



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

Feedback on PCWP HCPWP virtual meetings

PCWP/HCPWP joint meeting, 24 June 2020

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An agency of the European Union

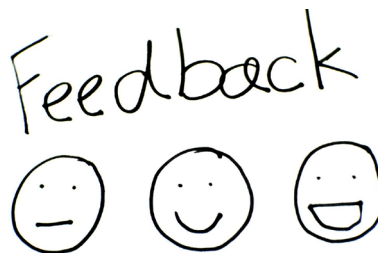




Why this survey and why now

*To understand participants perceptions of EMA's virtual meetings
with an aim to optimising future meetings*

- Adapting to current challenges
- Building EMA image in virtual environments
- Constant learning process



The survey

- Neutral questions focusing in the Adobe experience (not the content)
- Short and user-friendly survey with 11 closed answers and 1 open comments box

The survey was sent to 132 participants of the June meetings

- PCWP-HCPWP Joint virtual meeting, 2 June
- ICH virtual Workshop with PCWP-HCWP, 3 June



Feedback received from 59 participants (45% response rate)



Results – Survey section “Before the meeting”

	Very good	Good	Poor	Very Poor	N/A
Timing of receiving the joining instructions	66 %	32 %	2 %		
Clarity of the joining instructions	69 %	31 %			
Adobe self-test prior to the meeting	31%	34 %	2 %	2 %	31 %
Adobe training offered by EMA prior to the meeting	20 %	31 %			49 %
Background documents and presentations sent in the pre-mail	54 %	37 %	3 %	5 %	



Results – Survey section “During the meeting”

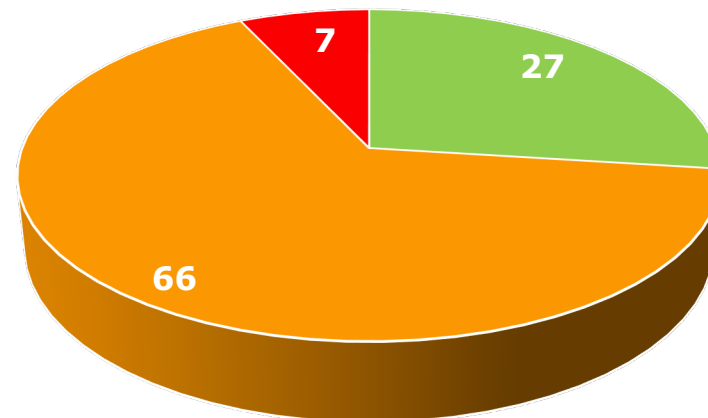
	Very good	Good	Poor	Very Poor	N/A
Technical support	44 %	39 %	2 %		15 %
Length of the meeting	24 %	59 %	10 %	4%	3 %
Number of breaks	24 %	56 %	15 %	2 %	3 %
Ease of participation in the discussion via audio	15 %	41 %	29 %	3 %	12 %
Ease of participation in the discussion using the chat box	37 %	58 %	3 %		2 %



Overall feeling

In general, the perception of virtual meetings for WP (e.g. possibility of interactions, dynamics of the meeting, etc.) is...

- **27 % Very good**
- **66 % Good** = *room for improvement*
- **7 % Poor**





Open comments box

The **meetings are quite long** [...] Interaction is more difficult. Perhaps add a platform before the meeting with specific questions [...]

The **use of the video** [...] was a great improvement

I would say "good", but that **doesn't** mean it **matches the quality of face-to-face meetings**

The **tool selected (Adobe) is not the most optimal.** There are much more efficient and evolutive solution

The organization by EMA was **very good**, my compliments

The format did allow to ask questions via the chat box but it was **not possible to interact directly** [...]

Not all presentations received in the pre-mail [...] not as interactive as in person, but really good given the circumstances, **thank you for all your work!**

As the **participants microphone were muted**, the Q/A discussion was rather a monologue than a dialogue



Key outcomes – How to improve virtual meetings

- We should consider **shortening upcoming meetings** (max. 3h)
Taking into account 2 June meetings was 5h and 3 June was 4h
- The feedback received reinforces the idea of **exploring the additional use of an audience interaction tool**
e.g. Mentimeter, Break-out virtual rooms
- Participants highly appreciate receiving **all presentations in the pre-mail**
Especially important in virtual meetings!
- Tackle recurrent **tech problems by sharing best practices in virtual meetings** (virtual etiquette)



Any questions?



Further information

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