



## Pharmacy Pride: Inclusive Leadership and Learning Series (PPILLS)

Wednesday 3 <sup>rd</sup> June	
11:30-12:30pm	LGBT Foundation – Pride in Practice
1-2pm	TransActual – Trans Peoples experiences accessing healthcare
2:30-3:30pm	APTUK Pride Branch - The value of building networks and connections
5:30-6:30pm	Switchboard – LGBTQIA+ History
7-8pm	Michael Brady – LGBTQIA+ Health inequalities: An Overview
Tuesday 9 <sup>th</sup> June	
11:30-12:30pm	Amandeep Doll – Patient safety, experience and outcomes – why recognising your unconscious bias is integral to pharmacy practice
1-2pm	Melanie Holloway – Tackling Phobic Behaviours
2:30-3:30pm	OUTpatients – Safe and inclusive pharmacy practice for LGBTIQ+ people affected by cancer
5:30-6:30pm	Switchboard – Showing Up For Others: Active Listening, Allyship and Supporting Someone Coming Out
7-8pm	Sneha Varia - Pride and Prejudice - being LGBTQIA+ in a discriminatory world
Friday 19 <sup>th</sup> June	
10-11am	Melanie Holloway – Developing LGBTQIA+ e-learning
11:30-12:30pm	Prof Andrew Mawdsley – LGBTQIA+ Inclusive Education in Pharmacy – A Research Informed Perspective
1-2pm	Stephanie Katiyar - Modern HIV Prevention and Sexual Health
2:30-3:30pm	Mermaids – Working Towards Trans-Inclusive Practice
5:30-6:30pm	Josh Wells – Queer Health in a Digital Era
7-8pm	Mus Alsaeid - Intersectionality and Pharmacy Practice
Thursday 25 <sup>th</sup> June	
11:30-12:30pm	Stonewall - Leading on LGBTQ+ Inclusion
1-2pm	Dr Anna Robinson-Barella & Dr Matthew Cooper– Embedding equity, diversity, inclusivity and cultural competence into pharmacy research
2:30-3:30pm	GPhC – Your Profession, Your Voice: A Listening Session with the GPhC
5:30-6:30pm	Stonewall – Proud Careers: Recruiting diverse talent
7-8pm	PPILLS Close & Pharmacy Pride Panel Discussion: A Lived Experience Perspective including an address from the Chief Pharmaceutical Officer.



**Wednesday 3<sup>rd</sup> June**

**11:30 – 12:30pm**

**Session Title:**  
**An Introduction to Pride in Practice**

**Speaker**  
**Andrew Gilliver - Pride in Practice Coordinator, LGBT Foundation**

**Session details**  
 Pride in Practice is LGBT Foundation’s award-winning programme that works with primary care services to ensure LGBTQ+ people receive inclusive, high-quality healthcare. Endorsed by the Royal College of General Practitioners and the Royal Pharmaceutical Society, it helps practices create welcoming environments and tackle health inequalities.

**Benefits for Service Users include:**

- Improved confidence and trust in healthcare services.
- Reduced health inequalities by addressing specific LGBTQ+ needs
- Early engagement with healthcare services leading to better health outcomes.

**Benefits for Your Service include:**

- Strengthens staff morale and retention by fostering an inclusive workplace culture.
- Enhances your reputation as an inclusive, progressive healthcare provider.
- Supports compliance with Care Quality Commission (CQC) standards and equality legislation.

[Please register to join here](#)

**1-2pm**

**Session Title:**  
**Trans people's experiences accessing healthcare**

**Speaker**  
**TransActual**

**Session details**  
 In the 2025 Trans Lives Survey, TransActual spoke to over 4000 trans people across the UK about their experiences. Come to this session to find out what these trans people said about the barriers they face accessing pharmacy, how to learn more about supporting trans people, and where to signpost trans people.

[Please register to join here:](#)

**2:30-3:30pm**

**Session Title:**  
**The value of building networks and connections**

**Speaker**  
**APTUK Pride Branch**  
**Sarah Sharman (she/her) – Co-founder and Co-chair APTUK Pride Branch, Clinical Educator in Pharmacy Practice University of Sheffield.**  
**Jason Benning (he/him) – Co-founder and Co-chair APTUK Pride Branch, Professional Lead Pharmacy Technician**

**Session details**



Sarah and Jason had never met, or even heard of each other, but shared the same vision of creating a national LGBTQIA+ network for Pharmacy Technicians. Brought together by APTUK, they quickly began working together to fulfil their vision and formed the first LGBTQIA+ Pharmacy Technician space in the UK.

In this session, the APTUK Pride Branch Co-Chairs will discuss what led to the formation of the branch, their individual values and what they aim to achieve as a LGBTQIA+ network and as individuals.

Sarah and Jason will be highlighting the value and importance of LGBTQIA+ networks and professional spaces. They will also share their formula for working in close partnership and how to celebrate, embrace and manage differences.

[Please register to join here:](#)

**5:30 - 6.30pm**

**Session Title:**

**52 Years of Listening to the Community- An Introduction to Switchboard, The National LGBTQIA+ Support Line**

**Speaker**

**Bob Hughes - Switchboard, the National LGBTQIA+ Support Line**

**Session details**

This session will introduce you to Switchboard, the National LGBTQIA+ Support Line. Founded in 1974, the service provides non-judgemental listening support via phone, instant messaging and email, every day of the year, just as it has since its very first call.

As well as its 52-year history, the session will also share recent data from its conversations, giving context to the experiences, trends and challenges of the LGBTQIA+ community in the current day, and an insight into what your patients or colleagues might be experiencing.

[Register to join here](#)

**7-8pm**

**Session Title:**

**LGBTQ+ health inequalities - an overview**

**Speaker**

**Michael Brady – NHS England**

**Session details**

Drawing from learning from the national LGBT+ Health Evidence Review the talk will cover the key inequalities experienced by LGBT+ communities and highlight approaches and interventions that pharmacies and the pharmacy workforce can implement to address them.

[Register to attend here](#)

**Tuesday 9<sup>th</sup> June**

**11:30 - 12:30pm**

**Session Title:**



## Patient safety, experience and outcomes – why recognising your unconscious bias is integral to pharmacy practice

### Speaker

**Amandeep Doll – Royal College of Pharmacy**

### Session details

In this thought-provoking session, we will be exploring how unconscious biases shape the experiences of pharmacy professionals, influence workplace culture, and impact the care patients receive. Through an examination of diversity, inclusion, belonging, and equity, the session highlights the real-life consequences of bias, from workforce inequalities to differential health outcomes and why addressing these issues is essential for a safe, compassionate, and culturally competent profession.

Participants will gain a deeper understanding of intersectionality, learn to recognise different types of unconscious bias, and explore practical strategies for fostering inclusive behaviours, allyship, and microaffirmations in everyday practice.

Grounded in current data and lived experience, this session empowers pharmacy professionals at all levels to reflect, challenge assumptions, and contribute to a more equitable and inclusive healthcare system.

[Register to join here](#)

1-2pm

### Session Title:

## Tackling Phobic Behaviours

### Speaker

**Melanie Holloway - Chair of NHS England Staff Network; Guiding Group Member, NHS Alliance Health & Care LGBTQ+ Leaders Network**

### Session details

This session is a practical, reflective exploration of how phobic behaviours show up in everyday professional, pharmacy settings — often subtly, casually, and without intent — and what each of us can do when we encounter them.

Using real world examples and lived experience, the session helps participants recognise LGBTQIA+ phobia in its many forms: from overt language and assumptions, to microaggressions and coded comments that can quietly undermine inclusion. It explores why these behaviours are harmful and the impact they can have on individuals, teams and workplace culture.

Participants explore practical ways to challenge behaviour in the moment, using realistic scenarios that reflect the emotional and professional complexity of speaking up.

The session is honest, human and solution focused. It does not assume expertise or perfection — instead, it creates space to build confidence, practise responses, and reflect on how everyday actions and inactions shape inclusive (or exclusionary) cultures across professional environments.

By the end of this session, participants will be able to:

- Recognise phobic language and behaviours including those that can appear subtle or disguised as neutral as they may appear in pharmacy practice and workforce settings
- Understand how casual discrimination and microaggressions can affect colleagues, learners, patients and team culture over time



- Distinguish between calling out and calling in, and know when each approach may be appropriate
- Apply practical techniques — including questioning, reframing and active bystander methods — to challenge inappropriate behaviour
- Feel more confident responding to difficult moments in ways that uphold professionalism, safety and inclusion

[Register to join here](#)

**2:30-3:30pm**

**Session Title:**

**Safe and inclusive pharmacy practice for LGBTIQ+ people affected by cancer**

**Speaker**

**OUTpatients**

**Session details**

This session focuses on the role of pharmacists in delivering safe and inclusive care for LGBTIQ+ people affected by cancer. We will provide an introduction to gender affirming care and introduce TRANS:cribing, a resource which can help pharmacy professionals to deliver safe, effective and compassionate care to trans and gender diverse people living with cancer. The session centres pharmacy practice and highlights key considerations for creating welcoming, respectful, and equitable care environments for LGBTIQ+ patients. You will learn ways to address barriers, reduce harm, and improve patient experiences, and understand the importance of safe and inclusive pharmacy practice.

[Register to join here](#)

**5-6.30pm**

**Session Title:**

**Showing Up For Others: Active Listening, Allyship and Supporting Someone Coming Out**

**Speaker**

**Bob Hughes - Switchboard, the National LGBTQIA+ Support Line**

**Session details**

This session will cover the listening skills practised by Switchboard volunteers over its 52-year history, and how to apply them in a range of situations, whether in a healthcare setting with patients and colleagues, or in your personal lives. The session will cover Switchboard's 'Encounters' acronym for effective listening and give confidence in how to best show up for others.

Building on the active listening skills, we will then explore what allyship is, and some tips and tricks of how to show up best for patients and colleagues. This session will also explore skills for de-escalating challenging situations through Switchboard's method of 'Challenging with a Small C'.

[Register to attend here](#)

**7-8pm**

**Session Title:**

**Pride and Prejudice - being LGBTQIA+ in a discriminatory world**

**Speaker**

**Sneha Varia, CPPE**

**Session details**

Learning outcomes:



- List the reasons why some LGBTQIA+ people may not feel a sense of belonging within the community in which they live and work
- Summarise the importance of addressing discrimination against LGBTQIA+ people from medical and legal perspectives
- Explain the actions and behaviours we can take to reduce prejudice and discrimination against LGBTQIA+ people
- Ask people about their preferred pronoun or how they like to be addressed
- Suggest examples of more inclusive language for common LGBTQIA+ microaggressions and problematic terminology used in every day situations

[Register to attend here](#)

**Friday 19<sup>th</sup> June**

**10-11am**

**Session Title:  
Developing LGBTQIA+ e-learning**

**Speaker**  
**Melanie Holloway - Chair of NHS England Staff Network; Guiding Group Member, NHS Alliance Health & Care LGBTQ+ Leaders Network**

**Session Details**  
Ever wondered what actually makes LGBTQIA+ inclusion learning effective – or where it can go wrong? This workshop offers a behind the scenes look at how meaningful inclusion learning is designed, challenging tick box approaches and focusing on impact, quality and credibility.  
By the end of this session, participants will be able to:

- Understand the key considerations involved in developing good LGBTQIA+ e learning
- Spot the difference between meaningful learning and “tick box” compliance
- Recognise how language, framing and design choices shape credibility and impact
- Anticipate common risks and challenges in LGBTQIA+ learning – and how to address them

[Register to attend here](#)

**11:30 - 12:30pm**

**Session Title:  
LGBTQIA+ Inclusive Education in Pharmacy – A Research Informed Perspective**

**Speaker**  
**Professor Andrew Mawdsley, The University of Manchester**

**Session details**  
Despite growing diversity in society and healthcare, pharmacy education remains largely normative by design. Drawing on contemporary research and lived educational experience, this session explores why inclusive education matters, how hetero- and cisnormativity are embedded within pharmacy curricula, and the impact this has on learners, patients, and the profession.  
Professor Andrew Mawdsley examines the role of the hidden curriculum, curricular “othering,” and structural assumptions that shape representation, assessment, and professional identity in pharmacy education. Using queer pedagogy and inclusive curriculum theory as key lenses, the session critically interrogates power, norms, and who succeeds within our systems.  
The session concludes with practical, evidence-based strategies for educators and institutions, offering clear next steps to embed LGBTQIA+ inclusion meaningfully across pharmacy curricula and better prepare future pharmacists to deliver affirming, inclusive care.



[Register to attend here](#)

**1-2pm**

**Session Title:**

**Modern HIV Prevention and Sexual Health: A Practical Update for Pharmacy professionals**

**Speaker**

**Stephanie Katiyar - MPHARM, DipGPP, IP, Guy's and St Thomas' NHS Foundation Trust**

**Session Details**

A practical update on HIV care and prevention for pharmacy professionals, including HIV treatment, PrEP, PEP, doxyPEP, sexual health vaccines, stigma-aware communication, and the growing contribution of pharmacists to sexual health service delivery.

[Register to attend here](#)

**2:30-3:30pm**

**Session Title:**

**Working Towards Trans-Inclusive Practice**

**Speaker**

**Mermaids - Martin Storey**

**Session details**

The fear of saying something wrong often leads to people saying nothing at all.

This session aims to highlight the green flags for Trans-inclusive practice, typical questions that Trans youth may have in a pharmacy setting, the current concerns that Trans youth have when it comes to their treatment and the best places to signpost both service users and staff.

*(Please note: we use 'Trans' as an umbrella term for those who are: transgender, non-binary, genderqueer, genderfluid, agender, of non-Western gender identities and those who have a trans history.)*

[Register to attend here](#)

**5:30-6:30pm**

**Session Title:**

**Queer Health in a Digital Era**

**Speaker**

**Dr Josh Wells (he/him) - Associate Academic, Kingston University**

**Session details**

The world has become increasingly digital. In healthcare, this raises important questions about the role and inclusion of marginalised communities. We will explore how LGBTQ+ communities interact with the digital world, the potential health benefits, but also the challenges of equity, access and data. By the end of this session, we aim to:

- Explore the role of digital health interventions and services for LGBTQ+ communities
- Understand the risks and limitations of digital systems for marginalised communities
- Explore what the future may bring for queer health in a digital era

[Register to attend here](#)



**7-8pm**

**Session Title:**  
**Intersectionality and Pharmacy Practice**

**Speaker**  
**Mus Alsaeid – Clinical Pharmacist**

**Session details**  
 In this session we will discuss intersectionality which can help us to move workplaces from basic diversity to meaningful inclusion and reduce bias and discrimination. Learning about this framework can help us to understand our patient populations and meet their needs better. Understanding different identities that overlap can help us see with a better lens and help people feel seen.  
[Register to attend here](#)

**Thursday 25<sup>th</sup> June**

**11:30-12:30pm**

**Session Title:**  
**Leading on LGBTQ+ Inclusion**

**Speaker**  
**Sarah Campbell (she/her), Head of Programmes, Stonewall**

**Session details**  
 The Proud Employers accreditation run by Stonewall enables workplaces to celebrate, understand and progress their inclusion work. In this session we'll take practical learnings from this year's accreditation to support you to understand how leaders play a crucial role in driving inclusion work. Whether you're a leader yourself, you aspire to be one or you are supporting leaders to drive inclusion you'll find practical tips on inclusive leadership that you can take back to your day-to-day work.  
[Register to attend here](#)

**1-2pm**

**Session Title:**  
**Embedding equity, diversity, inclusivity and cultural competence into pharmacy research**

**Speaker**  
**Dr Anna Robinson-Barella - School of Pharmacy, Newcastle University, Newcastle NIHR Patient Safety Research Collaboration**  
**Dr Matthew Cooper - Chartered Health Psychologist, Newcastle University and NIHR Patient Safety Research Collaboration (PSRC)**

**Session details**  
 What does truly inclusive pharmacy research look like - and how do we get there?  
 This session will discuss principles of equity, diversity, inclusivity and cultural competence and why they are fundamental to inclusive pharmacy practice and inclusive pharmacy research. Showcasing their newly developed NIHR 'Cultural Competence in Research Framework', Anna and Matt will talk about approaches, strategies and goals to support pharmacy research that is designed, conducted and delivered with inclusivity at the centre. Whether you are designing studies, working with communities, or shaping future practice, this talk will inspire you to lead research that reflects and serves the diversity of the populations we care for.  
[Register to attend here](#)



**2:30-3:30pm**

**Session Title:**

**Your Profession, Your Voice: A Listening Session with the GPhC**

**Speaker**

**Lynsey Cleland, Chief Standards Officer and Deputy Registrar, GPhC**

**Annette Ashley, Head of Policy and Standards, GPhC**

**Gurdas Singh Sually, Senior EDI Policy Manager, GPhC**

**Session details**

Join the General Pharmaceutical Council for an open conversation. We will introduce the GPhC's role, our standards, and our wider EDI strategy, before opening the floor to you. This is your opportunity to ask questions, share experiences, and tell us what matters to you as we shape inclusive regulation.

[Register to attend here](#)

**5:30-6:30pm**

**Session Title:**

**Proud Careers: Recruiting diverse talent**

**Speaker:**

**Jake Laws (he/him), Workplace Programmes Manager, Stonewall**

**Session details**

The Proud Employers accreditation run by Stonewall enables workplaces to celebrate, understand and progress their inclusion work. In this session we'll take practical learnings from this year's accreditation to support you to understand how to drive inclusion through your recruitment processes. This session will explore effective strategies to attract and retain the best talent in your organisation.

[Register to attend here](#)

**7 – 8pm**

**Session Title:**

**Pharmacy Pride Panel Discussion: A Lived Experience Perspective**

**Panel members:**

**Jason Benning - Co-founder and Co-chair APTUK Pride Branch, Professional Lead Pharmacy Technician**

**Nikki Hayden –Co-chair FLUX UK, AIDS Health Foundation**

**Segdae Richardson-Read - Advanced Clinical Pharmacist, NHS Borders**

**David Webb - FRPharmS, Chief Pharmaceutical Officer for England NHS England**

**Liz Fidler - FAPharmT, MBA (executive), PGCertEd Senior Professional Advisor Pharmacy Technician Practice NHS England**

**Session details**

In the final session of the Pharmacy Pride: Inclusive Leadership and Learning Series, a panel of LGBTQ+ professionals will be sharing their lived experiences of working in healthcare and what drives them to bring about positive change for their communities. The panel will also share and discuss what it is like to live as a LGBTQ+ person in the U.K and provide an insight into how non-binary, trans and gay people experience society.

The panel will be open to answer questions that you (the audience) have regarding LGBTQIA+ topics, pharmacy practice, supporting mental health, education and leadership.



Lastly, we will be joined by The Chief Pharmaceutical Office, whereby David and Liz will provide the closing address for the PPILLS event. There we will reflect on what has been achieved throughout the PPILLS event and what is on the horizon for the pharmacy workforce in 2026/27.

[Register to attend here](#)

We welcome you to submit your questions to the panel prior to the webinar. We will endeavour to put your questions forward to the panel for discussion however this cannot be guaranteed due to limited time within the webinar. Please submit your questions by 18th June 2026 for consideration, Thank you.

[Please submit your questions here](#)

Access to these events is free for any member of the Pharmacy workforce, this includes registered staff and non-registered, Pharmacists, Pharmacy Technicians and Pharmacy Support Workers! A big part of this event is raising awareness of vital charities and LGBTQIA+ health inequalities, and so while all sessions are free to attend, we do ask kindly for your donations throughout which will be split equally between all partnering charities:

- Stonewall
- LGBT Foundation
- Switchboard LGBT+
- Mermaids
- OUTpatients



All donations collected are voluntary and will be split equally between the listed charities. 100% of the money donated will go directly to these charities. APTUK will not receive, handle, or retain any donated funds and is not affiliated with any of the listed charities. Please scan the QR code or visit [GiveWheel](#)

For any questions relating to these events contact: [pridebranch@aptuk.org](mailto:pridebranch@aptuk.org)

