



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

2023 Satisfaction survey – HCPO engagement with EMA

Analysis of results

Patients and Consumers' Working Party meeting – June 2023

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An agency of the European Union



Satisfaction survey to all eligible organisation

- Understand evolving perceptions and needs of eligible organisation
- Comparison to 2021 HCPO Satisfaction Survey
- Patients'/consumers' organisations also surveyed

38	Granted EMA eligibility status	<ul style="list-style-type: none"> • Scrutinised against eligibility criteria • Listed on EMA website • Annually assessed • Priority for interaction (eg POG)
21	Members of HCPWP	<ul style="list-style-type: none"> • 3-year mandate • Up to 4 meetings/year • Priority for consultation on EMA strategies and policies

EMA 'eligibility' criteria Transparent on the funding of the organisation

- | | |
|----------------------|------------------|
| ▶ Legitimacy | ▶ Structure |
| ▶ Mission/activities | ▶ Accountability |
| ▶ Representation | ▶ Transparency |



SURVEY RUN FROM 23 FEBRUARY TO 24 MARCH - SENT TO ALL 38 ELIGIBLE ORGANISATIONS

Survey goals

Assess
organisations'
satisfaction

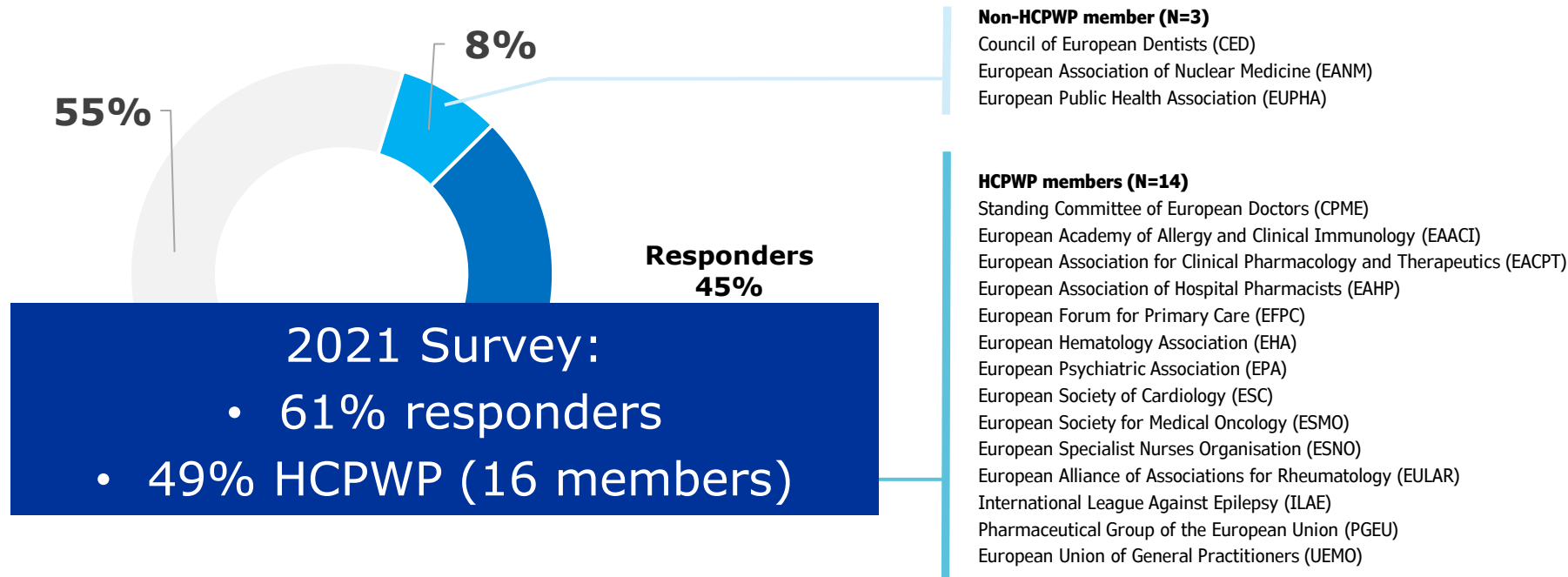
Gather
feedback on
interactions

Improve
engagement
activities

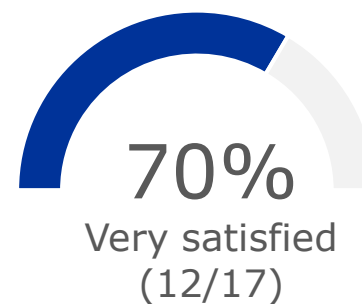
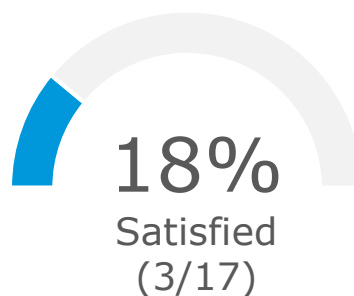
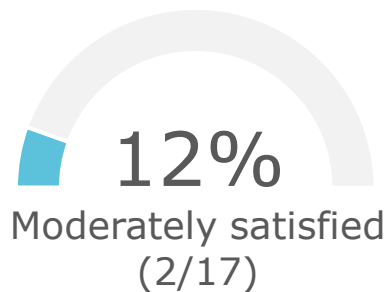


SURVEY RUN FROM 23 FEBRUARY TO 24 MARCH - SENT TO ALL 42 ELIGIBLE ORGANISATIONS

Breakdown of participants



How satisfied are you with your current level of engagement with EMA?



Answers: rating 1-5
 1=not at all satisfied
 2=slightly satisfied
 3=moderately satisfied
 4=satisfied
 5=very satisfied

Recurring remarks:

Quality
ac

Moderately satisfied:

- Wish to participate in HCPWP exchange
- Organisation's internal capacity (P/POG) communication

How satisfied are you with your current level of engagement with EMA? Comment received

+

We really appreciated the regular opportunities for exchange and the streamlining of processes, through the Stakeholders Department.

+

Communication via the HCPWP is very helpful, and very much appreciated by our organization.

-

Additional specific communication on certain topics would be very helpful.

+

We always found support for open communication; the creation of POG was extremely helpful.

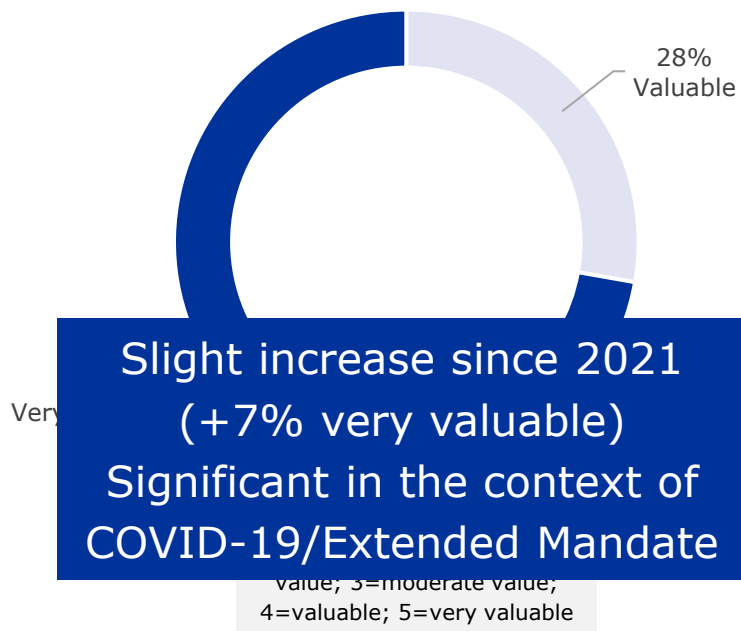
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GPs are the main prescribers of medicines to patients so engagement with EMA is essential.

-

What could be better is involvement in (or feedback on) selection of experts in advisory groups/Working Parties.

How would you rate the value of being an eligible organisation?



RELEVANCE OF BEING AN EMA ELIGIBLE ORGANISATION

Community representation

Communication/information
exchange

Co-drafting of scientific
papers

Participation in HCPWP

VALUE FOR EMA

Discussion forum

Access to HCP
expertise/perspective

Communication/information
exchange

Awareness raising in
organisations

Recurring remarks



How would you rate the value of being an eligible organisation? Some comments received

“

A constructive and mutually beneficial collaboration is in the interest of clinicians, regulators and, most of all, patients.

“

The work programme of the HCPWP is always very well developed and ensures that topics are of relevance for all members and touch on current affairs.

“

EMA gains access to expertise, optimization of regulatory practices, increasing the awareness and impact of the Agency's work.

“

Direct information from the practice perspective, namely on pharmacovigilance, medicine shortages, and practice-oriented topics.



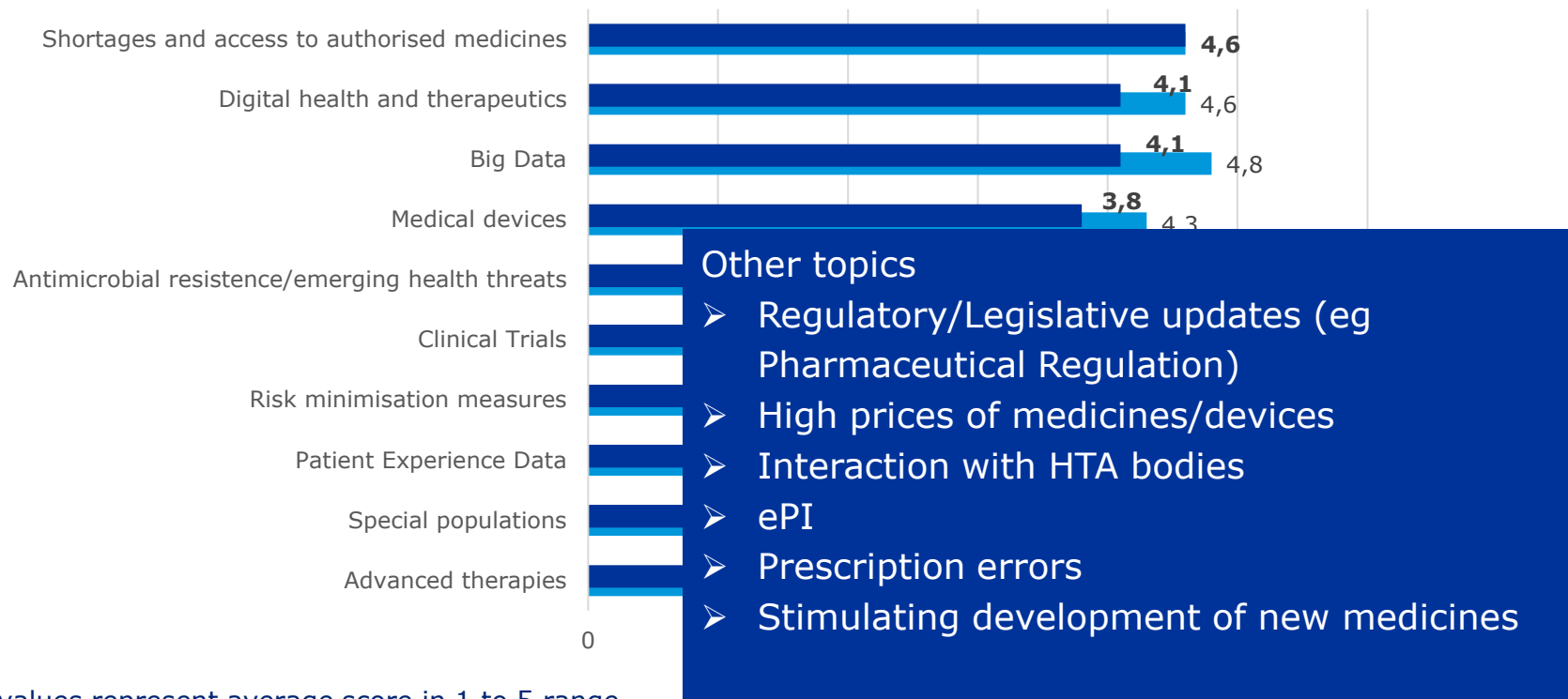
Value of engaging with EMA*



*values represent average score in 1 to 5 range

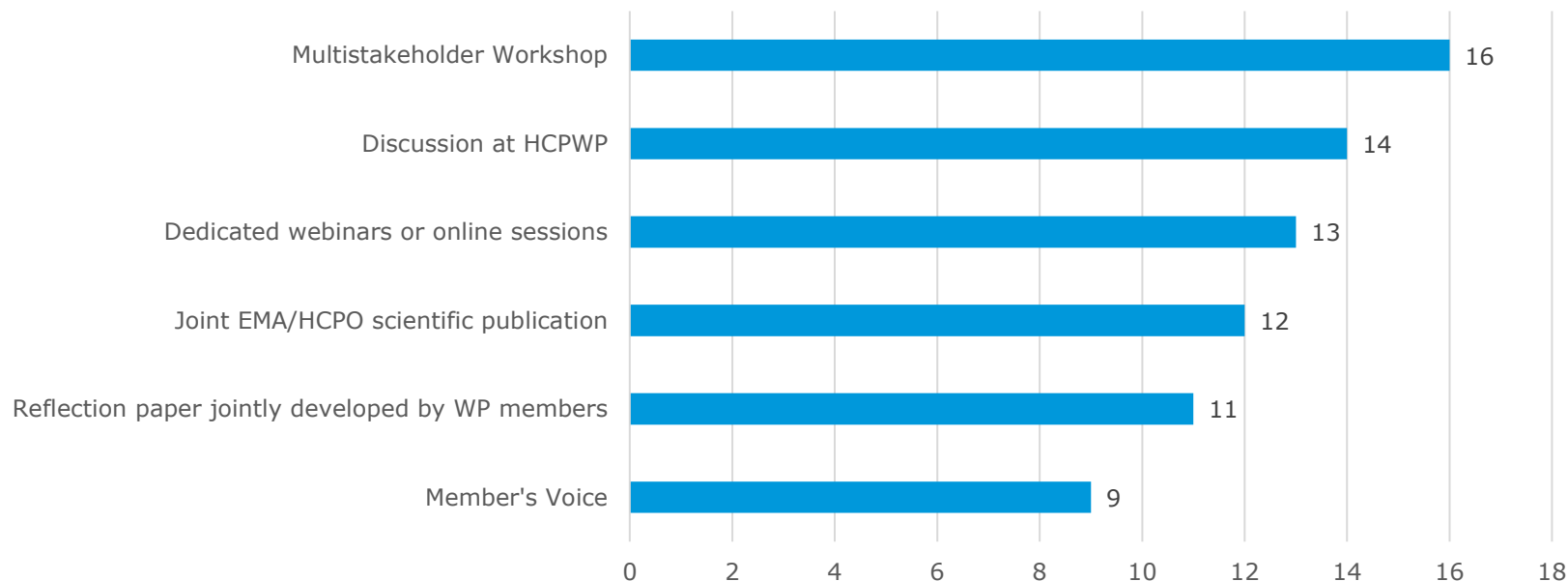


Topics of interest*



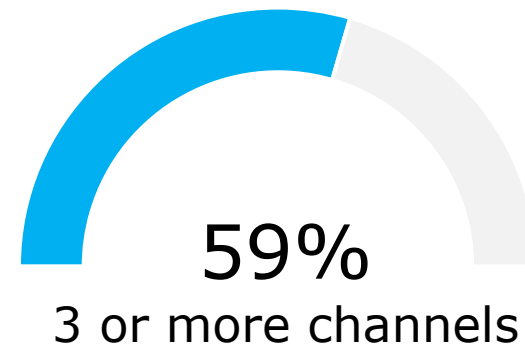
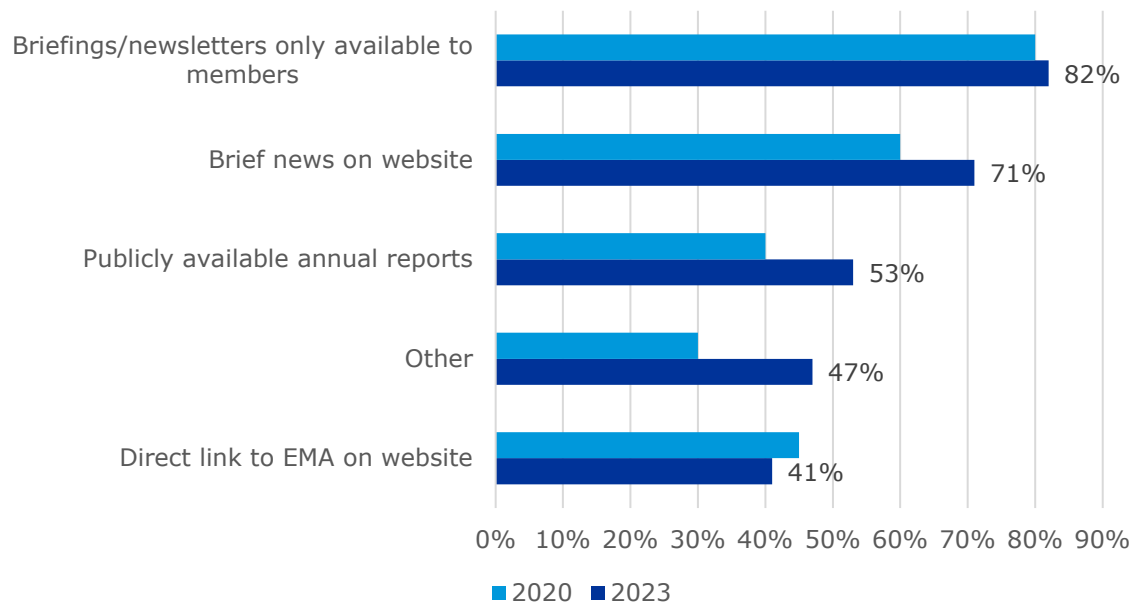


Preferred methodologies for engagement*



*values represent number of preferences
indicated by organisations

How does your organisation promote visibility of its interactions with EMA?



- Other:
- Social media
 - Conferences
 - Articles in scientific journals



“

We would like to thank EMA's staff working with the HCPWP for all their work.

“

We would appreciate it to have more insight into how input from the POG and WPs is being used/taken up by EMA.



Conclusions

- Smaller participation than 2021 survey but generally high satisfaction and positive comments
- Participants mostly members of HCPWP
- High recognised value of engaging with EMA for organisations
- Positive remarks concerning value of HCPWP and POG
- Topic interests reflective of Agency's priorities and work



Any questions?

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