

**Minutes of the
Pharmac Consumer Advisory Committee (CAC) Meeting
Wednesday 9 April 2025**

The meeting was held via teams from 09:30 am.

Present:

Robyn Manuel (Chair)
Jesse Davis
Vivien Verheijen
LJ Apaipo
Pui-Yi-Cheng
Hazel Heal

Pharmac staff in attendance

Nicola Ngawati (Director, Equity and Engagement)
Robyn Harris (Team Leader, Implementation)
Ryan Perica (Principal Advisor, Engagement)
Brendan Boyle (Acting Chief Executive)
Rongo mai huia Toelupe (Kaiwhakarata Māori – Māori Programmes Coordinator)

Apologies

Salī Salī (Manager, Equity and Engagement)
Mako Osborne (Implementation Advisor)
Georgina Johnson

Karakia

The meeting was opened with karakia.

1. Interest register / notes from previous meeting / action items

Interest register

Noted. Members to send through updated interests.

Notes from previous meeting

Notes for the March 2025 meeting was approved as a true record of discussion.

Action items

The action items were reviewed.

Membership terms

The membership terms were reviewed.

Professional development report back

No update.

2. CAC Chair update

The Chair provided an overview of her attendance at the 4 April consumer meeting with the Acting CE.

The Chair mentioned her disappointment in CAC not being able to attend the consumer workshops in November and noted that the consumer report did not include anything new that CAC hasn't raised before.

The Chair asked what the consumer reference group mentioned in the report would mean for CAC as the statutory group and noted that CAC are happy to receive feedback from consumers.

The Chair noted her role on the Pharmacology and Therapeutics Advisory Committee and her desire to have consumer input along each point of the medicine assessment journey, right from the start and throughout the whole process. The Chair encouraged consumers to provide input on Pharmac's consultations which are made available on the Pharmac website.

3. CQSM report update & opportunity to provide feedback on approach

Principal Advisor, Engagement provided an update to members on the latest Consumer Quality Safety Marker (CQSM) self-assessment. The update highlighted that scoring has remained consistent with the previous two submissions and acknowledged there is significant work to do before the scoring could improve. It was also noted that an enquiries example was added per CAC's previous advice and an example of an area that required improvement was also included.

Members supported the latest CQSM self-assessment but noted the score may be impacted if Pharmac's consumer engagement initiatives sidelined diverse consumer voices.

4. Acting CE introduction

Acting CE introduced himself to members, providing an overview of his background and experience and his priorities over his six months as Acting CE. This included stabilising the organisation, prioritising our efforts and laying the foundations for the new CE (currently being recruited for).

Acting CE noted his early engagement with consumer advocates and groups during an initial meeting in April which the CAC Chair (Robyn Manuel) and CAC member (LJ Apaipo) attended.

Acting CE noted he had been briefed on the role of CAC and its contribution to Pharmac, and the consumer workshops held in November 2024 and its resulting report. There was discussion on how CAC was not in attendance due to consumer feedback and the report recommendation on a consumer reference group which is to be discussed further with the Board and Senior Leadership Team.

Members supported a further discussion with the Acting CE at the next meeting on 7 May.

5. Oestradiol patches consultation

Team Leader Implementation provided an overview of the proposal to fund two brands of oestradiol patches for New Zealanders to use and sought advice on the implementation plan for it.

Members provided useful feedback and ideas. Feedback included:

- Gathering more insights into why Estradot is perceived to be better and developing messaging to address these concerns.
- Demonstrating the evidence of Mylan's effectiveness.
- Be careful when saying people won't be able to access Estradot, as it may create an unintentional narrative of rationing.
- Continuing to acknowledge how important treatment choice is for consumers.
- Considering which trusted voices could help disseminate key messages and how they could be tailored to different audiences.
- Providing hard copy resources (as well as digital) to providers to give to consumers.
- Consider what is being done to ensure equitable access - what is being done to reach all groups who may be eligible for the patches.

6. Pharmac verbal update

Director Equity and Engagement gave a verbal update:

- Interviews are underway for a new Senior Implementation Advisor.
- Pharmac's Year in Review has been published and sent to CAC.
- The Board has appointed two new members, Anna Adams and previous CAC member Lucy Elwood, and reappointed Talia Tiori Anderson-Town for a 2nd term.
- The Policy team are undergoing work on updating the Operations, Policies and Procedures Manual.
- There were 325 general enquiries for March. The main themes included Methylphenidate supply issues and special authority queries, Oxycodone liquid wastage issues, Estradot supply issues and consultation queries.
- Update on the Ombudsman office report actions that have been completed and are in progress.
- Consultation on the comprehensive list of national hospital medical devices closes 31 March and will provide Pharmac with a comprehensive view of devices used by public hospital services throughout New Zealand.

Committee only time was held.