Over the last couple of months, the organisation of the 2015 Working Conference was a major challenge for the secretary and chairperson of the association. But it was a great success. All participants and facilitators contributed to its success, the venue was near-perfect and the organisational assistance of Isabelle De Wulf was very much appreciated.

The association
A number of events were also important for the association. The medication review working group met to work on the definition of MR. There was a Members’ soapbox, that very much served its purpose. And then there was the General Assembly on Saturday, where a couple of important decisions were taken.

Seven new members were accepted. Then we stopped the working group Communication, and discussed activating the working group on Guidelines and Protocols. Lastly, we tried to solve the confusion around the creation of some working groups on anticoagulants. For these last working groups, there simply was not enough information to proceed. Additionally, there was some hesitation to allow others (in this case an industry sponsored foundation) to fund PCNE working groups directly.

The GA also decided to stop the BPCS project and suggested that all countries could now publish their own data if they wished to do so.

In the mean time a call for potential new board members has been answered. Surprise! More are welcome! The decision will be made in the autumn.

Charlotte Rossing
Chairperson PCNE

The new members
During the General Assembly in Mechelen, 7 February 2015, the following (new) members were welcomed.

- Dr. Hanne Herborg, as a honorary member of PCNE.
- Dr. Zinaida Bezverhni, from Moldavia as an individual member.
- The Department of Pharmaceutical Sciences of the University of Utrecht, the Netherlands, as an institutional member.
- The Department of Clinical Pharmacy and Clinical Pharmacology, University of Charkov, Ukraine, as a institutional member (represented by Dr. Olga Grinzova).
- Dr. Olaf Rose, Münster, Germany, pharmacist and independent research coordinator, as individual member.
- Dr. Nadir Kheir, who works at the College of Pharmacy at Qatar university in Doha, Qatar, as an individual observer-member.
- KAVA, the Antwerp Pharmacist Association, Belgium, as an institutional member (represented by Dr. Francis Nagels).
- The Dept. of Pharmaceutical Care of the University of Basle, Switzerland, as an institutional member (represented by Dr. Isabelle Arnet).
The 2015 Working Conference
2015 new member: Olaf Rose

Olaf Rose became PCNE member during the recent General Assembly on the 7th of February in Mechelen. He studied pharmacy in Münster and graduated in 2009 with a Pharm.D. from the University of Florida. Olaf is known in Germany for two series he is editing in the pharmacist’s magazine on ‘pharmacotherapy’ and ‘comprehensive medication review’ respectively. Together with Kristina Friedland of Erlangen University and 29 other contributing authors he is editor of the first therapy book for pharmacists in Germany ‘Angewandte Pharmakotherapie’ [Applied Pharmacotherapy]. Olaf is lecturer in a post-graduate course on Medication Review at the University of Münster. Five years ago he initiated a research project called the ‘WestGem-Study’ in Germany. Four different universities and three professions are collaborating in this EU-funded randomized controlled trial, aimed to be a landmark study on the benefits of a repeated Medication Review. Olaf leads the team of clinical pharmacists and is member of the steering group. In research as well as in his three community pharmacies his job specification is: head cook and bottlewasher. He is open for any kind of research collaboration with the other PCNE-members.

Hanne Herborg – an appreciation (the laudatio for the honorary member, by Martin Henman)

Some of the jobs one is asked to do at conferences are done out of duty, but this one is a pleasure. Hanne is a PCNE colleague, a valued collaborator and a friend. Hanne went from research in Copenhagen to take on several roles at Pharmakon in Hillerød; Continuing Education (as it was called then), Practice Development in Denmark and Research to underpin that development, and also reaching out to form collaborations with FIP, EuroPharm Forum and PCNE. Although she is one of the founder members of PCNE and was its first Chairperson and has been a major contributor to FIP and to Pharmacy Practice research, she is less well known to many of you than some of her contemporaries. But her quiet presence, her constant attention, her methodical work and her open mind are her hallmarks and have been important to the successes of the past two and half decades.

Hanne is first, and foremost a thinker; about research, about practice and about education. She likes a good problem, she likes to learn something new and she’s probably happiest working on a new problem with her colleagues. Having several roles at Pharmakon has suited her because it gave her plenty to think about and good reason to have to use different ways of thinking about a problem – the practice perspective, the research perspective and then the teaching perspective. When she first heard about Pharmaceutical Care from Doug Hepler I am sure she was intrigued by an interesting idea that challenged her to consider what it was to be a pharmacist. Not surprisingly she enjoys PCNE working conferences because she can work on the important issues that Pharmaceutical Care highlights for a couple of days with some new people who bring their different views and try to produce something useful from this.

Another thing that you need to know about Hanne, to understand how she works, is that she’s a tennis player. She’s a competitor. She studies her opposition and how they play and then sets about beating them. But the opposition is not us, her colleagues, its the problem that she’s trying to understand. This means that in a discussion she expects that you will be trying as hard as she is to ‘beat’ the
problem, so when she replies to your thought with one that puts it back on the opposite side of the court, the tennis player in her is hoping that you will send it back with topspin and make her work to get to it. If you don't she's little disappointed because the problem has not been beaten. But she won't forget it and she returns to problems again and again as she looks for the solution.

At Pharmakon Hanne was very effective in delivering for Continuing Education across Denmark and this led to her joining a group at FIP in the Community Pharmacy section. Hanne wants to tell people about the problems that there are and how they might be solved. Like a good teacher she is also listening to her audience to hear how they see the problem, because perhaps, they can see something that she couldn't and that needs to be solved. In FIP she was Co-Chair of Postgraduate Education and established the Forum for Innovators. None of this work was a one-conference effort but was developed over several successive conferences just as the programmes were that she ran in Denmark. The other characteristic of this work was that the intention of the programmes was not only to educate, but to empower pharmacists to go home to do something – the same idea as a PCNE Working Conference.

In a similar way Hanne, as the head of Research and of Practice Development at Pharmakon, was not just looking to do good work but to get others doing good work too. She embraces new ideas and new methods irrespective of where they come from. In working with Hanne, her colleagues will have come to realise that she was helping them as a tennis coach might – making them go back and practice that part again in order to get it right, making them learn a new skill to cope with a new problem. The outcome of this was that Pharmakon became not only crucial to the development of practice in Denmark, but published research of high quality and attracted international collaborators who wanted to learn from her and her team almost as much as she wanted for her team to learn from them. However, it was not enough for Hanne to have a publication. The responsibility of developing practice was important for the part of Hanne that likes to see things described in a paper being put into practice. Hanne took up Change Management, Implementation Research and realised the importance of Patient Safety and Quality Assurance as themes, and she helped Pharmakon master all of these fields. This work established Pharmakon's reputation and therefore Pharmacy's place in Patient Safety and the Quality of Care in Denmark.

As you can tell from this brief outline, Hanne has done a lot for Pharmakon, for Pharmacy in Denmark, for FIP and for PCNE. Everyone who has known and worked with her has benefited so much from the connection that they wanted her to know it. I hope I have been able to convey something of the pleasure of knowing her and the good wishes that everyone in PCNE offers to her today.