

DEVICE AND MEDICINE SUPPLIERS

- 110 people from suppliers/wholesalers completed the quantitative survey.
- Suppliers have a relatively negative opinion of PHARMAC, compared with other stakeholder groups.
- They are least likely to believe that PHARMAC helps people access the medicine they need, and least likely to believe that PHARMAC is interested in how well medicines work.
- They are more likely to believe that PHARMAC does not perform well on quality of decision making, understanding of key sector issues, and accountability.



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

OPINION OF PHARMAC

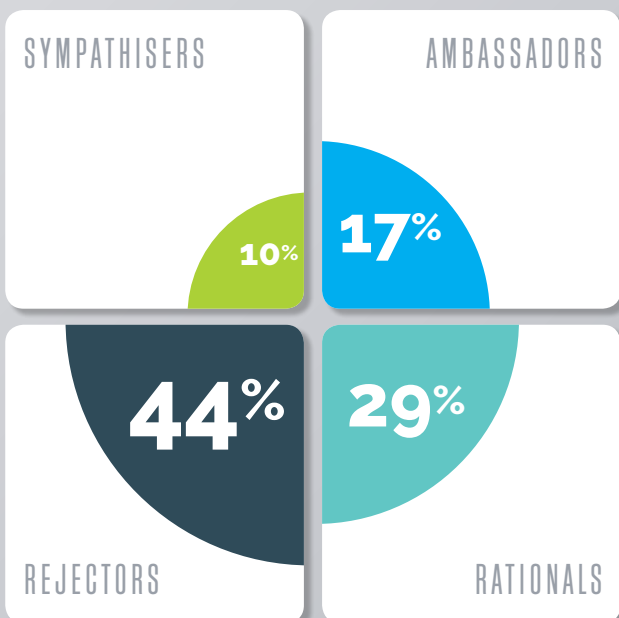
Functional aspects

	Excellent/very good/good	Fair	Poor	Not sure
Quality of decisions to fund medicines and medical devices	33.8%	33.7%	8.9%	23.6%
Understanding of key issues in the sector	48.3%	31.7%	12.5%	7.5%
Responsiveness to requests/issues	47.7%	19.9%	22.8%	9.6%
Maintaining a high level of accountability	54.4%	15.5%	11.5%	18.7%

Affinity aspects

	Excellent/very good/good	Fair	Poor	Not sure
Taking your opinions into account	35.5%	34.6%	19.7%	10.2%
Proactivity	64.1%	15.2%	12.3%	8.4%
Trustworthiness	53.1%	26.6%	11.4%	8.9%
Ability to demonstrate it has listened to me	41.8%	13.0%	29.8%	15.4%
Likability	47.5%	39.7%	9.5%	3.3%

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 all suppliers is 33.
- Overall, 19% of supplier stakeholders rated PHARMAC's service delivery as very good or excellent.