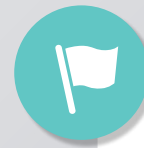


DISTRICT HEALTH BOARDS

- 209 people from DHBs completed the quantitative survey.
- DHBs have a relatively high opinion of PHARMAC, compared with other stakeholder groups.
- DHBs rate PHARMAC's performance relatively high on:
 - quality of decisions
 - accountability
 - trustworthiness
 - timeliness.



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

OPINION OF PHARMAC

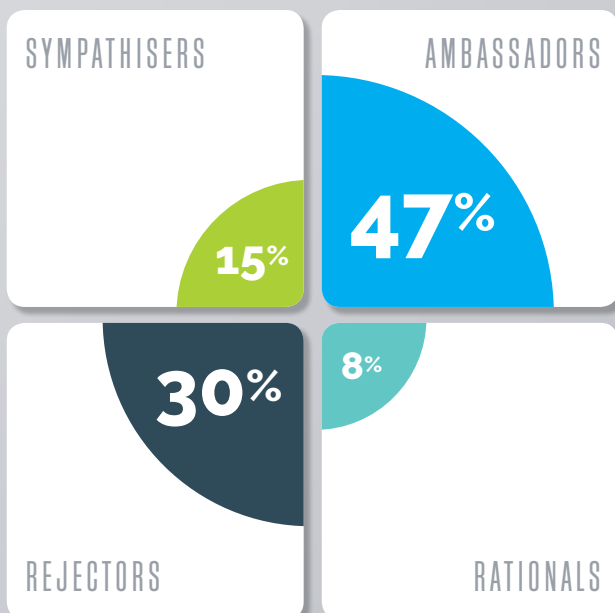
Functional aspects

	Excellent/very good/good	Fair	Poor	Not sure
Quality of decisions to fund medicines and medical devices	68.6%	17.1%	6.3%	7.9%
Understanding of key issues in the sector	65.6%	19.0%	6.6%	8.8%
Responsiveness to requests/issues	52.0%	18.3%	10.0%	19.8%
Maintaining a high level of accountability	74.1%	11.3%	3.0%	11.6%

Affinity aspects

	Excellent/very good/good	Fair	Poor	Not sure
Taking your opinions into account	49.4%	15.2%	12.4%	23.1%
Proactivity	66.0%	14.3%	4.7%	14.9%
Trustworthiness	74.0%	12.2%	3.8%	10.1%
Ability to demonstrate it has listened to me	42.4%	19.3%	10.6%	27.7%
Likability	54.3%	21.8%	7.1%	16.8%

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 DHBs is 56.
- Overall, 43% of DHB stakeholders rated PHARMAC's service delivery as very good or excellent.