



Feedback from Surveys to Patients, Healthcare Professionals and National Competent Authorities on Communication of Recent Medicine Shortages

Joint PCWP/HCPWP Plenary Meeting – 19 September 2023

Background

Objective

- To assess how patients and HCPs were informed about recent medicine shortages:
Amoxicillin, Ozempic, Visudyne

Responses:

HCPs

- Amoxicillin: 79 from 15 EU/EEA countries
- Ozempic: 55 from 14 EU/EEA countries
- Visudyne: 22 from 9 EU/EEA countries
- Mostly pharmacists
- From Italy, Spain, Belgium, Austria, Sweden

Patients

- Amoxicillin: 49 from 15 EU/EEA countries
- Ozempic: 52 from 15 EU/EEA countries
- Visudyne: 9 from 5 EU/EEA countries
- Mostly patients from Lithuania, France, Spain, Germany, Finland

Feedback from surveys to HCPs and patients

Most **HCPs** surveyed first learned about the shortages:

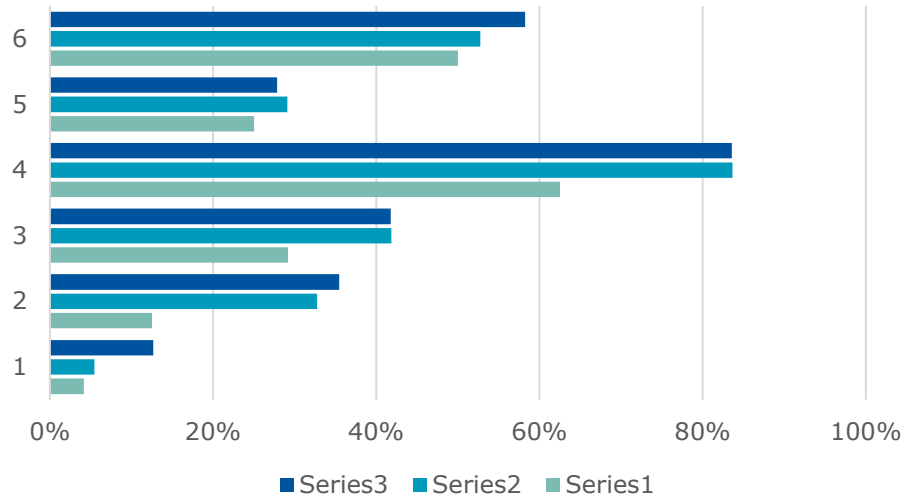
- When they did not receive the delivery from the wholesaler (29 – 48 %)
- From media (Ozempic), DHPC, healthcare professional organisations

Most **patients** surveyed first learned about the shortages:

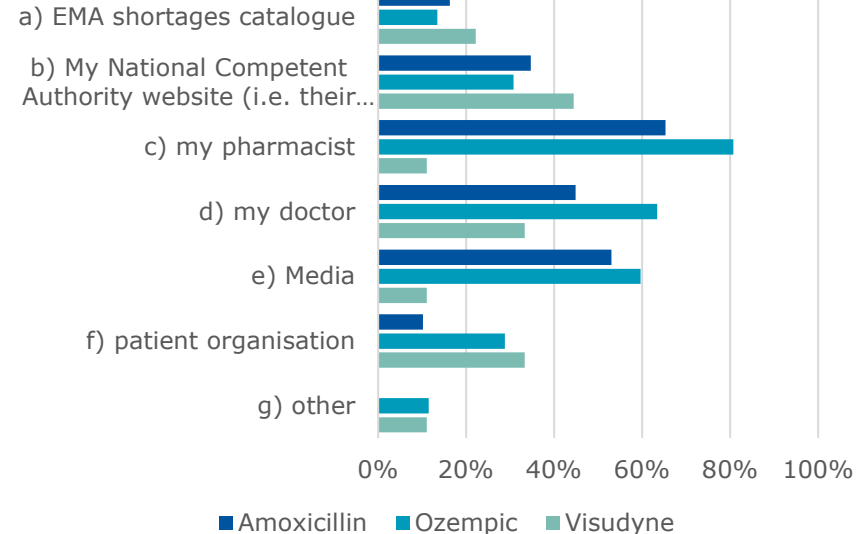
- From their pharmacist (~ 50 % for amoxicillin & Ozempic)
- From media (23 – 33 %)

Did you consult any of the following for information on the shortage?

HCPs



Patients



If you did not find the information you needed, please specify below what information was missing?

- Reason for shortage

- Details of supply levels

- Duration of shortage

- Up-to-date information

- Details on alternatives

Experience from multilingual surveys

Surveys to HCPs not translated, though some comments in other languages received

Outcome:

1. Increased response: A: 69 %, O: 81 %, V: 33 % came in after translations were available and promoted
 - A: 18 %, O: 62 %, V: 33 % took the survey in another language than English
2. Increased likelihood of comments (open-questions) – comment ratio better with translations
3. Increased length/understandability of comments after translation likely

Practical points:

- Automated process with little administrative burden

Conclusion:

- benefits of translation and positive experience – to be used in future surveys





EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

Feedback on surveys to National Competent Authorities (NCAs)



Background

Objective

- To assess communication practices on recent medicine shortages: Amoxicillin, Ozempic, Visudyne

Response rate

- 27 of 30 NCAs responded



1. Was your member state affected by the shortage of (n=27)

Amoxillin: 93 % were affected

Ozempic: 93 % were affected

Visudyne: 63 % were affected

2. Has your agency published an entry in your national shortage catalogue?

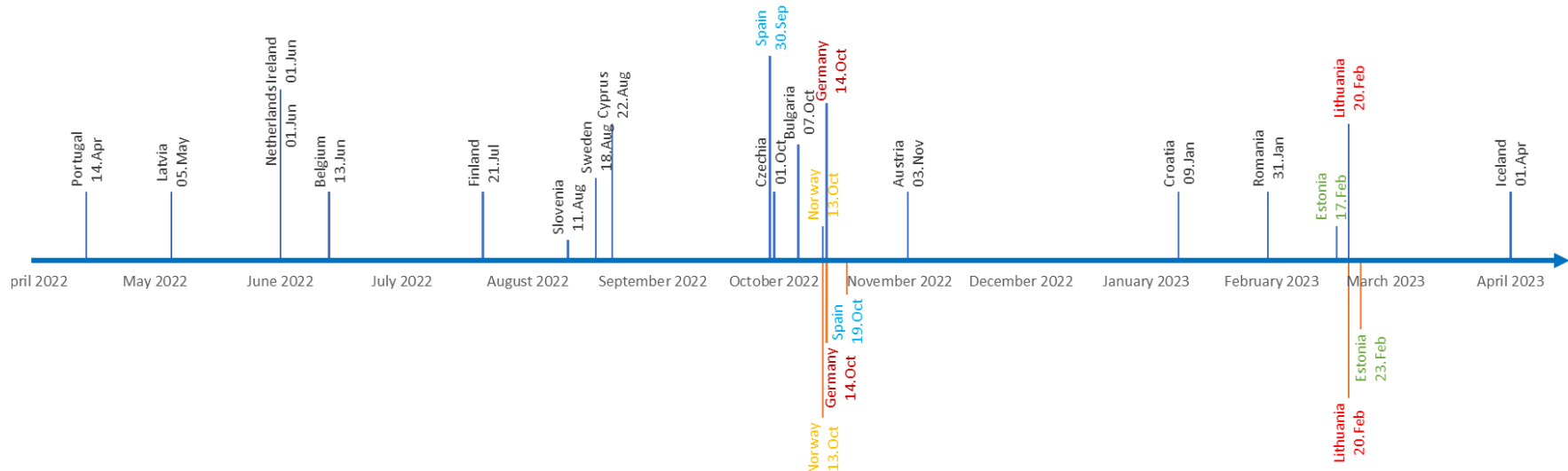
Amoxillin: 88 % published an entry

Ozempic: 84 % published an entry

Visudyne: 88 % published an entry

Date of first notification by MAH vs. date of first publication of entry in national shortage catalogue - Ozempic

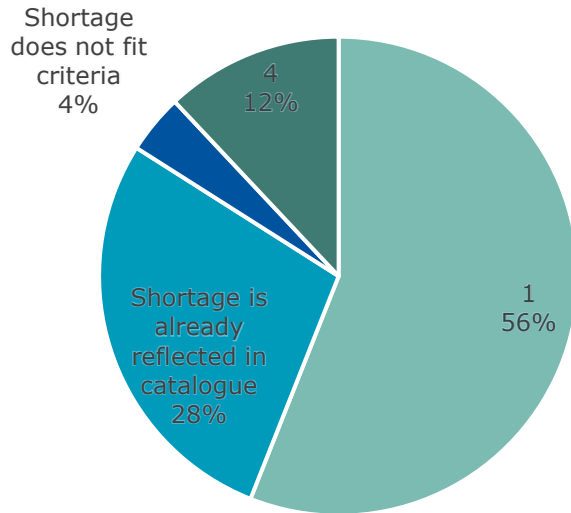
date of first notification by marketing authorisation holder for shortage of Ozempic



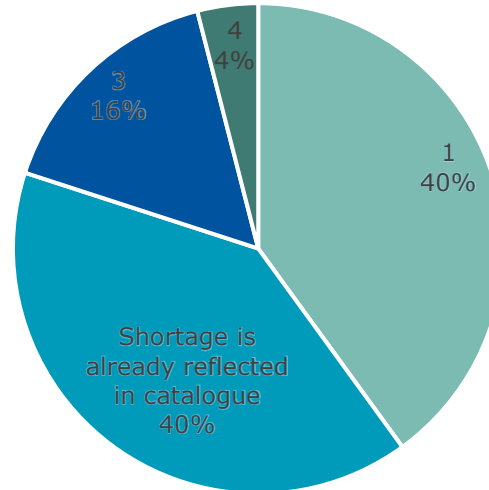
date of first publication of entry in national shortage catalogue for Ozempic

3. Has your agency published a dedicated news item or press release?

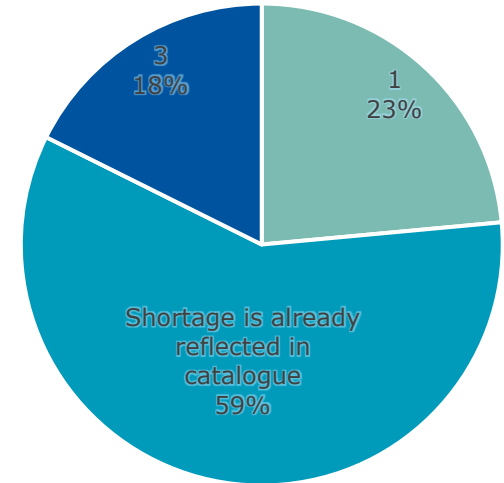
Amoxicillin (n=25)



Ozempic (n=25)

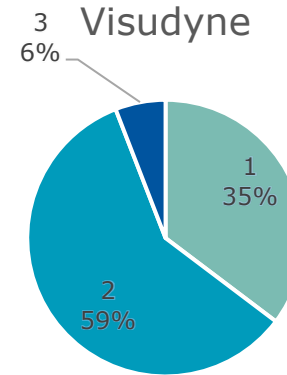
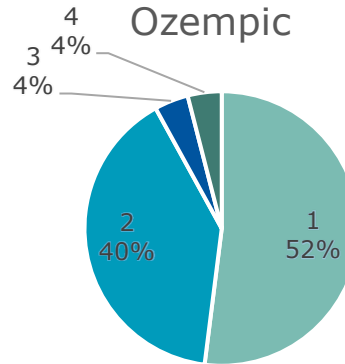
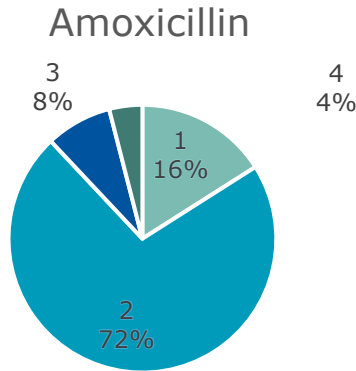


Visudyne (n=17)



4. DHPC

Has your agency disseminated a DHPC to healthcare professionals?



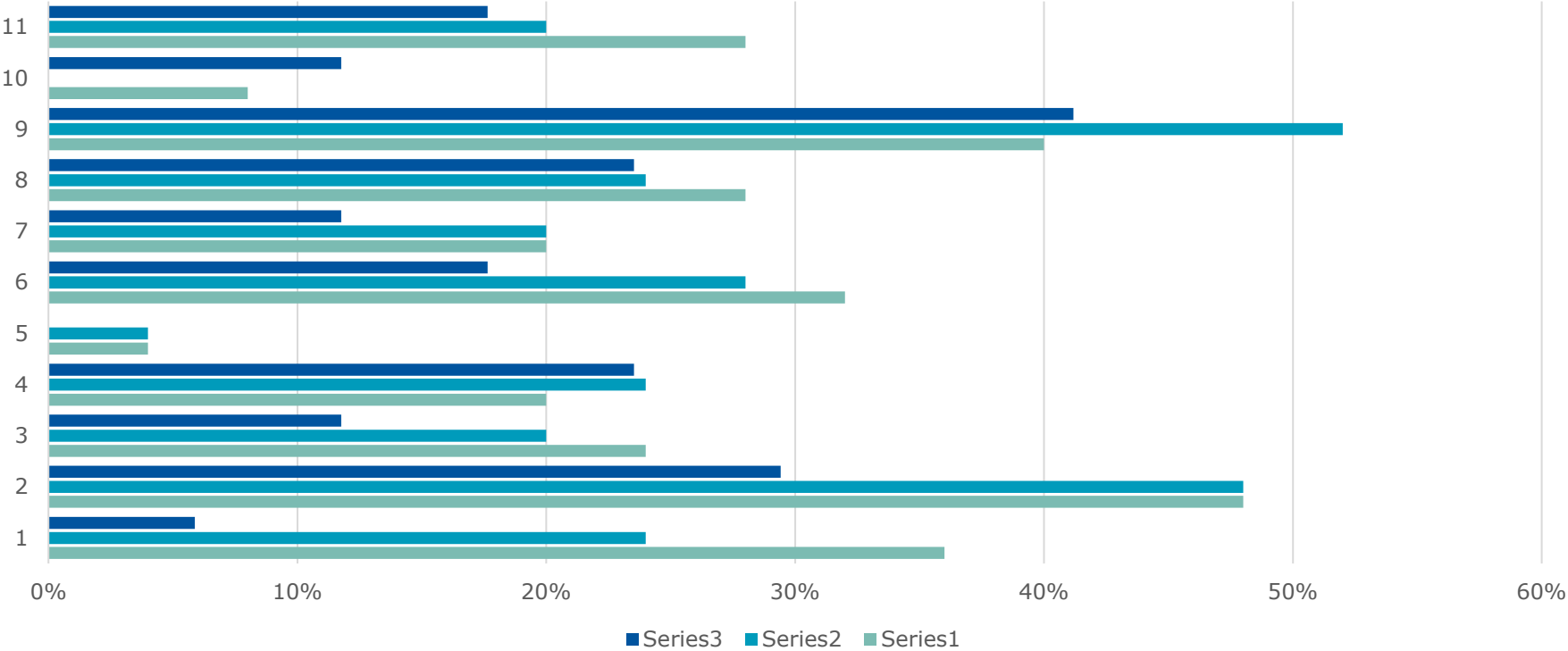
Has your agency published or included the DHPC in your catalogue or news item/press release?

Amoxicillin (n=4): 50 % Yes,

25 % The agency does not routinely publish DHPCs on shortages,

25 % Shortage is published as news item/press release and this is considered sufficient

Communication tools used by NCAs for medicinal product shortages



Conclusion for shortage catalogues

- Shortage catalogues play key role in communication provided by regulators.
- They are currently used as confirmatory source by HCPs after they find out about shortage.
- Use amongst patients is lower. Main source of information are their HCPs – important that HCPs know on time about shortage so they can advise their patients.
- Need to promote awareness of shortage catalogues – help from PCWP/HCPWP needed
- Need to increase usability, allow notifications and interlink with electronic systems so that the information is available at point of ordering and prescribing.
- Need to address missing information, where possible (information on alternatives and duration) and address perception that catalogues are not up-to-date.

Conclusion – role of media

- Media as source of information
- Risk of stockpiling
- Role of media also highlighted in workshop and initiatives ongoing to address role of media
- Reflection in future update of good practice guidance for communication to the public



Any questions?

Further information

Stephanie Marschler
Trainee S-PH
stephanie.marschler@ema.europa.eu

Inga Abed
inga.abed@ema.europa.eu

Official address Domenico Scarlattilaan 6 • 1083 HS Amsterdam • The Netherlands

Telephone +31 (0)88 781 6000

Send us a question Go to www.ema.europa.eu/contact

See websites for contact details

Heads of Medicines Agencies www.hma.eu
European Medicines Agency www.ema.europa.eu

The European Medicines Agency is
an agency of the European Union

