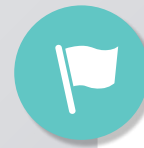


# PATIENT ADVOCACY GROUPS

- 37 people from patient advocacy groups completed the quantitative survey.
- Patient advocacy groups have a poor opinion of PHARMAC, compared with other stakeholder groups.
- They don't tend to believe that PHARMAC helps people access the medicine they need, or that PHARMAC is interested in how well medicines work.
- They have a lower opinion of the timeliness of PHARMAC's decision-making and of their expert knowledge than most other stakeholders.



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

OPINION OF PHARMAC

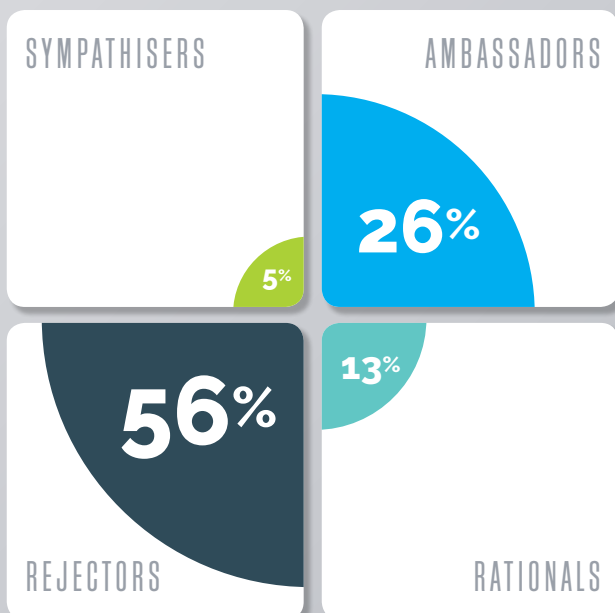
### Functional aspects

	Excellent/very good/good	Fair	Poor	Not sure
Quality of decisions to fund medicines and medical devices	50.3%	16.1%	21.0%	12.6%
Understanding of key issues in the sector	43.5%	26.1%	17.8%	12.6%
Responsiveness to requests/issues	36.4%	21.0%	21.9%	20.7%
Maintaining a high level of accountability	42.9%	19.8%	21.2%	16.1%

### Affinity aspects

	Excellent/very good/good	Fair	Poor	Not sure
Taking your opinions into account	27.5%	28.3%	25.4%	18.8%
Proactivity	48.1%	11.4%	25.8%	14.7%
Trustworthiness	53.8%	22.2%	14.9%	9.1%
Ability to demonstrate it has listened to me	42.1%	17.2%	21.0%	19.7%
Likability	50.3%	16.1%	24.5%	9.1%

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 and regulatory bodies.
- PHARMAC's reputation rating with patient advocacy groups is 33.
- Overall, 22% of patient advocacy groups rated PHARMAC's service delivery as very good or excellent.