in a challenging healthcare context.

### Challenges in Healthcare:

- Workforce engagement globally below 23%, 11% in Ireland.
- Rising burnout and stress levels among healthcare professionals.
- Estimated shortage of 10 to 18 million healthcare professionals by 2030.
- Escalating burden of chronic diseases globally.

**Community Pharmacy Challenges:** Familiar signs for community pharmacists include complaining about the same problems, paperwork chaos, prescription predicaments, and phone interruptions.

**Solutions:** The IPU, chaired by Jonathon, is developing 'Smart Pharmacy' best practices. 4Front Pharmacy, led by Rachel, launches the 'ABCDE™ Pharmacist Coach Academy, addressing strategic challenges.

**ABCDE™ Reflective Practices:** Ask questions to deepen awareness, breakthrough, claim control, develop mastery, and empower others to add value to positive practice.

**Call to Action:** Join the transformative journey to elevate your coaching capabilities, focus on what you can control and influence, and develop as leader coaches. Visit [www.ipu.ie](http://www.ipu.ie) and click here for more resources and insights. <https://racheldungan.coachesconsole.com/2023-positive-practice-resource-opt-in>.