

PRIMARY HEALTH ORGANISATIONS (PHOs)

- 103 people from PHOs completed the quantitative survey.
- PHOs have a relatively high opinion of PHARMAC.
- They have a relatively strong belief in many of PHARMAC's attributes, including:
 - quality of decision making
 - accountability
 - approachability
 - transparency.



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

OPINION OF PHARMAC

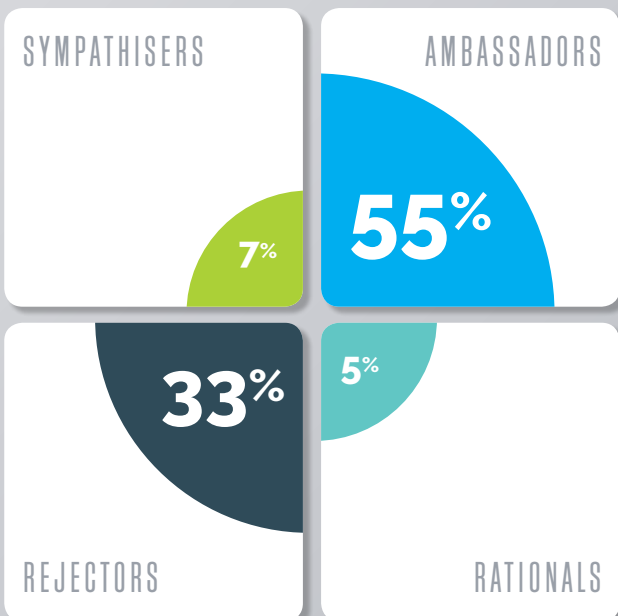
Functional aspects

	Excellent/very good/good	Fair	Poor	Not sure
Quality of decisions to fund medicines and medical devices	64.7%	22.3%	3.6%	9.4%
Understanding of key issues in the sector	69.7%	12.9%	10.4%	7.0%
Responsiveness to requests/issues	57.4%	14.9%	9.7%	18.1%
Maintaining a high level of accountability	59.8%	17.0%	8.6%	14.6%

Affinity aspects

	Excellent/very good/good	Fair	Poor	Not sure
Taking your opinions into account	49.1%	9.5%	11.8%	29.6%
Proactivity	71.9%	10.8%	5.4%	12.0%
Trustworthiness	65.8%	18.9%	2.9%	12.4%
Ability to demonstrate it has listened to me	47.2%	10.6%	13.9%	28.4%
Likability	62.6%	15.3%	13.6%	8.6%

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 PHOs is 60.
- Overall, 51% of PHO stakeholders rated PHARMAC's service delivery as very good or excellent.