

Minutes of the Consumer and Patient Working Group Meeting Thursday 18 June 2026

The meeting was held in-person from 9.00am to 4.00pm.

Present:

Malcolm Mulholland (Chair)
Tim Edmonds
Francesca Holloway
Trent Lash
Tracy Tierney
Libby Burgess
Deon York
Gerard Rushton
Chris Higgins

Board and Senior Leadership Team:

Paula Bennett (Board Chair), Natalie McMurtry (Chief Executive), Michael Johnson (Director Strategy, Policy and Performance), Nicola Ngawati (Director Equity and Engagement)

Reset Programme Team:

Jannel Fisher (Reset Programme Manager), Becky Littlewood (Reset Programme Coordinator), Danielle Campbell (Reset Programme Project Manager), Karl McDiarmid (Programme Director, Data & Digital),

Pharmac staff in attendance:

Adrienne Martin (Chief Advisory, Pharmaceuticals), Ben Campbell-Macdonald (Manager, Pharmaceutical Assessment), Melissa Copland (Clinical Lead - Medicines Management)

1. Karakia and welcome

Opening by the Chair and Pharmac CE.

2. Minutes of previous meeting

Minutes approved.

Moved by: Malcolm

Seconded by: Libby

3. Action items

Action items were noted.

Agreed actions:

- The amendment to the 21 May meeting minutes was approved. The updated minutes will be published on the Pharmac website.
- The final versions of the Statement of Interests (SOI) and Statement of Expectations (SOE) will be distributed to members.
- The Patient Education Resources currently in development will be circulated to members for review.
- The final Record of Change will be provided to members for review prior to publication on the Pharmac website.
- Proactive release of Budget 2026 will remain open pending further information.

4. Interest register

There were no updates to the interest register.

5. Consumer advisory function – membership matrix workshop

Members participated in a workshop to explore how diversity and representation could be reflected within the membership of the new Community and Patient Advisory Committee. Members discussed the representation, perspectives, lived experiences, knowledge, and skills that are important to support an effective, credible, and inclusive advisory committee.

Feedback from the workshop will be used to inform the development of the membership matrix and recruitment approach. The insights from the session will inform the development of a membership matrix that will guide recruitment and support a committee that reflects a broad range of communities, experiences, and viewpoints.

6. Embedding lived experience discussion

Members participated in a discussion on a pilot approach to incorporating lived experience into advisory processes. As part of the pilot, supporting resources, including draft guidance and question prompts, have been developed to support patient and consumer participation.

The pilot currently invites patient and advocacy support groups to provide lived experience input for selected applications. Due to resource and capacity constraints, the approach is not currently available across all applications. Members discussed whether the pilot should continue given its limited application, or whether it should be discontinued until a more consistent approach can be implemented. Members supported continuing the pilot and refining the approach over time, recognising the value of lived experience input in informing decision-making.

Members also discussed a draft privacy guidance document developed to support individuals and groups providing lived experience submissions. The guidance outlines how information will be used and managed, options for protecting privacy when sharing personal experiences, and how Pharmac meets its obligations under the Privacy Act.

7. Reset Programme Showcase

The Minister, Board Chair, and Chief Executive attended the meeting to formally acknowledge the contribution of Working Group members and to recognise the progress achieved through the Reset Programme over the past 12 months.

A showcase of key achievements and milestones was presented. Malcolm, Libby, and Tim shared personal reflections on their involvement. Their comments highlighted the strength of the partnerships developed and their optimism for the work ahead.

8. Evaluation of Reset Programme

Members participated in a reflection session informed by a pre-meeting evaluation survey. The discussion sought to understand what worked well and where improvements could be made.

Members reflected that the Reset Programme has led to meaningful changes within Pharmac, particularly in the way staff engage with consumers and respond to feedback. However, members noted that these changes may not yet be visible to the wider patient and consumer community.

While trust in Pharmac had improved over the course of the programme, members emphasised that trust-building is an ongoing that requires continued transparency, clear feedback loops, and sustained engagement.

Members also discussed opportunities to strengthen future consumer engagement, including improving communication with wider consumer communities, increasing opportunities for direct engagement, and ensuring that consumers can see how their input has informed Pharmac's work.

Agreed action:

- Members agreed to share the evaluation survey results with Dame Kerry Prendergast, facilitator of the Pharmac Consumer Engagement Workshops.

9. Future four-year programme workshop

Members participated in a workshop to discuss what success should look like for the Timely Assessment Improvement Programme, both over the next 12 months and over the longer term. The discussion focused on desired outcomes, measures of success, and how progress should be demonstrated throughout the programme.

Members acknowledged the programme's strong focus on delivery and process improvement, and noted opportunities to strengthen outcome measures, transparency, decision-making clarity, and the way success is defined, measured, and reported.

Members emphasised that transparency should be embedded across all aspects of the programme and that trust should be recognised as a defined and measurable outcome. They also noted the importance of measures being reviewed and refined over time.

Meeting close

Close of meeting at 3.30pm.

This meeting concludes the Consumer and Patient Working Group meeting cycles.

The Interim Consumer Transition Advisory Committee will commence 1 August 2026.