

**Minutes of the
Consumer and Patient Working Group Meeting
Thursday 11 September 2025**

The meeting was held online from 2pm to 4pm.

Present:

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

Pharmac staff in attendance:

Jannel Fisher (Reset Programme Manager)
Sarona Iosefa (Reset Programme Engagement Lead)
Sam McCarthy (Reset Programme Project Manager)
Becky Littlewood (Reset Programme Coordinator)
Brent McPherson (Manager, Strategic Planning and Performance)

1. Karakia and welcome

Opening by the Chair, and whakawhanaungatanga to welcome the Programme Coordinator and Project Manager.

2. Minutes of previous meeting

Minutes of the previous meeting minutes were approved.

- Moved by: Libby
- Seconded by: Rachel

3. Action items

Action register reviewed and completed actions were noted.

4. Interest register

No new declarations or changes were made.

5. Pharmac Vision

Members engaged in a constructive discussion on the development of a new vision and strategy for Pharmac. Key points included:

- Members emphasised the importance of a vision that is forward-looking, aspirational, and enduring. It should reflect a commitment to improving health and wellbeing and ensuring timely access to treatments and technologies. It must encompass the full scope of Pharmac's work, including medicines and medical devices.
- While acknowledging budget constraints, members agreed that the vision should not be limited by financial considerations.
- Members noted a strong public desire for meaningful change. They advocated for an outcomes-focused strategy that clearly communicates what will change and how progress will be measured.

- Members recommended revisiting Pharmac's organisational values to ensure they align with and support the new vision and strategy. They highlighted the influence of values on organisational culture.
- Although the vision and strategy development is primarily an internal exercise, members stressed the importance of an outward-facing approach. They strongly recommended meaningful consumer involvement throughout the process.

The following themes were considered essential to the vision and strategy:
Timely, Certainty, Access, Trust, Respect, Partnership, Integration, Enabler, Excel, Thriving Society, Proactive, Integrity, Authenticity, Transparency, Positivity.

Members requested that a detailed summary of this discussion be shared with Pharmac's new Chief Executive and Senior Leadership Team to inform their strategic thinking.

Agreed actions:

- Members to provide any written reflections or notes on the vision and strategy to the Reset Programme team.
- Pharmac to share key insights from the working group discussion with the new Chief Executive and Senior Leadership Team.
- Pharmac to report back to the working group on how consumer input has been incorporated into the development of the vision and strategy.

General Business

Members reviewed the results of a prioritisation exercise undertaken to inform future actions for the Reset Programme. The discussion focused on:

- The weighting of prioritisation criteria;
- Resource constraints impacting delivery;
- The need to break down the Health Technology Assessment (HTA) process into clear, actionable items.

The Programme Manager noted that the Quarter Two 90-day plan will commence on 1 October, and highlighted the importance of beginning to scope actions. To maintain momentum, the Chair advised he would connect with the Reset Programme Manager and follow up with members via email outlining next steps.

Members inquired about the possibility of another face-to-face meeting in 2025. The Chair advised that, due to scheduling conflicts, no suitable date has been identified. The next in-person meeting is expected to be held in late January 2026, as currently scheduled.

The Chair provided an update on his submission to the Health Select Committee regarding amendments to the Pae Ora legislation, made on behalf of Patient Voice Aotearoa. He clarified that the submission did not reference the Consumer Working Group's involvement.

Agreed actions:

- Chair to discuss 90-day plan action with the Reset Programme Manager and to update members on next steps.

Close of meeting at 4.00pm

Next meeting is 2.00pm – 4.00pm on Thursday 25 September to discuss Pharmac's communications approach.