

Reset Programme Monthly Report

Programme	Pharmac 12-month Reset Programme
Date	30 November 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	In Progress - On Track	In Progress - On Track	In Progress - On Track	In Progress - On Track	In Progress - On Track
Previous	In Progress - On Track	In Progress - On Track	In Progress - On Track	In Progress - On Track	In Progress - On Track

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.

Quarter One 90-day plan outstanding actions (July – September 2025)

Workstream	Action	Intended outcome	Status	Milestones	Progress
	<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.	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 – delayed	SLT approve the establishment of a consumer relations team Manager appointed Consumer Relations Principal Advisors appointed CAP working group to provide insights for a successful implementation of the consumer relations team	<p>External Engagement Manager has been appointed.</p> <p>Two Consumer Relations Principal Advisors have been appointed, and recruitment is in the final stages for the last vacant role.</p> <p>CAP working group provided insights on the role of the consumer relations team (25 Sep). This included a recommendation to develop a consumer and patient guide to support engagement and offering to support initial introductions with patient advocacy groups.</p>

Current 90-day plan actions (October - December 2025)

Workstream	Action	Intended outcome	Status	Milestones	Progress
New strategic vision	<u>Vision and Strategy</u> To create a new organisational vision and strategy that is outward-focused and inspires both internal and external stakeholders.	A refreshed vision and strategy that sets a clear, ambitious direction for the future and fosters trust, collaboration, and innovation. It will reflect input from staff, consumers, health professionals, and partners, and be championed by SLT as a foundation for Pharmac's ongoing transformation.	In progress – on track	Q2 Consumer and staff engagement on a proposed vision statement Board endorsement of the new vision and strategic priorities	Engaged with consumers and staff on ideas for the new vision statement. SLT have proposed vision statement options that reflect consumer and staff feedback, and suggested strategic priorities to put forward to the Board in December. Established a project team who regularly meet to support the design and delivery of the action.
				Q3 Socialise the proposed vision and strategic priorities with external stakeholders and consumers Finalise the new vision and strategic priorities Publish vision and strategy	
				Q4 Statutory reports developed to align with new vision and strategy	

Enhancing consumer engagement and trust				<p>Statutory reports approved by Board and tabled in Parliament</p> <p>Develop a four-year roadmap on how Pharmac will achieve the strategic priorities</p>	
	<p><u>Consultation Process</u> To develop clear, consistent guidelines for when and how Pharmac consults with consumers across all areas of work, including medicines, medical devices, and strategic or policy initiatives.</p>	<p>A framework is in place that defines consultation timing, methods, expectations, and provides clear guidance for communication during full consultation and in time-sensitive instances where full consultation is not feasible.</p>	<p>In progress – on track</p>	<p>Q2</p> <p>CAP working group discussion to define the problem and scope the approach</p> <p>Scope plan with CAP working group recommendations to improve Pharmac's consultation process</p>	<p>A discussion paper was prepared with internal stakeholders for the CAP Working Group, outlining Pharmac's current consultation process and relevant national and international examples.</p> <p>A scoping exercise on consultation process improvements was undertaken with the CAP Working Group on 20 November, resulting in agreement to focus on:</p> <ul style="list-style-type: none"> - A consultation policy or framework - A patient and consumer resource about how to participate in Pharmac's consultation - A tender consultation flowchart for consumer and patient audiences.

				<p>Q3</p> <p>Completion of tools and guidance materials to enhance the organisation's consultation process</p> <p>Publish guidance on Pharmac's website</p>	
Improving internal processes	<p><u>Embedding Lived Experience</u></p> <p>To agree on the most effective and practical approach for incorporating lived experience into the medicine funding application process, informed by both international practices and lessons learned from Pharmac's current approach.</p>	<p>A collaboratively developed and resourced approach is in place, designed in partnership with the working group, that is trusted by consumers and ensures their voices are meaningfully heard and valued in decision-making processes.</p>	<p>In progress – on track</p>	<p>Q2</p> <p>CAP working group discussion on 4 December to define the problem and scope the approach</p> <p>Scope plan with CAP working group recommendations, for capturing and incorporating lived experience into the advice and assessment processes</p>	<p>A discussion paper has been prepared with internal stakeholders for the 4 December CAP Working Group, outlining Pharmac's consultation process, supporting research, international examples, and prior consumer insights.</p>
				<p>Q3</p> <p>Tools and resources are developed to support and incorporate lived experience into the advice and assessment process</p>	
	<p><u>Communications approach</u></p> <p>To test and refine the draft Public Affairs Strategy, ensuring it</p>	<p>A joined-up communications approach is established in collaboration with the</p>	<p>In progress – on track</p>	<p>CAP working group discussion to provide feedback on the Public Affairs Strategy and advise on a joined-up communications plan</p>	<p>CAP working group provided feedback on the draft Public Affairs Strategy on 9 October.</p>

	reflects the needs, expectations, and values of the patient community. This will provide a road map for the Communications and Government Services teams for the next five years.	working group, that enables meaningful engagement and participation from the wider patient community, and a more collaborative approach to media releases and communications.		<p>Finalise the Public Affairs Strategy with feedback from the CAP working group</p> <p>Completion of communications plan template and guidance</p>	<p>Similar discussions took place with CAC in November.</p> <p>Draft Public Affairs Strategy has been updated to reflect consumer's feedback and will be re-circulated with consumers in December for their endorsement.</p> <p>The joined-up communications approach has been drafted and is being reviewed internally, ahead of being shared with consumers for their endorsement in December.</p>
	<p><u>Medicine Funding Application Process</u></p> <p>To explore and define potential short-term and long-term improvements to the medicines funding application process and gain insights into what consumers see as the most significant challenges and opportunities.</p>	Work through the current funding application process with the working group to prioritise issues and opportunities. This will help inform the next 90-day plans for the Reset Programme and guide future improvement initiatives.	Completed	<p>CAP working group discussion to scope improvements to the medicines funding application process</p>	<p>A scoping exercise on the potential focus areas for improvement within the current medicines' application process, was had with the CAP working group on 21 October.</p> <p>It was agreed that the focus for the in-person January 2026 meeting is:</p> <ul style="list-style-type: none"> • Timeframes and milestones • Prioritisation and ranking process • Role and function of advisory committees.