

**Minutes of the  
Pharmac Consumer Advisory Committee (CAC) Meeting  
Wednesday 13 March 2024**

The meeting was held via Zoom from 09:30 am.

**Present:**

Robyn Manuel (Chair)  
Nele Kalolo (Deputy Chair)  
Georgina Johnson  
Janfrie Wakim  
Hazel Heal  
Vivien Verheijen  
Jesse Davis  
Mary Schnackenberg

**Pharmac staff in attendance**

Nicola Ngawati (Director, Equity and Engagement)  
Jannel Fisher (Manager, Public Affairs and Government Services)  
Mako Osborne (Graduate Implementation Advisor)

**For relevant items**

Ryan Perica (Principal Engagement Advisor)  
Casie Hanrahan (Senior Implementation Advisor)  
David Hughes (Director Advice and Assessment/CMO)

**Apologies**

Tui Taurua  
Sione Vaka

**Karakia**

The meeting was opened with karakia.

**1. Interest register / notes from previous meeting / action items**

***Interest register***

Noted. One member raised an interest for the morphine oral liquid supply issue discussion.

***Notes from previous meeting***

Notes for the February meeting were approved as a true record of discussion.

***Action items***

The action items were reviewed.

## ***Membership terms***

The membership terms were reviewed.

## **2. CAC Chair update**

The Chair provided an update of the previous Board meeting which included Jesse Davis' appointment to the committee, the organisational culture work, and the Equity Policy getting endorsed by the Board. The Chair noted that she met with the interim Board Chair to discuss increasing the patient voice in the assessment and decision-making processes.

The Chair noted that she had been invited to be a panelist for a workshop at the end of April which will be hosted by Medicines NZ, Patient Voice Aotearoa, and the Associate Minister of Health (Pharmac).

The Chair mentioned there is a Health Technology meeting being held in Spain in June and noted there is funding available from the Health Technology Assessment International.

The Chair also noted that the Pharmacology and Therapeutics Advisory Committee had undergone equity training.

## **3. QSM update**

Principal Engagement Advisor provided an overview of Pharmac's submission for the Consumer and Whānau Engagement Quality and Safety Marker (QSM) self-assessment for the period between 1 October 2023 and 31 March 2024. Principal Engagement Advisor sought the committee's endorsement for the ratings.

Members noted the work that goes into completing the QSM is big and raised concerns around Pharmac's limited resources.

Members commended staff on their response time for OIA's and enquiries and suggested that be added into the QSM.

Members agreed to endorse the overall rating of 2 and to endorse the engagement domain at 3, based on its description. Members noted that Pharmac could be sitting at 3 in the engagement domain for a while as the foundations that have been set up are not yet functional or integrated.

## **4. Morphine oral liquid supply issue**

Senior Implementation Advisor provided an overview of the supply issue affecting morphine oral liquid and the planned implementation approach.

A member disclosed her interest on the topic and sought permission from staff to explore alternatives for morphine oral liquid on Pharmac's behalf.

Members raised concerns around some of the language and made suggestions on how it could be changed. This included clearly explaining the difference between doses and medicines and changing which sentences are written in bold. Members also raised concerns on bias and patients having adequate support.

Members noted that communication to pharmacists will be important to ensure patients are getting the correct prescription without delay. Members also suggested putting in some kind of check that ensures patients have understood everything from their pharmacist.

Senior Implementation Advisor noted that they are exploring the possibility of supplying 1ml syringes.

## **5. Ministerial briefing on consumer engagement**

Director Advice and Assessment/CMO noted his support in increasing the patient voice in Pharmac's work and discussed how he is looking at Australia's strategic consumer processes and models to utilise.

Members noted that they would like to see more local collaboration. Director Advice and Assessment/CMO noted that Pharmac has been invited to a workshop at the end of April which will be hosted by Medicines NZ, Patient Voice Aotearoa, and the Associate Minister of Health (Pharmac).

Director Advice and Assessment/CMO noted that he will be coming back to the committee to test ideas and formalise processes to ensure Pharmac is on the right track with this work.

Members advised that the patient voice should be involved from the beginning of the assessment and decision-making processes through to the end.

Nele Kalolo left the meeting at 10:50am.

## **6. Pharmac update and annual agenda**

Director Equity and Engagement gave a verbal update:

- Jesse Davis was congratulated on his appointment to CAC and his journey into medical school.
- Pharmac has appointed a new Manager, Equity and Engagement.
- Specialist Equity Advisor will finish her contract at the end of March. Principal Advisor – Pacific Health resigned and finishes at Pharmac mid-March.
- Staff from the Equity and Engagement Directorate and the Māori Directorate attended the Hiwinui Heke Māori Pharmacy scholarship awards in Rotorua. One of Pharmac's TupuToa interns was a receiver of this award.
- Work has begun on improving the organisational culture. This included a session with the Wellington City Missioner and his thoughts on what it takes to live the values of the Mission every day.

- Staff from the Pharmaceuticals Directorate virtually attended an Australian workshop on increasing access to new diabetes technologies. This was hosted at the Australian University in Canberra.

Members asked that their thanks and gratitude be passed on to Specialist Equity Advisor and Principal Advisor – Pacific Health for the exceptional work they have done in their respective spaces.

Members also noted that the majority of Pharmac staff have always exhibited empathy.

Committee only time was held.