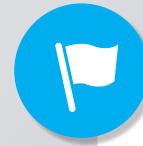


# HEALTH PROFESSIONAL ORGANISATIONS

- 80 people from health professional organisations such as clinical colleges and societies, professional registration bodies and associations, completed the quantitative survey.
- Health professional organisations are positive about PHARMAC's progress, but would appreciate greater transparency, sector engagement, increased focus on patient health outcomes and better decision-making processes.
- They have a relatively high level of agreement that PHARMAC is interested in how well medicines work but a relatively low level of agreement about PHARMAC's responsiveness.



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

OPINION OF PHARMAC

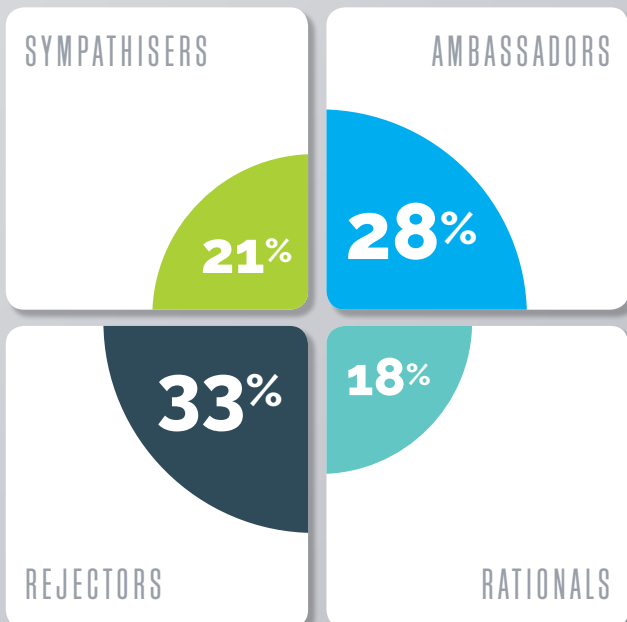
### Functional aspects

	Excellent/very good/good	Fair	Poor	Not sure
Quality of decisions to fund medicines and medical devices	63.6%	25.7%	0.7%	10.0%
Understanding of key issues in the sector	63.9%	19.5%	6.8%	9.8%
Responsiveness to requests/issues	55.3%	20.7%	6.0%	18.1%
Maintaining a high level of accountability	68.9%	8.9%	12.2%	10.0%

### Affinity aspects

	Excellent/very good/good	Fair	Poor	Not sure
Taking your opinions into account	47.7%	18.8%	7.7%	25.8%
Proactivity	64.7%	18.6%	1.8%	14.9%
Trustworthiness	71.9%	21.7%	2.3%	4.1%
Ability to demonstrate it has listened to me	56.1%	12.4%	11.0%	20.5%
Likability	63.1%	19.0%	9.5%	8.4%

QUALITY OF RELATIONSHIP  
EXCELLENT RELATIONSHIP  
POOR RELATIONSHIP



LOW COMPETENCE                      HIGH COMPETENCE  
PERCEPTION OF COMPETENCE

## 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 Health Professional Organisations is 51.
- Overall, 39% of Health Professional Organisations rated PHARMAC's service delivery as very good or excellent.