

## PMAC 2025 Side Meeting: SMB 103

### Strengthening Primary Healthcare through Pharmacies: Global Experiences and Innovations for UHC

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**Date:** 29 January 2025

**Time:** 09.00-12.00 hrs

**Venue:** Lotus Suite 11, FL. 22, Centara Grand & Bangkok Convention Centre at Central World

**Name of Meeting Organizer:**

- National Health Security Office, Thailand
- Health Systems Research Institute, Thailand
- The Pharmacy Council of Thailand

**Name and Emails of Contact Person:**

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#### Description

Increasing healthcare access, relieving physician workloads and more cost-effectiveness are major reasons that many countries have introduced pharmacist prescribers. Evidence shows that well-trained pharmacists can manage patients' common illnesses, provide preventive health and health promotion while maintaining patients' positive health outcomes.

This session will host a round table discussion for sharing global experiences, featuring insights from different panellists, on the role of pharmacies in strengthening primary healthcare. The focus will be on managing common illnesses to support Universal Health Coverage (UHC). Additionally, the discussion will explore how technology and innovations can expand services and enhance health information sharing between primary, secondary, and tertiary care facilities, improving healthcare delivery for UHC.

This session is jointly hosted by the Health Systems Research Institute (HSRI), the National Health Security Office (NHSO), and the Pharmacy Council of Thailand. It will feature representatives from the National Health Service (NHS) in England, Canada, Australia, Taiwan, and a country from the African region, who will share their experiences. This exchange of insights aims to act as a catalyst for future collaborations.

### Session Highlights:

**Interactive Roundtable Discussions:** All panellists will engage in interactive roundtable discussions centred on key themes including

- **The Role of Pharmacies in Expanding Access to Healthcare:** Discuss the impact of pharmacies on healthcare access, especially in underserved areas with limited physician availability.
- **Overcoming Regulatory and Policy Barriers:** Explore existing regulatory frameworks, potential reforms needed.
- **Ensuring Quality and Safety in Pharmacies:** Discuss strategies to maintain standards, including protocol-driven prescribing/dispensing and supervision.
- **Technology and Telehealth Support for Pharmacies:** Examine the role of technology in facilitating pharmacies, especially in rural and underserved areas, where telehealth could bridge access gaps.
- **Collaborative Care Models Involving Pharmacists:** Showcase models of interdisciplinary collaboration and how to engage stakeholders to support pharmacy roles.
- **Public Awareness and Patient Trust:** Consider how pharmacies can build trust within communities, including patient education on their expanded roles and services.

### Objectives of the session:

1. To share experiences and evidence from countries and develop insights into how health insurance of countries expands the roles of pharmacies as innovations to improve people's access to services
2. To encourage collaboration and idea exchange, fostering innovative solutions to improve healthcare delivery through pharmacies.
3. To publish findings from roundtable discussions
4. To enable policy recommendations

### Potential moderator / lead speakers / speakers:

1. Prof. Zaheer-Ud-Din Babar Professor of Clinical Pharmacy and Practice, College of Pharmacy, Qatar University, Qatar
2. Dr Austen EL-Osta, Director of the Self-Care Academic Research Unit (SCARU) at Imperial College London School of Public Health.

3. Ms. Refiloe Mogale, Executive Director, Pharmaceutical Society of South Africa
4. Mr. Preecha Bhandtvej, President, Pharmacy Council, Thailand
5. Mr. Justin Bates, CEO of the Ontario Pharmacists Association, Canada
6. Ms. Sunisa Rerkchai Wilkinson, Staff pharmacist, Country Grocer Pharmacy, Canada
7. Dr Sarah Dineen-Griffin, Senior Lecturer, School of Biomedical Sciences and Pharmacy, College of Health, Medicine and Wellbeing, Australia
8. Dr. Supakit Sirilak, HSRI Director, Thailand

### Format and structure:

- **Moderated Expert Panel Discussion:** Join our expert panel from the United Kingdom, Australia, Thailand, and an African country as they discuss the crucial role of pharmacies in enhancing primary healthcare. This session will focus on managing common illnesses and advancing Universal Health Coverage (UHC), with opportunities for attendees to engage and ask questions.
- **Interactive Roundtable Discussions:** Following the panel, participants will engage in interactive roundtable discussions centered on key themes such as integrating technology in pharmacy services, promoting patient self-care, and enhancing health information sharing. These discussions will encourage collaboration and idea exchange, fostering innovative solutions to improve healthcare delivery through pharmacies.

### Annotated Agenda

| Duration                          | Agenda   |
|-----------------------------------|--|
| 08.30 - 09.00 hrs                 | <b>Registration</b>  |
| 09.00 - 09.10 hrs<br>(10 minutes) | <b>Opening Remarks</b> <ul style="list-style-type: none"> <li>● Welcome and introduction by the moderator</li> <li>● Brief overview of the meeting objectives and agenda</li> </ul> <i>Dr. Supakit Sirilak, HSRI Director</i>  |
| 09.10 - 09.20 hrs<br>(10 minutes) | <b>Keynote Speaker</b> <ul style="list-style-type: none"> <li>● Presentation on the role of pharmacies in UHC, highlighting global best practices and innovations</li> </ul> <i>Prof. Zaheer-Ud-Din Babar Professor of Clinical Pharmacy and Practice, College of Pharmacy, Qatar University</i> |
| 09.20 - 10.20 hrs<br>(60 minutes) | <b>Panellist Presentations</b> <ol style="list-style-type: none"> <li>1. Lessons Learned from the "Pharmacy First" Scheme: Strengthening Self-Care Policy.</li> </ol>  |

| Duration                                | Agenda  |
|---|---|
|   | <p><i>Dr Austen EL-Osta, Director of the Self-Care Academic Research Unit (SCARU) at Imperial College London School of Public Health. (10 mins)</i></p> <p>2. The role of pharmacy clinics in South African Health System<br/><i>Ms. Refiloe Mogale Executive Director, Pharmaceutical Society of South Africa (10 mins)</i></p> <p>3. Pharmacy as the First Point of Primary Care in Canada: Policy and Practitioner Perspectives (20 mins)</p> <ul style="list-style-type: none"> <li>○ <i>Mr. Justin Bates, CEO of the Ontario Pharmacists Association, Canada</i></li> <li>○ <i>Ms. Sunisa Rerkchai Wilkinson, Staff pharmacist, Country Grocer Pharmacy, Canada</i></li> </ul> <p>4. Driving Evidence-Based Change in Pharmacy Practice: Insights from the NSW Pharmacy Trial<br/><i>Dr Sarah Dineen-Griffin, Senior Lecturer, School of Biomedical Sciences and Pharmacy, College of Health, Medicine and Wellbeing, Australia (10 mins)</i></p> <p>5. The Role of Pharmacies in Advancing the '30-Baht Treatment Anywhere' Initiative.<br/><i>Mr. Preecha Bhandtvej, President, Pharmacy Council, Thailand (10 mins)</i></p> |
| <p>10.20-11.05 hrs<br/>(45 minutes)</p> | <p><b>Roundtable Discussion</b></p> <p>1) Panelists share insights on:</p> <ul style="list-style-type: none"> <li>a. Impact of pharmacist prescribers on healthcare access</li> <li>b. Potential reforms needed, and how to engage stakeholders to support community pharmacies' roles.</li> <li>c. Strategies to maintain standards: protocol-driven prescribing/dispensing and supervision</li> <li>d. The role of technology in facilitating, especially in rural and underserved areas, where telehealth could bridge access gaps.</li> <li>e. models of interdisciplinary collaboration and how to engage stakeholders to support</li> <li>f. How pharmacies can build trust within communities, including patient education on their expanded roles and services.</li> </ul>  |

| Duration                          | Agenda  |
|-----------------------------------|---|
|                                   | <p><b>Potential Panelists:</b></p> <ol style="list-style-type: none"> <li>1. Dr Austen EL-Osta is Director of the Self-Care Academic Research Unit (SCARU) at Imperial College London School of Public Health.</li> <li>2. Ms. Refiloe Mogale Executive Director, Pharmaceutical Society of South Africa</li> <li>3. Mr. Justin Bates, CEO of the Ontario Pharmacists Association, Canada</li> <li>4. Ms. Sunisa Rerkchai Wilkinson, Staff pharmacist, Country Grocer Pharmacy, Canada</li> <li>5. Dr Sarah Dineen-Griffin, Senior Lecturer, School of Biomedical Sciences and Pharmacy, College of Health, Medicine and Wellbeing, Australia</li> <li>6. Mr. Preecha Bhandtvej, President, Pharmacy Council, Thailand</li> </ol> <p><b>Moderator:</b> Penkarn Kanjanarat, Ph,D, Faculty of Pharmacy, Chiang Mai University</p> <p><i>There will be no break time, but refreshments will be served in front of the room between 10.30-11.00 hrs</i></p> |
| 11.05 - 11.25 hrs<br>(20 minutes) | <p><b>Wrap up</b></p> <ul style="list-style-type: none"> <li>● Reflection</li> <li>● Q&amp;A</li> </ul>   |
| 11.25 - 11.40 hrs<br>(15 minutes) | <p><b>Closing Remarks</b></p> <ul style="list-style-type: none"> <li>● Next steps for collaboration and follow-up actions</li> <li>● Thank you to panellists and speakers</li> </ul> <p>Prof. Zaheer-Ud-Din Babar Professor of Clinical Pharmacy and Practice,<br/>College of Pharmacy, Qatar University</p>  |

**Session Moderator:** Dr. Penkarn Kanjanarat, Ph,D, Faculty of Pharmacy, Chiang Mai University

**Session MC:** Mr. Pien Ploenbannakit, Deputy Secretary General, The Pharmacy Council of Thailand, Thailand