



# **Annual Conference 2023 “Transformation and Sustainability”**

## **Tuesday 4 July 2023**

### **Birmingham Conference and Events Centre (BCEC)**

The National Clinical Homecare Association (NCHA) was established in 2006 to represent and promote the patient-led interests of specific organisations whose primary activity is to provide medical supplies, support and clinical services to patients in the community.

For further information or to sign up for our newsletter visit [www.clinicalhomecare.org](http://www.clinicalhomecare.org)

#### **National Clinical Homecare Association**

NCHA Limited t/a National Clinical Homecare Association.

Registered Company No. 6642621.

St James House, Vicar Lane, Sheffield, S1 2EX

Tel No: +44 (1727) 896091 Email: [info@clinicalhomecare.co.uk](mailto:info@clinicalhomecare.co.uk)

[www.clinicalhomecare.co.uk](http://www.clinicalhomecare.co.uk)

## Programme

09:30		Registration & coffee
10:00	10:15	Welcome and introduction. Alison Davis, NCHA Chair
10:15	10:40	How Homecare Services measured up last year. What does this mean for governance and regulation?  Homecare KPI's and Regulation  Steph Westwood, NCHA Vice Chair
10:40	11:30	The Industry Data Paradigm and why it matters.  A Conversation  Mike Coupe, NHS England non-executive Board Director Jon Cohen, Board Consultant Personal Homecare Pharmacy Ltd
11:30	12:00	Networking break
12:00	12:40	Transformation and Sustainability - in Homecare Services:  Chief Pharmaceutical Officer Overview, David Webb, Chief Pharmaceutical Officer  Northern Ireland Overview, Eamon Mullaney, Professional Manager Services BHSCT and Chair of NI Regional Homecare Medicines Group
12:40	13:00	Supporting Patients at home – extending breadth and depth of Homecare Services – Panel Discussion:  Moderator: Alison Davis  Panel: David Webb, Eamon Mullaney, Alison Davis, Steph Westwood, Jon Cohen
13:00	14:00	Lunch, networking break
14:00	14:20	Who wants to be a millionaire
14:20	15:10	Harnessing the power of integrated health systems  Michael Dickson OBE – Chief Executive NHS Shetland

15:10	15:40	<p>The Case for the Digitisation of Prescriptions in Clinical Homecare Settings</p> <p>Pharmacy Team – University Hospitals of Leicester NHS Trust</p> <p>Lubna Khalifa, Chief Pharmacy Technician Homecare</p> <p>Jemma Metcalf, Chief Pharmacy Technician Severe Asthma</p> <p>Chris Carver, NCHA Treasurer</p>
-------	-------	---

15:40	16:00	Afternoon Tea and Networking
16:00	16:40	The Clinical Homecare Enigma – Q & A  Alison Davis – NCHA Chair Joe Bassett – National Homecare Medicines Committee (NHMC) Chair
16:40	17:00	Wrap up and close.  Alison Davis NCHA Chair

## Our Speakers

### Chris Carver



Chris has 20 years' experience in Clinical Homecare and is currently Deputy Chief Executive of HealthNet Homecare. He is also Treasurer of the NCHA.

He graduated in Computer Science from Imperial College London and later completed a Master's in Business Administration. During his career Chris has held leadership roles in supermarket, automotive, and the pharmaceutical sectors.

Chris's interests include, the use of digital tools and real-world data and evidence to improve patient outcomes. Chris is also interested in how innovation in other sectors can add value to healthcare delivery.

### Mike Coupe



Mike Coupe is considered to be a leading business authority. Coupe held the position of CEO for Sainsbury plc from 2014-2020. Before retiring he was credited for turning the company around, through top-level trading, marketing and online operations. As a business speaker, he instils in his corporate audiences the essential skills he used to lead a market, and share his experience of directing one of the UK's most established organisations.

Mike was Sainsbury's commercial director from 2014-2020 responsible for online operations, marketing and trading. Mike joined the plc board in 2007 and in 2014 was named CEO of Sainsbury's, following in the footsteps of Justin King. Using his expert knowledge, he quickly established a strategic review to stay ahead of the revolving retail market.

In January 2015 Sainsbury's sold all their 281 pharmacies – 277 in stores and 4 serving hospital out-patients to Lloyds Pharmacy in a £125m deal.

### **More recent portfolio positions include:**

- January 2021 appointed Chairman of Oak Furnitureland
  - July 2021 appointed chairman of Harding Brothers Retail Limited
  - September 2021 appointed Non-Executive Chairman of New Look Retail Group
- Mike Coupe was director of Covid-19 testing at England's Test and Trace agency from September through to December 2020 and was appointed as a non-executive board of director of NHS England from January 2021.

### **Specialists Subjects:**

- Supply Chain
- Changing Nature of the Consumer
- The role of 'purpose' in business
- Digital Transformation
- Marketing and Trading
- Decarbonisation

### Jon Cohen



Jon qualified as a pharmacist in 1987 and immediately embarked on the path of serial entrepreneurship. He became a founder director of Provincial Pharmacy Services an employment business which diversified to become the premier insurance and defence agency for pharmacists in the UK . In the 1990's he built a group of retail pharmacies in Leeds during which time he set up a number of innovative services in collaboration with several large teaching hospitals in the UK . These included ground breaking palliative care services and early homecare services.

After selling his retail pharmacy business he continued develop homecare services under the Applied Dispensary Services band whilst helping to establish Pharmacy2U the UK's first professional internet pharmacy. The growth of these services prompted changes within the pharmaceutical industry and established the accepted supply chain model for NHS funded clinical homecare services that are still in place today.

Following the sale of Applied Dispensary Services to Healthcare at Home Ltd , he led the integration of the pharmacy and clinical services divisions into an operation capable of supporting the management of over £1bn of medicines and clinical services.

In September 2010 in recognition of the growing importance of data to the business he became Director of Healthcare Business Intelligence and led the acquisition and integration of the Health Informatics business Sciensus into the Healthcare at Home group later rebranded as Sciensus.

From January 2013 he spent a year working with the Sainsbury's Pharmacy and Healthcare team developing innovative additional service options for their hospital pharmacies

Jon was a member of the management board of the clinical homecare industry trade body, the National Clinical Homecare Association, from its incorporation in 2006 until 2015 working as an independent advisor.

Since 2015 he has been working in the homecare industry exclusively with Personal Homecare Pharmacy Ltd to expand their service offering to the NHS.

## Alison Davis



Alison has over 30 years' experience working in healthcare in the NHS and Industry, with greater than 15 years in Clinical Homecare. As NCHA Chair Alison, works closely with the NHS, particularly the National Homecare Medicines Committee (NHMC) and Pharmaceutical industry to develop sustainable services for patients which creates value for all stakeholders.

Having launched two clinical home care companies into the UK market, Alison is well placed and committed to building services and solutions that meet the needs of all stakeholders, not least patients not just for today but for tomorrow.

Alison is currently the Managing Director of Pharmaxo Healthcare.

## Michael Dickson OBE



Michael Dickson joined NHS Shetland in January 2020 as Chief Executive and in addition took on the Interim Chief Executive role for NHS Orkney from July 2020 till April 2023.

Michael is a qualified nurse with most of his clinical experience in the field of Oncology / Haematology, Michael has worked in the NHS and independent sectors and held Director of Nursing positions in both.

Before joining NHS Shetland, he worked as a Director at the NHS England improvement programme "Getting it Right First Time" leading the support to clinicians addressing unwarranted variation in care. Prior to joining GIRFT Michael worked with SSAFA – the Armed Forces Charity as the Deputy Chief Executive with responsibility for the health and social care services delivered by SSAFA in the UK and Overseas.

Michael has worked on a number of national improvement programmes with the Department of Health in England and Northern Ireland supporting NHS organisations to improve quality and reduce the incidence of infections.

Michael also worked with two challenged NHS providers in the community and acute sectors working with them to develop the quality of their services and achieve improvements against regulatory requirements.

### Lubna Khalifa



Operation Lead for the provision and development of medicines homecare services at UHL. My role involves ensuring robust, safe, effective and auditable processes and systems are in place in line with national standards and local policy and procedures. Ensuring high standards of governance are maintained and are translated into a quality service for patients and hospital staff which aims to safeguard patients whilst offering choice and making best use of NHS resources.

To identify, plan and develop new opportunities for homecare services and provide advice and support for on-going services.

### Jemma Metcalf



Lead pharmacy technician for the severe asthma department at UHL. My role involves the management of homecare prescriptions and registration of patients with severe asthma to receive and administer biologic therapy at home. Checking compliance of medication by looking at adherence data for all patients in the service. Reporting adherence data to MDT locally & regionally to ensure consistent decisions in relation to treatment can be made.



## Eamon Mullaney



Eamon Mullaney, BSc (Pharm) MBA MPSNI MB

Professional Manager Pharmacy Services BHSCT and Chair of NI Regional Homecare Medicines Group

Eamon has been registered as a pharmacist for 32 years and has worked 30 of them in hospital pharmacy across the city of Belfast.

He graduated in Pharmacy from Queens University in 1989 and later qualified with a Master's in Business Administration from the University of Ulster.

Since early on in his career Eamon has been involved in an operational or leadership capacity within medicines procurement. Having also practised as a junior clinical pharmacist in rheumatology in 1996 he progressed to senior pharmacist in therapeutic review at the then Northern Ireland Regional Cancer Hospital at Belvoir Park in Belfast.

Eamon has held the following positions:

- Dispensary Manager as Royal Group of Hospitals in Belfast 1997-2001
- Chief Pharmacist in the Mater Hospital Trust in Belfast 2001-2003
- Production Manager in Pharmacy within the Victoria Pharmaceuticals within the Royal Group of Hospitals 2003-2006
- Chaired PDIG from 2018 to 2020.

Following the review of public administration in Northern Ireland and the merging of six hospital Trusts into the new Belfast Health and Social Care Trust, Eamon became one of the Deputy Heads of Pharmacy and Medicines Management with responsibility for medicines procurement and the regional pharmacy manufacturing service (Victoria Pharmaceuticals) in 2008/09. He led on the establishment of the Belfast Trust pharmacy medicines procurement hub. Eamon has remained in this job to the present day delivering a range of key achievements within the sector.

## David Webb



David Webb is the Chief Pharmaceutical Officer for England. He is Head of the Pharmacy Professions in England and the principal advisor on pharmacy and medicines use in the NHS, which includes supporting the Department of Health and Social Care.

David started this role in February 2022, having previously been Chief Pharmacist and Clinical Director for Pharmacy and Medicines Optimisation at Guy's and St Thomas' NHS Foundation Trust in London.

He registered as a pharmacist in 1986 and has been the regional chief pharmacist for London, director of regional specialist pharmacy services for London, East and Southeast England, and also led the review of specialist pharmacy services for England in 2014.

David has held a number of academic appointments at University College London's School of Pharmacy, including that of visiting professor, and is a Fellow of the Royal Pharmaceutical Society.

## Steph Westwood



Stephanie Westwood joined the NCHA in 2016 and held the position of Treasurer from 2018 until 2022 when she took on the role of Vice Chair.

A veteran of the pharmaceutical sector, Stephanie has held various roles in industry and in clinical homecare and is passionate about the patient value delivered by clinical homecare providers, particularly in the delivery of greater access to treatment, improved compliance and better health outcomes.

Steph is Head of Secondary Care for Alliance Healthcare and Alcura.

	NCHA Homecare Companies Contact Details
Alcura UK Ltd	Email: <a href="mailto:homecareaccountmanagers@alcura-health.co.uk">homecareaccountmanagers@alcura-health.co.uk</a> Website: <a href="https://www.alcura-health.co.uk/">https://www.alcura-health.co.uk/</a>
Apodi Limited	Email: <a href="mailto:info@apodi.co.uk">info@apodi.co.uk</a> Website: <a href="https://www.apodi.co.uk/">https://www.apodi.co.uk/</a> Phone: 01628 500894
B Braun Medical	Email: <a href="mailto:info.bbmun@bbraun.com">info.bbmun@bbraun.com</a> Website: <a href="http://www.bbraun.co.uk/">http://www.bbraun.co.uk/</a>
Baxter Healthcare	Email: <a href="mailto:baxter.homecare@nhs.net">baxter.homecare@nhs.net</a> Website: <a href="https://www.baxterhealthcare.co.uk/">https://www.baxterhealthcare.co.uk/</a>
Bionical	Email: <a href="mailto:info@bionical.com">info@bionical.com</a> Website: <a href="http://www.bionical.com/">http://www.bionical.com/</a>
Calea	Email: <a href="mailto:info@calea-online.com">info@calea-online.com</a> Website: <a href="https://www.calea.co.uk/">https://www.calea.co.uk/</a>
Fresenius Medical Care	Email: <a href="mailto:Press.UK@fmc-ag.com">Press.UK@fmc-ag.com</a> Website: <a href="http://www.freseniusmedicalcare.co.uk/">http://www.freseniusmedicalcare.co.uk/</a> Phone: 0800 001 4499
Healthnet Homecare	Email: <a href="mailto:enquiries@healthnethomecare.co.uk">enquiries@healthnethomecare.co.uk</a> Website: <a href="https://www.healthnethomecare.co.uk/">https://www.healthnethomecare.co.uk/</a> Phone: 0845 223 4494
IQVIA	Email: <a href="mailto:info@iqvia.com">info@iqvia.com</a> Website: <a href="http://www.iqvia.com/">http://www.iqvia.com/</a>
LloydsPharmacy Clinical Homecare	Email: <a href="mailto:enquiries@lpclinicalhomecare.co.uk">enquiries@lpclinicalhomecare.co.uk</a> Website: <a href="https://www.lpclinicalhomecare.co.uk/">https://www.lpclinicalhomecare.co.uk/</a>
One Stop Pharmacy Limited	Email: <a href="mailto:info@onestop-pharmacy.co.uk">info@onestop-pharmacy.co.uk</a> Website: <a href="https://www.onestop-pharmacy.co.uk/">https://www.onestop-pharmacy.co.uk/</a>
Personal Homecare Pharmacy	Email: <a href="mailto:info@homecare-pharmacy.co.uk">info@homecare-pharmacy.co.uk</a> Website: <a href="http://www.homecare-pharmacy.co.uk/">http://www.homecare-pharmacy.co.uk/</a> Phone: 0182 781 8321
Pharmaxo Pharmacy Services	Email: <a href="mailto:homecare@pharmaxo.com">homecare@pharmaxo.com</a> Website: <a href="https://www.pharmaxo.com/">https://www.pharmaxo.com/</a>
Polar Speed Distribution	Email: <a href="mailto:home.care@polarspeed.com">home.care@polarspeed.com</a> Website: <a href="https://www.polarspeed.com/">https://www.polarspeed.com/</a>
QEF Homecare	Email: <a href="mailto:ghnt.qefpth@nhs.net">ghnt.qefpth@nhs.net</a> Website: <a href="http://www.qefacilities.co.uk/pharmacy-to-home">http://www.qefacilities.co.uk/pharmacy-to-home</a> Phone: 0191 445 8577

Quest Healthcare	Email: <a href="mailto:info@questhealthcare.co.uk">info@questhealthcare.co.uk</a> Website: <a href="http://www.questhealthcare.co.uk/">http://www.questhealthcare.co.uk/</a>
Sciensus	Email: <a href="mailto:marketing@sciensus.com">marketing@sciensus.com</a> Website: <a href="http://www.sciensus.com/">http://www.sciensus.com/</a>
Wren Healthcare	Email: <a href="mailto:info@wrenhealthcare.co.uk">info@wrenhealthcare.co.uk</a> Website: <a href="https://wrenhealthcare.co.uk/">https://wrenhealthcare.co.uk/</a> Phone: 0203 974 6950