

Minutes of the Pharmac Consumer Advisory Committee (CAC) Meeting Wednesday 09 October 2024

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

Present:

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

Pharmac staff in attendance

Nicola Ngawati (Director, Equity and Engagement)
Mako Osborne (Implementation Advisor)
Michael Johnson (Director, Strategy, Policy, and Performance)
Brent McPherson (Manager, Strategic Planning and Performance)
Robyn Harris (Team Leader, Implementation)

Apologies

Salī Salī (Manager, Equity and Engagement)
Sione Vaka

Karakia

The meeting was opened with karakia.

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

Interest register

Noted.

Notes from previous meeting

Notes for the August meeting was approved as a true record of discussion, following one minor change.

Action items

The action items were reviewed.

Membership terms

The membership terms were reviewed.

Actions

(1) Director, Equity and Engagement to follow up on a recommendation made at the August meeting, around seeing data collection of medicine uptake.

2. CAC survey report back

The Chair opened the floor for discussion.

Members noted the most important theme to improve is being updated on what happens with the advice CAC give.

Members suggested that the Chair ask individual members for their thoughts, to encourage and allow all members to contribute to discussions. Members noted it was important to be cognisant of how much time they were using when contributing and also allowing time to highlight new ideas.

Members also noted that the chat option could be utilised more.

Actions

(2) Director Equity and Engagement to include specific update on CAC's advice during the Pharmac verbal update item (where possible)

3. Statement of Intent refresh

Director, Strategy, Policy and Performance discussed the context and background behind reviewing Pharmac's Statement of Intent and noted the feedback received so far.

Manager, Strategic Planning and Performance provided an overview of the draft strategic framework and logic/thinking behind it.

Members noted public trust and understanding and social investment as important priorities and sought clarification on how they would be reflected. Manager, Strategic Planning and Performance discussed where they are reflected in the framework and noted that they are working on a detailed explanation that will be provided in the Statement of Intent.

Members made suggestions on the language and layout of the framework to help make it clearer.

4. Oestradiol gel new listing

Implementation Advisor provided background on the new listing of oestradiol gel and the planned implementation approach.

Members suggested including a consumer experience of oestradiol gel and targeting GPs to disseminate information on menopause and the treatment options, including possible side effects and how to manage them.

Members asked for data about the Asian population and suggested translating patient information into Asian languages to ensure other groups are not forgotten.

Members noted stakeholders and campaigns that could be useful to connect with to further disseminate information out to communities on menopausal symptoms, gender affirming care and oestradiol gel.

5. CAC Chair update

The CAC Chair provided an update on the recruitment for new CAC members. The Chair also noted upcoming consumer meetings and the Chair of PTAC's term ending in November, leaving the committee with no Māori members.

6. Pharmac verbal update

Director Equity and Engagement gave a verbal update:

- Changes to the Equity and Engagement Directorate which included a new Multimedia Designer, Senior Responsible Use Advisor and Principal Advisor Equity.
- The Ministry of Health are carrying out an externally led review of Pharmac's Medical Devices work programme, following advice from the Ministers Letter of Expectations.
- Pharmac has received its provisional report from the Ombudsman's investigation into OIA timeliness. Pharmac have 31 action points and are currently developing an action plan to address all points.
- The appointment of 3 new CAC members is going to Board for approval on 1 November. Pending approval, the new members will attend the November CAC meeting.
- Director Equity and Engagement visited Otago University to speak to Pharmacy students about different career pathways at Pharmac and to promote the Tupu Toa intern programme.
- Independently led consumer workshops are taking place in November, to get feedback from consumer groups and patient advocates on what Pharmac can do better.
- Changes have been made to Pharmac's Te Tiriti policy following the Board's request to review it in line with the Minister's expectations. It is now out for consultation with staff.
- Addressed action from previous CAC meeting around sustainability in Pharmac's Factors for Consideration.
- Kaituruki Māori – Director Māori will lead the mihi whakatau at the November CAC meeting.

Members noted that more action needed to be done on the sustainability issue.

Actions

- (3) Send members the lyrics and audio for the Pharmac waiata.*

Committee only time was held.