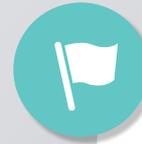


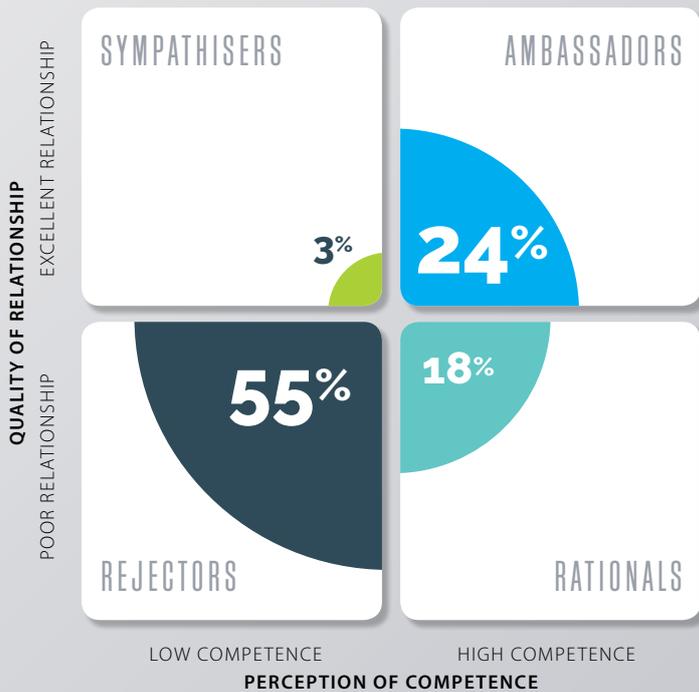
PHARMACY

- Pharmacy has been included in the primary health care results.
- 26 people from pharmacy completed the quantitative survey.
- Pharmacy has a relatively negative opinion of PHARMAC, compared with other stakeholder groups.
- Community pharmacists feel that PHARMAC is passing many costs on to them, making it increasingly difficult to run their businesses.
- There is also a perception that PHARMAC is not interested in taking their concerns on board.
- Pharmacists desire a more balanced and collaborative working relationship.
- There is a perception that PHARMAC lacks interest in the views of community pharmacy owners as they raise issues concerning the contractual payments received from DHBs and perceived impacts on their profitability from PHARMAC's independent activity.
- Pharmacists believe that PHARMAC doesn't consult appropriately with them, or consider their needs when making decisions.

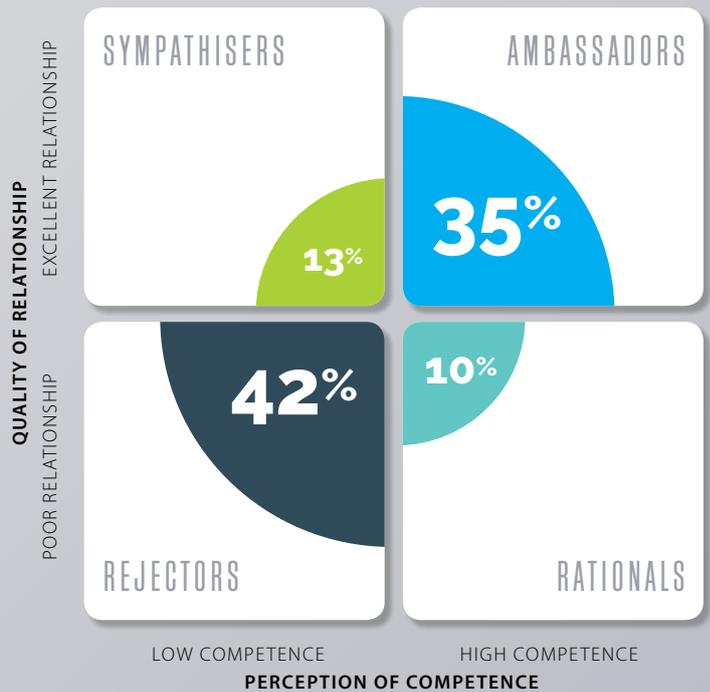


This summary presents feedback received from pharmacy. This is a subset of the 2015 stakeholder survey findings that are available on [PHARMAC's website](#).

Pharmacy



Primary health care professionals overall



By way of comparison, the TRI*M index for all primary health care professionals is shown on the right.

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.
- The reputation rating with primary health care professionals is 48.
- The reputation rating with pharmacy is a much lower 35. Only a small number of pharmacy stakeholders completed the survey.