

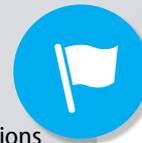
PHARMAC OVERVIEW

2015 COMPARISON WITH 2007

The perception of suppliers, primary health care providers, health professional organisations and patient advocacy groups is that PHARMAC's performance has improved substantially over the last seven years. During that time we have hosted national and community forums, substantially upgraded our website, enhanced our consultation and notification information, implemented the application tracker, and initiated a comprehensive staff competencies programme. The survey of 800 stakeholders showed that key improvements include:

- staff are seen as more accessible and helpful
- greater levels of transparency
- more constructive working relationships with suppliers
- improved communication.

Compared with the 2007 research, and including new stakeholder groups of central government, device suppliers, secondary health care providers, Māori and members of the public, it appears that PHARMAC's culture has undergone a considerable positive shift, from 'corporate' to 'professional'.



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

OPINION OF PHARMAC

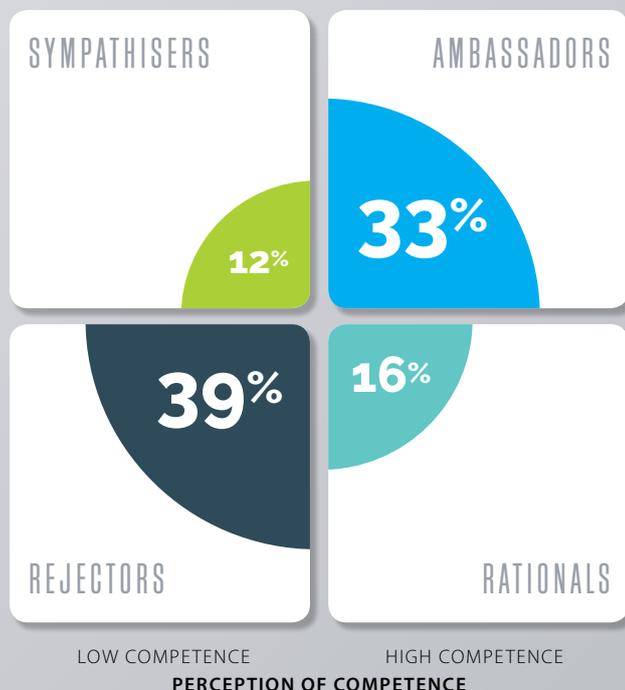
Functional aspects

	Excellent/very good/good	Fair	Poor	Not sure
Quality of decisions to fund medicines and medical devices	56%	23%	9%	12%
Understanding of key issues in the sector	55%	22%	12%	11%
Responsiveness to requests/issues	47%	20%	13%	19%
Maintaining a high level of accountability	59%	16%	11%	13%

Affinity aspects

	Excellent/very good/good	Fair	Poor	Not sure
Taking your opinions into account	42%	23%	15%	20%
Proactivity	60%	15%	10%	14%
Trustworthiness	65%	18%	8%	9%
Ability to demonstrate it has listened to me	44%	20%	15%	21%
Likability	52%	24%	12%	12%

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.
- This rating varied across stakeholder groups with PHOs rating PHARMAC as high as 60, while suppliers and patient advocacy groups rated PHARMAC at 33.
- Overall, 33% of stakeholders rated PHARMAC's service delivery as very good or excellent.