



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

What do the 2020 results tell us?

Satisfaction survey

PCWP/HCPWP joint meeting

Presented by Maria Mavris on 3 March 2021
Public and Stakeholder Engagement Department

An agency of the European Union





Satisfaction survey

- Conducted every 2 years
- Delayed due to Agency relocation
- Change in questions
- Approximately 500 surveys sent
 - 82 responses received
 - 16% response rate

Affiliations:

- Patient or Carer: 59
- Healthcare professional: 20
- Consumer: 3



Survey questions

- Profile
 - Affiliation
 - Years active at EMA
 - How many activities in 2020
- Types of activities
- Feedback on:
 - Meetings
 - Use of EMA systems
 - Support
 - Your involvement
 - Overall satisfaction rating

2 What do the 2020 results tell us?

Satisfaction survey on involvement in EMA activities in 2020

Fields marked with * are mandatory.

Background information

You have received this survey because you were involved in one or more activities at the European Medicines Agency in 2020.

Your feedback will not only be helpful for improving our processes but will also help us to understand what we do well.

Please answer the questions and feel free to add text to explain your experience. There are 11 questions and should take around 5 to 10 minutes of your time.

This information will be analysed collectively and feedback will be shared and published in our annual [Stakeholder Engagement Report](#); no individual data will be published.

For more information on how the Agency collects and uses personal data, please refer to [European Medicines Agency's privacy statement](#).

Your profile

1. Full name (optional)

*2. Are you a:

☐ Patient or Carer

☐ Consumer

☐ Healthcare professional

Your involvement in EMA activities

*3. How long have you been participating in EMA activities?

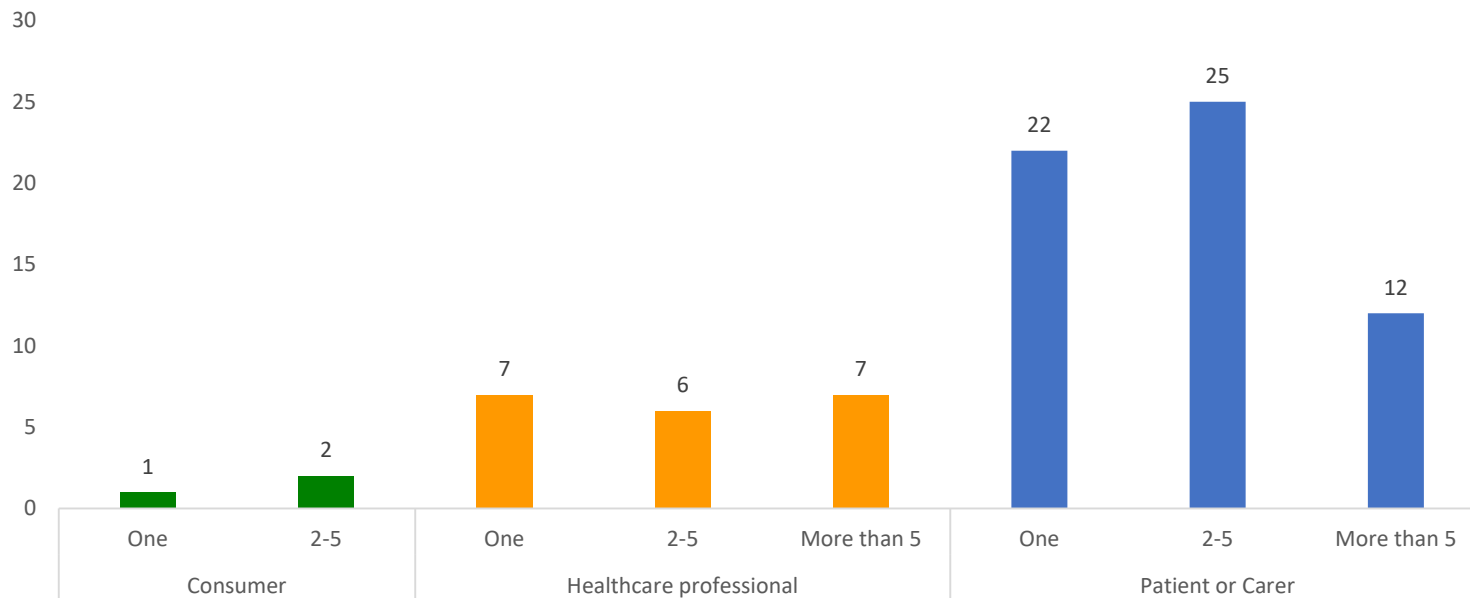
☐ Less than 1 year

☐ From 1-3 years

☐ More than 3 years



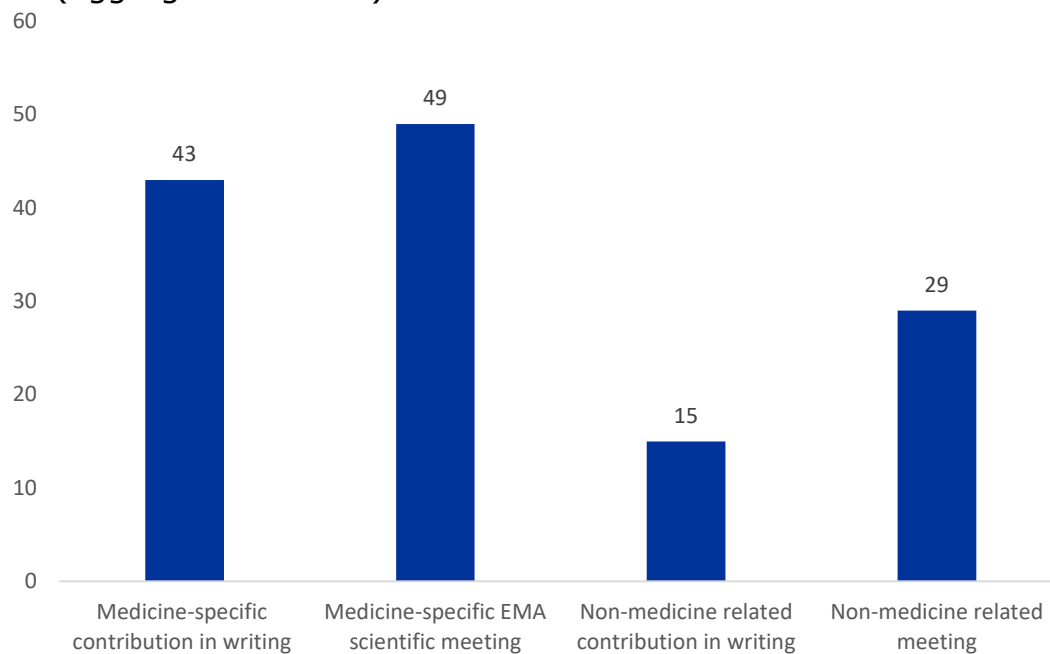
In how many EMA activities did you participate in 2020?





Which types of activities were you involved in?

(aggregated results)

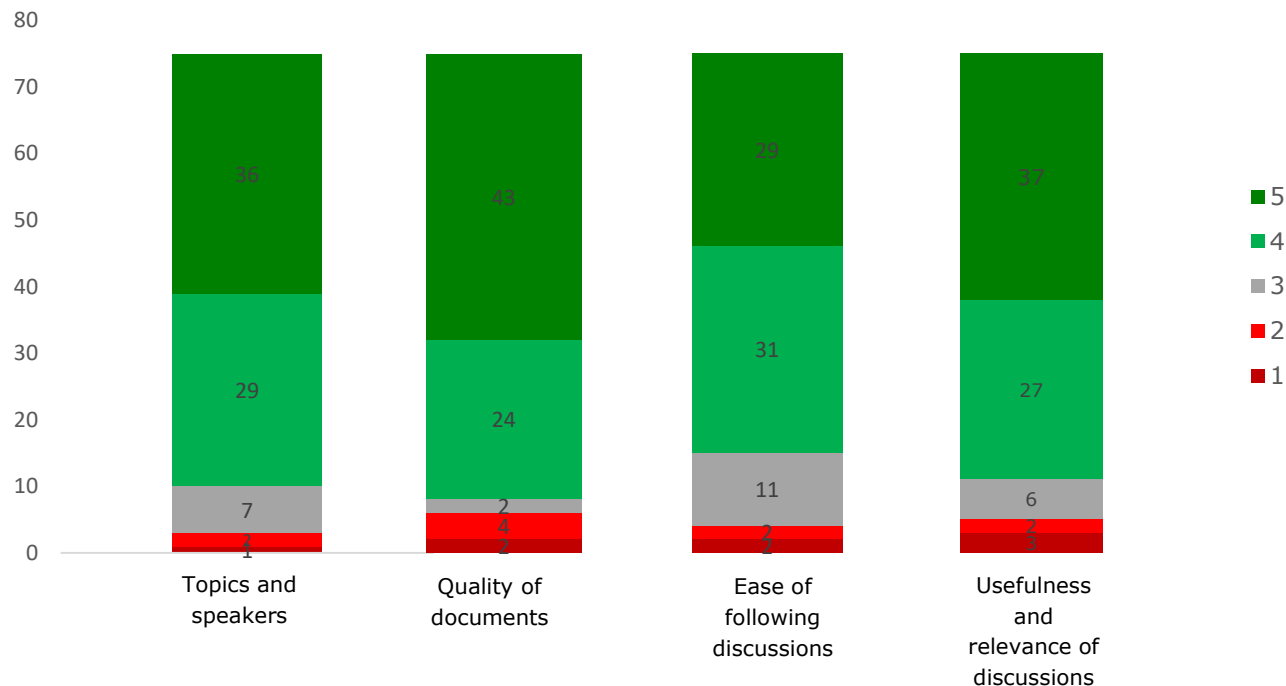


- **Medicine related - writing**
(e.g. review of documents, scientific advice, committee consultation (questionnaire))
- **Medicine related - meeting**
(e.g. EMA Committee meeting, scientific advice, SAG/expert meeting)
- **Non-medicine - writing**
(e.g. EMA survey or written consultation)
- **Non-medicine - meeting**
(e.g. workshop, PCWP, HCPWP)



Your experience with the meeting(s).

1 is very unsatisfactory and 5 is very satisfactory:





Comments relevant to meetings

Working party meetings

As a relatively new participant in the PCWP it is very difficult to find the opportunity to intervene in meetings. The format of presentations followed by short Q&As does not allow for meaningful discussion or collaborative working.

Excellent cooperation with all the staff of the European Medicine Agency.



Medicine related meetings

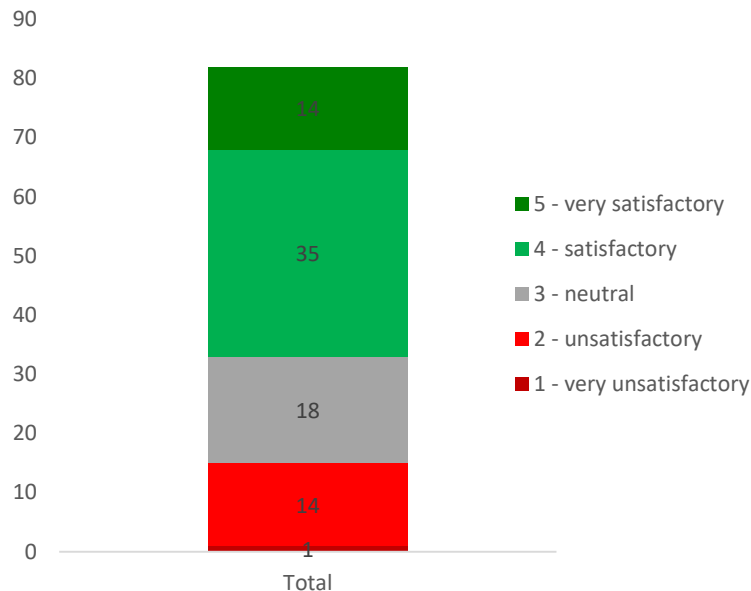
The scientific advice meeting documents were very helpful in preparing for the meeting and in the discussion itself.

All participants were scientists and medical experts. However the language was not too technical. Thus, as a patient representative, I was able to follow and contribute the scientific discussion.

Online meetings at times more difficult to follow, probably more due to concentration after hours online



Ease of use of EMA systems



Access to the systems is complicated. Often had to reset the password. The platform is not user friendly and there were confusion between different platforms.

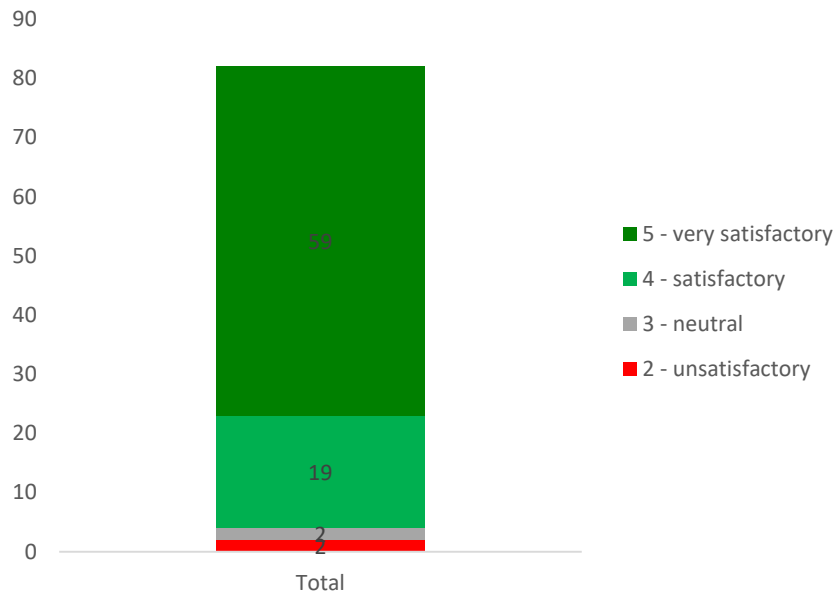
The EMA team has been great and patient. However, the system itself is very confusing.

It still looks like a barrier to patients even if this isn't actually. I'm not sure how this can be solved. Maybe it would help if these documents were made available in their mother tongues.

It's a nightmare.



Level of support received from EMA staff



They're always very helpful and understanding.

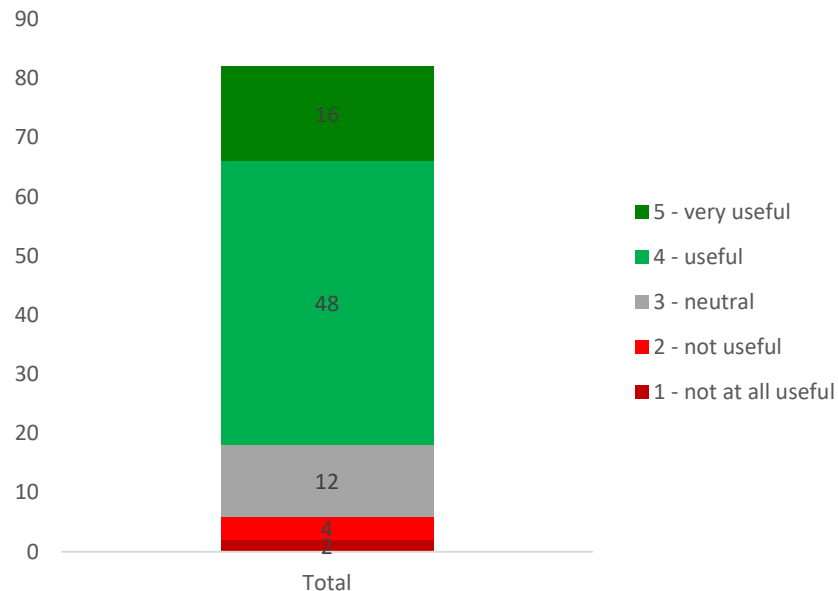
It continues to improve the more I am involved, but it did take some time when newly appointed to get to grips with the necessary processes.

Fast response and help. All problems could be solved and questions were answered.

The good thing is that the EMA team is VERY responsive. You are under the impression that they REALLY want you to participate. That is excellent.



How useful do you feel your involvement and input was?



I feel that my comments have been taken on board or at least responded to (when giving patient information leaflet feedback).

Involvement in COVID task force has I think been very valuable in communicating role of EMA in vaccine and COVID drug regulation widely to HCPs, and highlighting transparency of process.

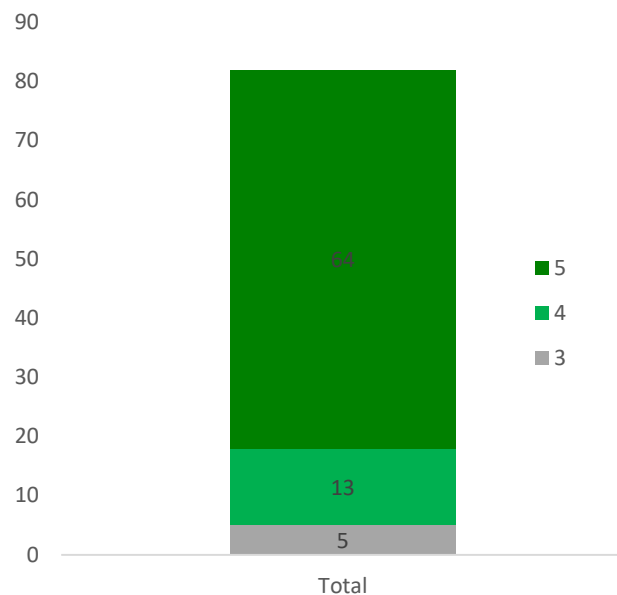
I hope my contribution was useful. I am unsure as I didn't receive any further notice after submitting the last assignment.

As a patient representative I had a personal point of view for the specific activity and my scientific input was very useful to the staff of EMA.

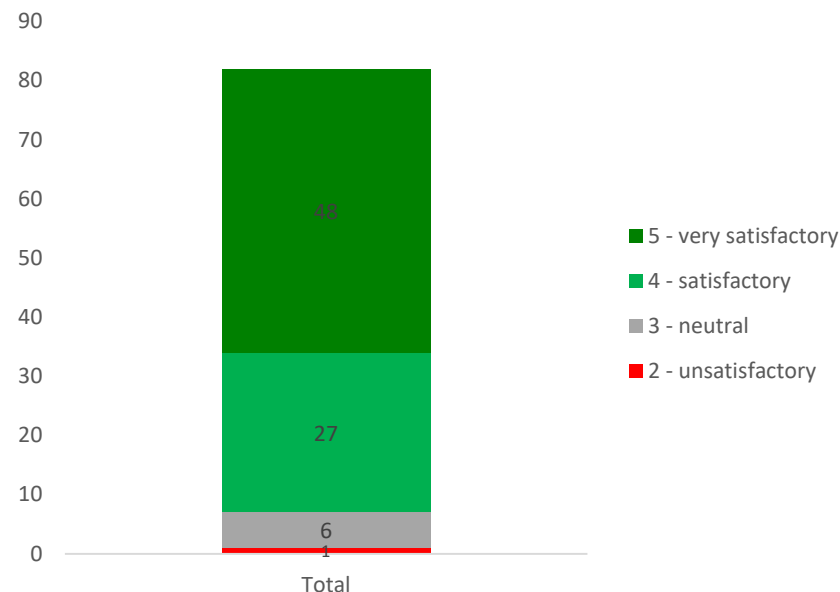


Likelihood of participating in future EMA activities

(1 being very unlikely and 5 being very likely)

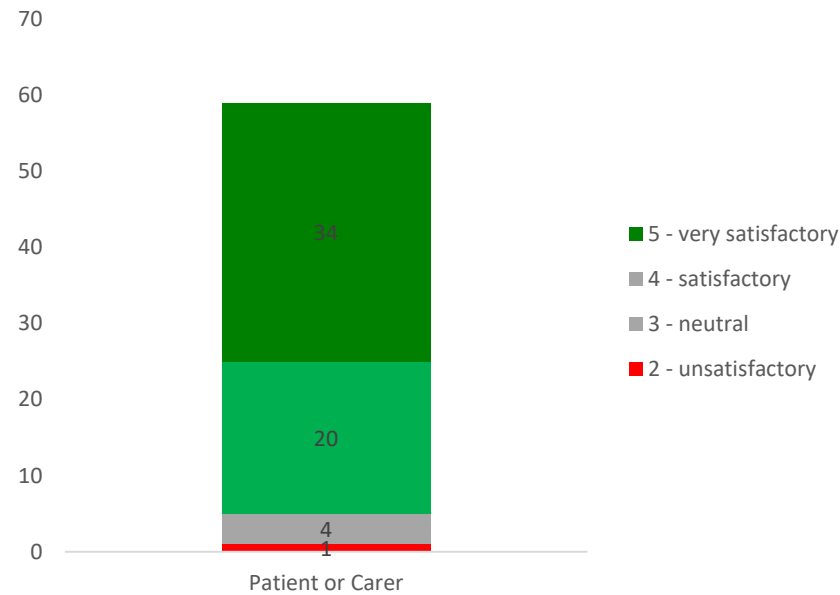
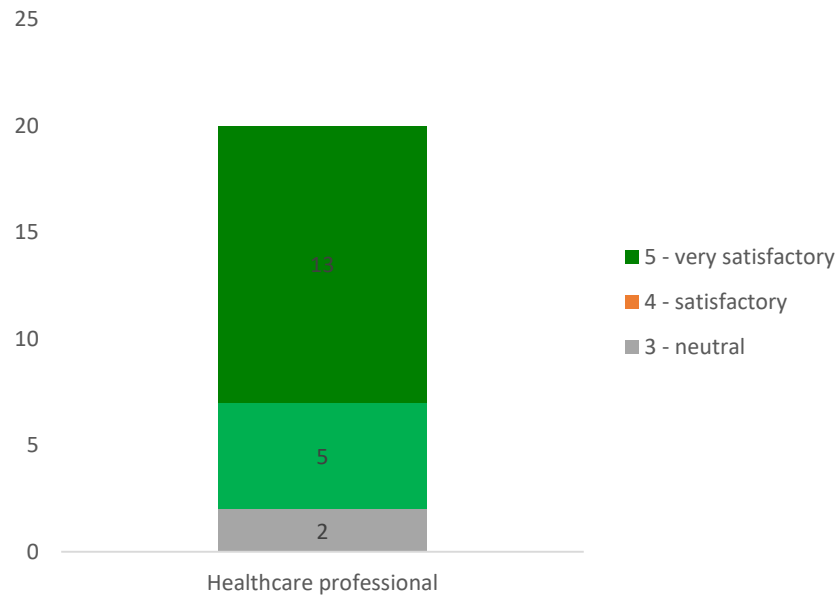


Overall rating of interaction with EMA





Satisfaction of interactions with EMA per group





Comments related to overall interaction

The scientific language was a challenge for me but all staff members were highly helpful – so: thank you!

HCPWP is a constructive vehicle, could perhaps be used more in policy making and within EMA extended remit.

Being involved in an EMA advisory process has been a privilege! The excellent quality of the documentation made up for the unwieldy bureaucracy!

I would love to get more opportunities to engage in further EMA activities

Only problem I have is due to technology



General comments or suggestions

Please choose an appropriate online meeting tool!

The format of the DOI form is hard to open

Try to make some procedures more simple

I would like to see a more comprehensive yet precise set of materials related to whatever topic is discussed.

Feedback would be helpful for me.

I have greatly appreciated the many meetings with regard to COVID-19 and would like to applaud the agency for its communication on this subject.

It was the first time I interacted with EMA. It helped me realise the quality of the work you are doing. Many thanks for the dedication that I felt throughout the process.



Any questions?

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