

Reset Programme Monthly Report

Programme	Pharmac 12-month Reset Programme
Date	31 July 2025

Status	Description
Complete	The action has been completed.
In Progress - On Track	The action is in progress and is on track to be completed at the scheduled time.
In Progress - Delayed	The action is in progress but has been delayed or is at risk of being delayed.
At Risk	The action is at risk of not being completed.

Current 90-day plan actions (July – September 2025)

Workstream	Commentary	Status	Milestones
A New Strategic Vision	<u>Pae Ora Legislation Amendment</u> Seek feedback from consumers on possible changes to the Pae Ora legislation related to Pharmac to incorporate into advice to the Minister.	In progress - on track	Discussions with Consumer and Patient Working Group (30 July) and the Consumer Advisory Committee (6 August) on Pae Ora Legislation amendments. Consumer feedback being incorporated into advice to the Minister, including appendix from Consumer and Patient Working Group.
	<u>Establish Consumer Working Group</u> Establish a consumer working group to support the design and delivery of the reset programme. The members will be selected by the consumer and patient community.	Complete	Chair selected by consumer and patient community and members appointed by Chair. First meeting held on 21 July 2025. Terms of reference finalised and published on Pharmac website. Working group meeting fortnightly and meeting minutes published on Pharmac website.
Enhancing Consumer Engagement and Trust	<u>Build a Consumer Network</u> Build a consumer advocate network and database that represents health conditions and communities with high health needs.	In progress - on track	Work commenced to create database. Using an excel spreadsheet in lieu of a CRM. Consumer and Patient Working Group and the Consumer Advisory Committee sharing contact details.

	<p><u>Relationship Managers</u> Expand Pharmac's engagement function to include dedicated relationship managers to build and maintain relationships with key consumer and patient groups.</p>	In progress - delayed	<p>Recruitment underway for External Engagement Manager to lead the consumer relations team. Consumer and Patient Working Group discussing role of relationship managers at meeting on 25 September.</p> <p>Team structure and approach agreed this quarter by recruitment and team establishment likely to be next quarter.</p>
	<p><u>Pharmac Review Recommendations</u> Publish an update on the recommendations from the 2022 Pharmac Review to provide clarity to consumers on progress.</p>	Complete	<p>Pharmac Review recommendation update published on Pharmac website in July 2025 and shared with consumer network.</p>
	<p><u>2026/27 Budget Bid</u> Seek feedback from consumers on Pharmac's budget bid for 2026/27 to incorporate into advice to the Minister. Budget 2025/26 information proactively released to support consumer advice.</p>	In progress - on track	<p>Budget 2025/26 information proactively released on Pharmac's website in July 2025.</p> <p>Consumer and Patient Working Group discussing Budget 2026/27 at meeting on 14 August.</p>
Better Processes	<p><u>Joint Communications Planning</u> Develop joined up communications planning approach between consumer advocacy groups and Pharmac and seek feedback on Pharmac's public affairs strategy.</p>	In progress - on track	<p>Consumer and Patient Working Group discussing joined up communications planning at meeting on 11 September.</p>
	<p><u>Clinical Meeting Recommendations</u> Seek feedback from consumers on the timeliness changes to clinical meeting recommendations to understand if it is meeting consumer needs and expectations.</p>	In progress - on track	<p>Feedback will be sought from a range of consumers on the changes.</p> <p>Consumer and Patient Working Group having wider discussion about clinical meetings and records at in person meeting in October.</p>