



## **Workload Pressure and the Pharmacy Workforce: Supporting Professionals and Protecting the Public**

**RPSGB and Pharmacy Practice Research Trust - Joint Symposium  
28th & 29th April 2009  
Founders' Hall, 1 Cloth Fair, Clerkenwell EC1A 7HT**



**Royal  
Pharmaceutical  
Society  
of Great Britain**



**Pharmacy  
Practice  
Research  
Trust**

The factors that create workload pressures in pharmacy are both diverse and far-reaching, in a profession that is rapidly evolving. Therefore, the need to harness existing knowledge to identify what more can be done to improve the working lives of pharmacists and their staff, for the benefit of their patients, remains a priority issue for the leaders of the profession.

## **OBJECTIVES:**

This two day event will bring together key stakeholders in pharmacy in order to:

- Share current research findings on workforce, job satisfaction, health policy and organisational and employer policies on stress and work-life balance;
- Hear evidence of real cases of stress and its consequences in pharmacy; and,
- Identify key areas for collective action.



## **Tuesday 28th April 2009**

- 15.00 Registration  
Tea and coffee
- 15.30 Welcome  
Mr Steve Churton, President, RPSGB
- 15.40 "Hard work never killed anyone". Pharmacists' perceptions about workload  
Professor Karen Hassell, Centre for Pharmacy Workforce Studies, University of Manchester
- 16.10 Work hours and the management of fatigue  
Dr Phil Tucker, School of Human Sciences, Swansea University
- 16:40 The causes and consequences of stress among pharmacists; analysis of survey data  
Professor David Guest, Professor in Organisational Psychology and HRM, King's College London
- 17.10 Role conflict: Occupational Stressors vs. Patient Safety  
Dr Lynette James, Post Doctoral Researcher, Medication Safety, Pharmaceutical Science Research Division, King's College London
- 17.35 Questions

- 17.50 Break  
Pre-dinner refreshments
- 18.10 Case study presentations:  
Mr Phillip Yelling, Chair, Professional Standing Committee & Mr Mike Wallington, Executive, Boots Pharmacists' Association
- Ms Sarah Billington, Chief Inspector, RPSGB & Ms Rebecca McMahon, Senior Case Manager, RPSGB
- Mr Barry Shooter, Proprietor Pharmacist, Aldeburgh, Suffolk; Teacher Practitioner, Schools of Pharmacy, Universities of London and East Anglia
- Mr David Qualter, Pharmacist Support Manager, Pharmacist Support
- 19.10 Questions
- 19.30 Dinner
- 21.30 Close

## **Wednesday 29th April 2009**

- 09.30 Tea & Coffee
- 10.00 Welcome  
Mr P. L. Marshall Davies, Chair, Pharmacy Practice Research Trust
- 10.10 "Stress? I'll give him stress!"  
Mr John Murphy, Director, Pharmacists' Defence Association
- 10.40 Pharmacy Workforce Pressures in the NHS  
Susan Sanders, NHS Pharmacy Education & Development Committee & Director, London Pharmacy Education & Training
- 11.00 The New Community Pharmacy Contract: Implications for Pharmacy Workload and Satisfaction  
Professor Christine Bond, Department of General Practice and Primary Care, University of Aberdeen
- 11.30 Questions
- 12.00 Lunch
- 13.00 Workshops
- 15.30 Summing up & next steps  
Dr Sue Ambler, Trust Director, Pharmacy Practice Research Trust
- 16.00 Close  
Tea & Coffee

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