

# Minutes of the PHARMAC Consumer Advisory Committee (CAC) meeting Friday 12 November 2021

The meeting was held via zoom from 9.30 am.

## **Present:**

Lisa Lawrence	Chair
Tui Taurua	Deputy Co-Chair
Leslie Robinson	Deputy Co-Chair
Hazel Heal	
Nele Kalolo	
Robyn Manuel	
Mary Schnackenberg	
Vivien Verheijen	
Janfrie Wakim	

**Apologies:** Sione Vaka

## **PHARMAC staff in attendance:**

Peter Alsop (Director Engagement and Implementation), Janet Mackay (Manager Implementation Programmes), Mako Osborne (Graduate Implementation Advisor)

**For relevant items:** Sarah Fitt (Chief Executive), Steve Maharey (Board Chair), Michael Johnson (Director, Strategic Initiatives), Rebekah Heap (Strategic Planning & Performance Principal Advisor), Simon Mitchell (Senior Policy Advisor), Mark Brewer (Manager, Process Improvement), Philip Grace (Senior Advisor Process Improvement), Trish Elise (Executive Assistant)

## **1. Karakia and Welcome**

The meeting was opened with a karakia.

The Chair noted they were unable to attend the October Pharmac Board meeting so had no update to provide. The Chair asked Pharmac staff to provide an update (covered in Item 4).

## **2. Action items / notes from previous meeting / interest register**

### ***Action items***

The action items were reviewed.

### ***Notes from previous meeting***

Notes for the October meeting were approved as a true record of discussions.

### ***Interest register***

Noted. No new interests to declare.

## **3. Pharmac Board Chair**

The Board Chair provided an update on Pharmac Board priorities and engagement with the Committee. Priorities for the Pharmac Board include how Pharmac can best give effect to Te Tiriti and how Pharmac can contribute to improving equity. The Board chair noted that Pharmac is still looking to clarify its approach.

Updates were provided on the Pharmac review, the Health and Disability sector reforms and the work that is being undertaken by HQSC on improving consumer engagement with the health sector.

The Board Chair noted the importance of the role of the CAC, and how he is keen to ensure regular connection with members.

Members noted Pharmac's strides toward equity and discussed what can be done further to close the gap on equitable opportunities and access to medicines. They also noted that Pharmac may require new commercial and negotiation levers and models and suggested that consumers may well be a lever in supporting commercial negotiation.

#### **4. Pharmac Verbal Update**

Pharmac's Director, Engagement and Implementation updated the CAC on:

- Pharmac's role in the procurement of COVID-19 treatments and managing supply
- Recent media coverage and Pharmac's recent positive media impact score
- PTAC terms of reference update implementation, including CAC member observers at upcoming meeting
- Uptake of medicines for [type 2 diabetes](#)
- Pharmac Board decision on the introduction of biosimilar adalimumab
- Pharmac's ongoing development of internal Te Tiriti and equity policies
- The development of a consumer engagement workplan for Pharmac
- The work HQSC is undertaking for the Health and Disability reforms around consumer engagement

**Action:** HQSC to meet with CAC on Friday 10 December to discuss their work. Pharmac will send Zoom meeting invite to members.

#### **5. Consumer engagement workplan development**

Manager, Implementation Programmes provided an update on the development of a consumer engagement workplan. It was noted that this is very early in development and has not been shared with Pharmac staff yet.

The aims of this work are to pull together a long- and short-term plan of work to enhance our consumer engagement, provide clarity on resources and capabilities needed to deliver on our work and to help identify alternative approaches to engagement with consumers.

Some initial objectives for Pharmac's consumer engagement have been identified:

- Better comply with te Tiriti within constraints of the Pharmac model
- Make better informed decisions
- Improve our social licence
- Contribute to improving consumer confidence in medicines

The committee noted their appreciation in being involved very early in this work. In general, the committee agreed with these broad objectives for Pharmac's consumer work.

The committee discussed whether recent debate about COVID-19 vaccination may have an impact on the ability to improve social licence and consumer confidence. The committee noted that the current climate may provide opportunities for Pharmac. Members noted transparency on how Pharmac uses the feedback received from consumers as an important

contribution to the objectives. Pharmac also acknowledged that the contributions from the CAC will help shape this.

## **6. Overview of Pharmac's decision-making process**

Pharmac staff gave a recap/overview of Pharmac's decision-making process to help provide context for the afternoon workshop on the end-to-end project.

Director, Strategic Initiatives discussed some work underway to identify areas where we can make some improvements to the work we are currently doing, as well as identifying areas where we can change the way we are doing things in the future. How we increase consumer involvement and engagement is part of this work.

## **7. End-to-end project overview**

Pharmac staff gave an overview of the end-to-end project, which includes both process improvement and more transformational change ('blue skies' thinking).

Process improvement is about identifying opportunities to reduce workload and speed up the process. Blue skies is about exploring and identifying more fundamental and longer-term changes that Pharmac can choose to embrace to be able to meet future challenges. The work will ensure Pharmac are in a better-informed position and ready to respond to its changing external environment.

One of the outcomes of this project is that our funding assessment and decision-making processes enable early and meaningful consumer input so that we're gaining the information we need to make high-quality decisions. The project cannot engage externally while the External Review is underway but would like to use CAC as a sounding board. Pharmac is in the early stages of work in this area and there is a strong desire to partner with the CAC in an ongoing way as this project progresses.

## **8. Workshop Session**

Workshop session was conducted to gain further insight and recommendations from the committee for the end-to-end project. Members had discussions, and their feedback was sought on the following areas:

- For the different stages of Pharmac's decision-making process, what are the kinds of consumer advice we could be seeking? And what wants would be best to obtain this advice?
- What positive experiences have members had when engaging with other government agencies/organisations where the views of consumers have been well reflected? What could Pharmac learn from these experiences?
- Pharmac wants to be thinking about how expectations of consumers (and others) might be different in the future. What are some changes members are seeing or have heard about in relation to consumer engagement that Pharmac should be thinking about now?

## **9. Karakia and meeting close**

The meeting was closed with a karakia at 3:30 pm.