

JSS COLLEGE OF PHARMACY, OOTY

(Constituent College & An ISO 14001:2015 & 50001:2018 Certified Institution)

JSS Academy of Higher Education & Research, Mysuru

(Deemed to be University - Accredited 'A⁺⁺' Grade by NAAC)



A Brief Report on Industrial Expert Interaction series – Lecture 1

(Enhancing Interpersonal and professional skills)

Date: 05.09.2026

Name of the presenter:

Dr. Hemant Patel

Past President, Royal Pharmaceutical Society of Great Britain

Past Member, English Pharmacy Board, RPS
London, United Kingdom.

Title of the presentation:

'Pharmacy as a Profession of Trust:

Lessons in Leadership, Practice and Service'



Program Organized by:

Dept. of Pharmacy Practice

JSS College of Pharmacy, Ooty

Pharmacy Education Unit

& JSS College of Pharmacy, Ooty

With an objective of enhancing interpersonal and professional skills of the students, Department of Pharmacy Practice in association with Pharmacy Education Unit, JSS College of Pharmacy, Ooty has planned to conduct Academic & industrial Expert Interaction series. Industry expert interactions series provides a platform for budding Pharmacists to be aware of the skills required to enter profession and what Industry expects from the young graduates.

Dr. Hemant Patel, is a distinguished and highly respected figure in the pharmacy profession from the United Kingdom. Dr. Patel has been actively involved in pharmacy leadership at local, national, European, Commonwealth and global levels since 1995. He has served four terms as President of the Royal Pharmaceutical Society of Great Britain and has also been a member of the English Pharmacy Board. His professional contributions extend across pharmacy practice, professional leadership, medicines safety, pharmacy education, regulation, public health and self-care pharmacy practice. He has played important roles in community pharmacy negotiations and has represented the UK in international pharmacy organizations, including the International Pharmaceutical Federation (FIP) and the Commonwealth Pharmaceutical Association. His outstanding contribution to pharmacy was recognized with the first-ever Charter Award of the Royal Pharmaceutical Society in 2011, and he is a Fellow of the Royal Pharmaceutical Society (FRPharmS).

Dr. Hemant started his presentation by describing trust as a fundamental pillar of the pharmacy profession. He elaborated that trust begins by distinguishing expertise from trust, emphasizing that being technically correct does not automatically make a pharmacist trusted. The presentation highlights the asymmetry of trust-built gradually through numerous consistent interactions but potentially lost through a single shortcut or failure. It then draws lessons from leadership, everyday pharmacy practice and service, emphasizing reliability, honesty, empathy, consistency and putting people before convenience. Dr Hemant also reflected on a dispensing error as an opportunity for learning and accountability. Dr Hemant also discussed about the

the future of pharmacy, arguing that public and institutional trust is essential for expanding pharmacists' professional responsibilities. Finally, Dr Hemant addressed PharmD students directly, emphasizing that trust is a discipline developed through every professional interaction.

Post Box No.20, "Rocklands", Ooty - 643 001, The Nilgiris, Tamil Nadu

Tele: +91 423-2443393 | 2443394 | 2442937 | 2443647 | 2443847

E: jsscpooty@jssuni.edu.in | W: www.jssuni.edu.in

JSS COLLEGE OF PHARMACY, OOTY

(Constituent College & An ISO 14001:2015 & 50001:2018 Certified Institution)

JSS Academy of Higher Education & Research, Mysuru

(Deemed to be University - Accredited 'A⁺⁺' Grade by NAAC)



After the presentation, PG and Pharm D Students were encouraged to interact through a question-and-answer session with Dr Saidulu, who clarified their doubts regarding career opportunities as a Clinical pharmacist. The event was coordinated by Dr S Ponnusankar, Professor & Head, Mr Vishwas HN from the Department of Pharmacy Practice and Dr KVV Satyanarayana Reddy, Associate Professor, Department of Pharmaceutics & Research Coordinator. A total of about 105 participants, comprising students and staff from the Department of Pharmacy Practice, attended the event.

During his visit to JSS Academy of Higher Education & Research, Mysuru & JSS College of Pharmacy, Ooty Dr. Hemant Patel engaged with faculty, research scholars and students, sharing his experience on the changing role of pharmacists, professionalism, leadership, communication, emerging research domains at UK, experiential learning and emerging career pathways.



JSS COLLEGE OF PHARMACY, OOTY

(Constituent College & An ISO 14001:2015 & 50001:2018 Certified Institution)

JSS Academy of Higher Education & Research, Mysuru

(Deemed to be University - Accredited 'A⁺⁺' Grade by NAAC)



Post Box No.20, "Rocklands", Ooty - 643 001, The Nilgiris, Tamil Nadu

Tele: +91 423-2443393 | 2443394 | 2442937 | 2443647 | 2443847

E: jsscpooty@jssuni.edu.in | W: www.jssuni.edu.in