

**Minutes of the
Pharmac Consumer Advisory Committee (CAC) Meeting
Friday 21 April 2023**

The meeting was held Level 9, 40 Mercer St, Wellington.

Present:

Lisa Lawrence (Chair)
Hazel Heal
Georgina Johnson
Janfrie Wakim
Mary Schnackenberg
Nele Kalolo
Robyn Manuel
Sione Vaka
Tui Taurua
Vivien Verheijen

Pharmac staff in attendance

Jannel Fisher (Acting Director, Engagement and Implementation)
Mako Osborne (Graduate Implementation Advisor)
Pamela Chipana (Team Administrator – Information, Knowledge & Business services)

For relevant items

Steve Maharey; Pharmac Board Chair
Trevor Simpson, Kaituruki Māori
Paul Cleary, Senior Communications Advisor – Engagement
Asher, Principal Engagement Advisor
Michael Johnson, Director, Strategic Initiatives
Alexa Masina, Principal Advisor - Pacific Health

External presenters

Tanaya Shangarpawar, Programme Coordinator for the Consumer Health Forum, HQSC
Dr Martin Thomas, Medical Director and Executive Lead, Quality Systems, HQSC

Apologies

Deon York, Director of Consumer Engagement (Partners in Care), HQSC

Karakia and mihi for new member

A mihi whakatau was held for new member Georgina Johnson.

The meeting was opened with karakia.

1. Health Quality and Safety Commission (HQSC) presentation

Code of expectations for health entities' engagement with consumers and whānau

The Senior Communications Advisor gave an overview of the Code of Expectations and the development of the Quality Safety Marker. Acting Director, Engagement and Implementation noted that Pharmac needs to understand how the code can be made relevant to the organisation and how to accurately conduct the self-assessment.

Members suggested ways Pharmac could measure themselves against the code which included using evidence to support self-assessment. Members also raised the need to guard against bias within Pharmac and suggested that CAC endorses the self-assessment.

Members noted that they would like to take on responsibility of moderating Pharmac's measures and added that they can make themselves available for workshops to support this work.

Consumer health forum update

Programme Coordinator for the Consumer Health Forum, HQSC provided an overview of the consumer health forum.

Members sought clarification on the implementation guide for health sector entities, and if it will include differentiation between client service delivery organisations and those that don't have service delivery functions. The Programme Coordinator for the Consumer Health Forum, HQSC noted that some organisations will be required to adapt it to make it more relevant.

Programme Coordinator for the Consumer Health Forum, HQSC noted that a member of HQSC can come back to CAC to provide more information once the guidance is finalised.

Safer prescribing consumer research presentation

The Medical Director and Executive Lead, Quality Systems, HQSC provided members with a summary of the safer prescribing consumer research, its background, and the approach.

Members raised concerns around the make-up of the participants in the research and suggested HQSC reach a wider consumer group to more accurately reflect the population.

Actions:

- (1) Pharmac staff to send CAC members the HQSC presenters' emails for members to provide additional feedback and questions.*

2. Draft Statement of Intent 2023/24 – 2027/28

Pharmac Board Chair entered the meeting at 11.45am.

The Director, Strategic Initiatives presented Pharmac's draft 2023/24 – 2026/27 Statement of Intent (SOI) for discussion and feedback and noted that there will be further opportunities for CAC to provide more input as the draft is developed.

Members suggested changes to the language and design to increase readability of the paper.

The Director, Strategic Initiatives mentioned that the SOI was developed to reflect the rest of the health sector and Pae Ora which has a greater focus on Māori and Pacific peoples. It was noted that there is still opportunity within work programmes to focus on other priority populations.

Members noted that Pharmac's Factors of Consideration need to be reviewed as the weighting and prioritisation is unclear and it is missing the reflection of a diverse world view. The Cost Utility Analysis was also noted as needing to be reviewed.

Members raised concerns that Pae Ora is coming across stronger than Te Tiriti and noted that there needs to be a clearer connection and relationship between the two.

Actions:

- (1) *CAC members to send through any more feedback on the Statement of Intent to the CAC inbox.*
- (2) *Pharmac staff to report back to CAC on the feedback on the SOI (what was used, what wasn't and the rationale)*
- (3) *Director, Strategic Initiatives to provide CAC members with the working SOI draft.*

3. Pacific Responsiveness Strategy update

The Principal Advisor – Pacific Health prompted discussion on the Pacific Responsiveness Strategy and where members see opportunities for consumer engagement with Pacific peoples and CAC involvement.

Members noted that there needs to be further work done on the dissemination of information across different Pacific groups and suggested working with faith-based organisations and leaning on connections within communities and the Pacific health force. It was also recommended to monitor ethnic specific data.

Members noted that the Pacific Responsiveness Strategy needs to be embedded across the whole organisation. Members emphasised the need to increase Pacific staff within Pharmac and provide existing staff with tools and resources to support this work.

Members discussed leaning on the Pacific members of CAC and other Pacific networks to elevate Pacific voices and create a safer environment within Pharmac.

Members sought communication from the Board on their commitment to growing Pharmac's Pacific workforce.

Pharmac Board Chair left the meeting at 1:40pm.

Actions:

- (1) *Pharmac staff to share slides from the Pacific Responsiveness Strategy update.*
- (2) *CAC members to send feedback on the Pacific Responsiveness Strategy to the CAC inbox.*

4. Consumer work programme update

Acting Director, Engagement and Implementation provided members with a progress update on the consumer engagement activities, and initiated discussion on a new consumer work plan and priorities for CAC over the next three years. Acting Director, Engagement and Implementation noted that there is opportunity for CAC to have a bigger voice in Pharmac's work.

Members strongly encouraged the development of a consumer framework, that includes pastoral care, and encompasses all consumers across Pharmac. Members raised concerns that there may be a lack of knowledge from Pharmac staff on consumer engagement. Acting Director, Engagement and Implementation noted that the value of CAC is becoming increasingly evident to Pharmac staff.

Discussion took place on how to utilise each members' skill base and where CAC will provide the most value and want the most oversight in.

Actions:

- (1) Pharmac accounts staff to send members on payroll their details to access pay slips.*
- (2) Pharmac staff to map out a plan for a consumer approach/framework for endorsement from CAC at the next CAC meeting.*

5. Pharmac update and annual agenda discussion

Acting Director, Engagement and Implementation gave a verbal update:

- Internal changes have been confirmed. It was noted that the earlier suggestion for CAC to be involved in the recruitment for the new Engagement and Equity directorate will be raised with the CE.
- The internal process for the recruitment of the new CAC Chair and Deputy Chair has begun.
- Recent funding decisions included funding a second treatment for muscular atrophy and the next steps in reviewing rule 8.1b. Pharmac are also seeking feedback on COVID-19 antiviral, molnupiravir.
- Members were reminded to confirm their attendance at the June face-to-face meeting and Wall Walk.
- Members were reminded of the change to meeting dates, which begins May 2023.

Members noted that they would like to see an update on the Pacific Responsiveness strategy more than once a year. It was also suggested that Director of Consumer Engagement (Partners in Care), HQSC present to CAC at a later date in the year.

Consumers across the organisation

Acting Director, Engagement and Implementation prompted discussion on how Pharmac can improve its induction process for consumers into the organisation.

Members suggestions included a briefing on how meetings run, eliminating power dynamics, and the ability to go back to induction resources when needed.

Actions:

- (1) *Acting Director, Engagement and Implementation to confirm that CAC will remain in the Equity and Engagement Directorate and not move to the Advice and Assessment Directorate following the internal changes.*

6. CAC Chair update

The Chair provided members with an overview of the March Board meeting.

7. Action items / notes from previous meeting / interest register

Action items

The action items were reviewed.

Notes from previous meeting

Notes for the March meeting were approved as a true record of discussion.

Interest register

Noted. New interests were declared.

Membership terms

Noted.

Actions:

- (1) *Members to send through new conflicts of interests to the CAC inbox.*
- (2) *CAC members to check that their bios on the Pharmac website are up to date and to send through any updates to their bios to the CAC inbox.*

The meeting was closed with a karakia.