



European Medicines Agency  
Press office

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## **PRESS RELEASE**

### **First survey on patients' involvement in the European Medicines Agency's work reveals high satisfaction levels overall**

Representatives of European patients' and consumers' organisations have expressed their appreciation for the work being done by the European Medicines Agency (EMA) to involve them in its core activity areas.

Over 92 % of representatives polled in a recent survey — the first of its kind since the EMA began systematic involvement of patients and consumers in its activities — say they are either satisfied or very satisfied with their overall interaction with the EMA, with the remaining 7 % expressing neither satisfaction nor dissatisfaction.

Patient and consumer representatives expressed particularly high satisfaction levels in relation to:

- the positive consequences of this interaction for the organisations they represent, such as their ability to pass on information to patients about new medicines and treatment options available, and improved relations with health authorities and healthcare professionals (77 % satisfied or very satisfied);
- their perception of whether the EMA actually takes into account their comments and other contributions to EMA activities (74 % satisfied or very satisfied).

The survey was conducted with representatives and experts working in not-for-profit organisations that represent patients and consumers of medicinal products at European Union level, and that were involved in one or more EMA activities during the year 2007.

Twenty pan-EU patients' and consumers' organisations — including general umbrella associations and others focused particularly on a single disease area such as AIDS, Alzheimer's or cancer, and which collectively represent millions of European patients — currently participate in EMA activities. The activities in which they are involved include reviewing public summaries of scientific assessment reports and package leaflets, to ensure the information is comprehensible, and providing their insight as users of medicines to EMA scientific bodies.

Further analysis of the findings of the survey is contained in a report published today, which also provides extensive information on the EMA's progress with its programme for integrating patients and consumers in its work.

At its meeting of 12 June 2008, the EMA Management Board welcomed the report and the survey results, as they confirm that the Agency's efforts to involve patients and consumers in areas of considerable importance to them are progressing well.

Feedback obtained from the survey has also helped to identify areas where the involvement of patients and consumers can be further developed, such as further consultation during product evaluation and during preparation of guidelines. The EMA will propose actions to address this. It will also review the current procedures in place for the involvement of patients in the preparation of product-related information, and will extend the scope of the exercise.

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Notes:

1. The '[Report on the progress of the interaction with patients' and consumers' organisations' \(EMEA/478814/2007\)](#) is available [here](#).
2. All patient and consumer organisations are welcome to express an interest in participating in the activities of the EMEA. They must first meet the EMEA's eligibility criteria, to ensure that the Agency works only with organisations that are genuinely acting in the interests of European patients and consumers.
3. Detailed information about the EMEA's work with patients and consumers, and about how organisations can become involved, is available in the 'Working with patients and consumers' section of the EMEA website. Link: <http://www.emea.europa.eu/Patients/introduction.htm>
4. This press release, together with other information on the work of the EMEA, can be found on the EMEA website: [www.emea.europa.eu](http://www.emea.europa.eu)

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