

19 June 2024

Fiona Smith

Via email: fyi-request-26893-bb4d1c9d@requests.fyi.org.nz

Tēnā koe Fiona Smith

Request for information: Continuous Glucose Monitors (CGMs)

Thank you for your request dated 21 May under the Official Information Act 1982 (the Act) for information relating to CGMs. You requested:

*all analysis of submissions received by Pharmac, and
all advice provided based on that analysis of submissions*

Your request has been refused under section 18(e) of the Act, as the information you have requested does not exist.

An analysis of submissions will be published on the Pharmac website in due course. Since the public consultation closed, the Pharmac team has been working through the feedback to identify issues that need to be followed up. While most of the feedback supported the funding proposal, there were several aspects raised that we need further advice and information on.

As the analysis of submissions has not yet been finalised there has not yet been any formal advice based on it.

Pharmac is advised that you have lodged a request for official information concerning CGMs with the Office of Hon David Seymour (DSOIA142 refers). For further information concerning CGMs, please refer to this response which you will receive in due course.

Broadly, the submissions raised some of the following points that Pharmac would like to consider further:

- product usability,
- the health impacts of changing brands of insulin pumps; and
- the support needed to help with a change of insulin pump.

Public consultation is an important part of Pharmac's process to make sure we understand everyone's different experiences and have the opportunity to consider these in our decisions.

How people use these devices and software to manage their health varies and everyone has different experiences with the technology. We need to ensure that there is the support and time available to support the roll out of these products.

You can find more information about CGMs on the Pharmac website at:

<https://pharmac.govt.nz/news-and-resources/news/ganda-cgms-and-insulin-pumps>

Please note, you have the right to make a complaint to the Ombudsman about our response to your OIA, under section 28(3) of the OIA. Details of [how to make a complaint](#) are on the Ombudsman's website.

To make information more freely available, we publish selected OIA responses (excluding personal details) on our website. Please get in touch with us if you have any questions about this.

Nāku noa, nā



Oliver Whitehead
Team Leader, Government Services