

**Minutes of the
Pharmac Consumer Advisory Committee (CAC) Meeting
Friday 15 June 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)
Sharon Van Riel (Executive Assistant to SLT)

For relevant items

Sarah Fitt, Chief Executive
Patsy Kainuku, Pou Tohu Mātāmua - Principal Advisor
Paul Cleary, Senior Communications Advisor – Engagement
Asher Wilson-Goldman, Principal Engagement Advisor
Alexa Masina, Principal Advisor - Pacific Health
Michael Johnson, Director, Strategic Initiatives
Steve Maharey; Pharmac Board Chair

External presenters

Rachel Noble, General Manager Disability, Te Whatu Ora (CCDHB)

Karakia and mihi for new member

The meeting was opened with karakia.

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

Action items

The action items were reviewed.

Notes from previous meeting

Notes for the May meeting were approved as a true record of discussion, following one change.

Interest register

Noted. No new interests were declared.

Membership terms

Noted. A reappointment paper for three members is going to the Board this month.

2. Voices across consumer and disability spaces

Our voices | Ō mātou reo conference

The members that attended the Health and Quality Safety Commission 'Our voice | Ō mātou reo' gave an overview of the one-day conference.

Engaging strategically with Disabled communities

Rachel Noble provided an overview of her role and background and experience in the health system.

Rachel discussed the importance of being led by the people you engage with, maintaining conversations and having disabled people in leadership positions.

Rachel noted the challenges of getting information to disabled people and discussed the value in having information available in accessible ways. Rachel also stated that disability expertise can be applied across groups as it has been demonstrated that many people benefit from disability engagement.

Rachel noted that she can offer a workshop on the capability disability matrix, which is used to identify gaps and work out actions going forward.

Tui Taurua left the meeting at 10:45am

3. Update from CE

The Chief Executive gave a verbal update:

- Decision to remove the prescription co-payment for all New Zealanders announced in recent Budget.
- The vacancy for the additional CAC member closed.
- Congratulations given to the newly appointed Chair and Deputy Chair.
- Noted the value that CAC has on Pharmac and its work.

Acting Director Engagement and Implementation noted that Pharmac is exploring how its committees are better connected. Members suggested that there be a day for committees to come together for visibility of roles and to network.

Chief Executive noted her support for CAC to connect with PTAC directly.

4. Māori engagement update

Pou Tohu Mātāmua - Principal Advisor provided an overview of the new Māori directorate team and discussed the opportunities around engagement moving forward.

Discussion led into the consumer engagement strategy session.

5. Consumer engagement strategy

Members recommended that the principles be clearer and noted some principles they thought were missing. Members maintained that the framework needed to be flexible and have some kind of safety in place to protect mana.

Principal Engagement Advisor discussed the reasoning behind adopting a phased approach and the importance of a clear strategy and implementation plan.

Members suggested utilising community leaders, engaging with whānau early and maintaining conversations to encourage trust and accountability. Members discussed having shorter outcomes and benchmarks that are communicated when reached as it can be discouraging not being able to see any change. Consumers need to see that their advice is making a difference.

Members also noted that Pharmac needs to perform testing and ensure there is sufficient resources and capability within the organisation to support the engagement work.

Actions:

- (1) Bring sponsorship/budget to CAC as an agenda item.*
- (2) Share the latest organisational chart with members.*
- (3) Make changes from E&E Directorate as a standing item in the verbal update as well as other significant internal changes.*

6. Farewell

The members held a farewell for departing member and Chair, Lisa Lawrence.

7. HQSC consumer QSM

Senior Communications Advisor – Engagement provided an overview of the Consumer Quality Safety Measure framework and sought feedback on what it could look like for Pharmac using the engagement domain.

Members went into small breakout groups to provide further in-depth feedback.

8. Pharmac update and annual agenda discussion

Director, Strategic Initiatives and Pharmac Board Chair joined the meeting at 2:30pm.

Director, Strategic Initiatives gave an update on the finalisation of the Statement of Intent and thanked members for their feedback.

Director, Strategic Initiatives left the meeting at 2:40pm

Pharmac Board Chair noted the value of the committee and commended the Chair on the work she has done in this space.

Pharmac Board Chair left the meeting at 2:45pm.

Acting Director, Engagement and Implementation gave a verbal update:

- Progress on the recruitment of directors and an update on the roles in the Engagement and Equity Directorate.
- Rethinking the induction process with the help of members and beginning the process of Chair transition.
- The CAC member vacancy closed. Staff will begin the shortlisting and interview process with the new Chair and Deputy Chair.
- Pharmac had its first workshop on the Kapasa Pacific policy analysis tool. There is further training planned for later this year to help grow internal Pacific capability.
- The annual staff engagement survey had an 80% participation rate. Discussion is taking place on the next steps, following the results.
- Pharmac's 30th birthday is coming up which presents an opportunity to look back at past success and to look forward.
- Confirmed that CAC can put in a group application.
- Staff are planning to have one-hour Zoom sessions on Pharmac topics for members to attend.

Actions:

(4) Send members email for feedback on what topics they would like Zoom sessions on. Staff will then send poll to rank the topics, to then add to the annual agenda.

9. CAC Chair update

The Chair did not provide an update.

Actions:

(5) Update invoice form with new rate and make available for members.

The meeting was closed with a karakia.