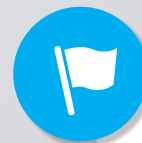


# CENTRAL GOVERNMENT

- 43 people from central government completed the quantitative survey.
- Central government has a relatively high opinion of PHARMAC, compared with other stakeholder groups.
- They tend to believe that PHARMAC is interested in how well medicines work, and that PHARMAC helps people to access the medicine they need.
- They believe that PHARMAC is going to need to engage more proactively with central government to plan for cost savings across the health sector.
- Central government is less likely to believe that PHARMAC has done a good job of promoting its expanded role.
- They have a relatively high level of agreement about PHARMAC's quality of decisions, accountability and trustworthiness.



This summary presents feedback received from PHARMAC's central government stakeholders. This is a subset of the 2015 stakeholder survey findings that are available on [PHARMAC's website](#).

OPINION OF PHARMAC

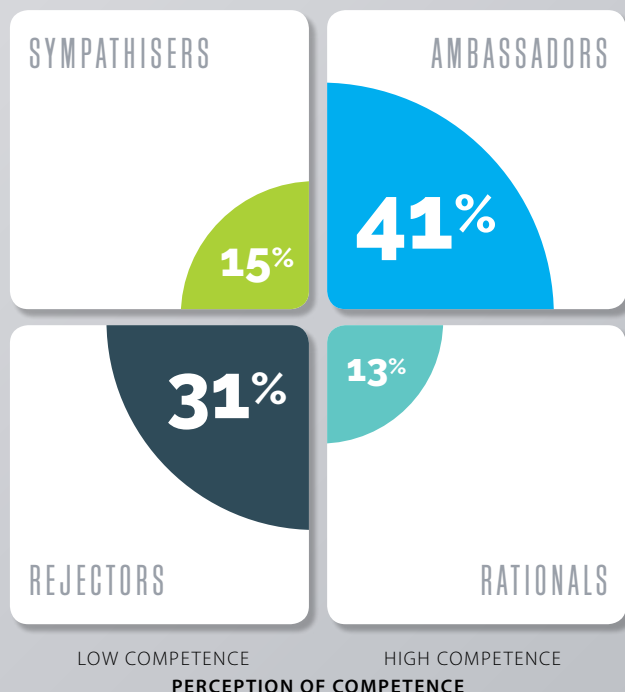
### Functional aspects

	Excellent/very good/good	Fair	Poor	Not sure
Quality of decisions to fund medicines and medical devices	66.1%	16.8%	5.5%	11.6%
Understanding of key issues in the sector	63.8%	8.6%	13.7%	13.9%
Responsiveness to requests/issues	51.8%	16.8%	11%	20.4%
Maintaining a high level of accountability	64.3%	19.2%	8.2%	8.2%

### Affinity aspects

	Excellent/very good/good	Fair	Poor	Not sure
Taking your opinions into account	52.3%	17.8%	5.5%	24.4%
Proactivity	57.4%	16.5%	11.4%	14.7%
Trustworthiness	85.7%	5.5%	5.5%	3.3%
Ability to demonstrate it has listened to me	53.6%	19.4%	8.7%	18.4%
Likability	46.8%	34%	11%	8.2%

QUALITY OF RELATIONSHIP  
EXCELLENT RELATIONSHIP  
POOR RELATIONSHIP



## KEY FACTS

- A corporate reputation index (TRI\*M) has been produced using stakeholder perceptions about affinity and functional competence.
- PHARMAC's overall reputation rating is 45, against a norm of 48 for government bodies.
- PHARMAC's reputation rating with central government is 58.
- Overall, 50% of central government stakeholders rated PHARMAC's service delivery as very good or excellent.