

# Reset Programme Monthly Report

Programme	Pharmac 12-month Reset Programme
Date	31 August 2025
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## Programme Summary

	Overall	Schedule	Scope	Risks	Issues
	<i>Overall status of the Programme</i>	<i>How well the programme is tracking to the schedule</i>	<i>How well the programme is aligned to the workstreams</i>	<i>Are there any problems that may arise</i>	<i>Are there any current problems</i>
Current					
Previous					

## Programme Commentary

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	Action	Intended outcome	Status	Milestones	Progress
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.	Ensure advice provided to the Minister reflects consumer perspectives and supports informed decision-making.	Completed	Seek feedback from consumers  Pharmac advice, including CAP working group feedback, provided to the Minister	Discussions with CAP working group (30 July) and CAC (6 August)  Consumer feedback incorporated into Pharmac's advice to the Minister, including CAP working group written feedback as an appendix  Pharmac advice provided to Minister's office (21 Aug)
	<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.	A partnership approach between consumers and Pharmac for organisational improvement work.	Completed	Appoint Chair and members  Develop and agree Terms of Reference  Schedule regular meetings	Chair selected by consumer and patient community and members appointed by Chair  Terms of reference finalised and published on Pharmac website (21 July)  First meeting held on 21 July 2025  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	A centralised consumer and patient database to support improved engagement.	In progress - on track	Agree requirements for database  ICT or external provider build and deliver database	Requirements for the database are being finalised with ICT.  An external provider has been engaged to deliver the solution.

	represents health conditions and communities with high health needs.			<p>Database populated with contact details shared by CAP working group and CAC members</p> <p>Consumer relations team trained to use database</p>	CAP working group members are actively contributing contact details, which are currently being collated in a spreadsheet for future import.
	<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>	A dedicated engagement team is established, operating under a coordinated approach that enhances the organisation's capacity and capability to build meaningful relationships with key consumer and patient groups.	In progress – on track	<p>SLT approve the establishment of a consumer relations team</p> <p>Manager appointed</p> <p>Consumer Relations Principal Advisors appointed</p> <p>CAP working group to provide insights for a successful implementation of the consumer relations team</p>	<p>External Engagement Manager has been appointed.</p> <p>Recruitment is underway for three Consumer Relations principal advisors. Appointments will be made in Q2.</p> <p>The CAP working group will discuss the role of the consumer relations team at the 25 September meeting.</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>	Improving transparency and accountability by communicating progress on the 2022 Pharmac Review recommendations.	Completed	<p>Progress report developed and approved</p> <p>Feedback from CAP working group Chair</p> <p>Published on Pharmac website</p> <p>Shared with consumer networks</p>	Pharmac Review recommendation update published on Pharmac website in July 2025 and shared with consumer network.
	<p><u>2026/27 Budget Bid</u> Seek feedback from consumers on Pharmac's budget bid for 2026/27 to</p>	Consumers have improved understanding of and proactive engagement	In progress - on track	<p>2025/26 Budget information proactively released</p> <p>Seek feedback from consumers</p>	Budget 2025/26 information proactively released on Pharmac's website in July 2025.

	incorporate into advice to the Minister. Budget 2025/26 information proactively released to support consumer advice.	with the Budget process and Pharmac's role within it.		Implement CAP working group recommendations to enhance future budget bids	Consumer and Patient Working Group discussed Budget 2026/27 at meeting on 14 August.  Suggested data enhancements being included in Budget 2026/27.
Better Processes	<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.	Align Pharmac's communications approach with consumer perspectives to support active participation.	In progress - delayed	Agree joined up communications plan approach  Implement CAP working group recommendations	CAP working group discussing joined up communications planning at meeting on 9 October.  This discussion was rescheduled due to staff changes and to prioritise strategic planning around the vision and strategy work. Therefore, this will delay delivery to Q2.
	<u>Clinical Meeting Recommendations</u> Seek feedback from consumers on the pilot on timeliness changes to clinical meeting recommendations to understand if it is meeting consumer needs and expectations.	Ensure consumer perspectives inform decisions on permanent changes to clinical meeting recommendations.	In progress - delayed	CAP working group feedback informs outcome of trial	CAP working group discussing clinical meeting recommendations trial at meeting on 25 September as part of general business.  This action item will become a future quarter action item with a broader scope.