

# EMA public webinar on shortages: putting patients first

*Role of patient organisations in supporting/informing patients & EPF recommendations*



4 november 2025

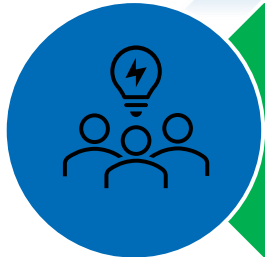
Solène Jouan, EPF Policy Officer

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# EPF's role on shortages and the work with our members



EPF has been deeply concerned about the growing problem of shortages in the EU in recent years → **Undermining patients' fundamental right to equal access to safe, quality healthcare.**



**EPF Task Force on Shortage set up in May 2024** → Composed of several of our members, in order to reinforce our work on this topic.



**2025 Survey of the EPF Task Force** → *“What can POs do to prevent and manage shortages?”*

**Best practices**

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# 2025 Survey of the EPF Task Force: *What can POs do to prevent and manage shortages?*



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# 2025 Survey of the EPF Task Force: *What can POs do to prevent and manage shortages?*



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2025 Survey  
**Best practices**

1.  
Information campaigns on shortages

2.  
Reporting on shortages

3.  
Monitoring of shortages

4.  
Concrete involvement of patients

- Successful initiatives involved POs **running information campaigns** based on official news from health authorities and agencies.
- This cooperation is seen as a way for POs **to reinforce public trust in the regulatory process.**
- But a key success factor is ensuring that **communication uses clear and lay language.**
- Close collaboration with ministries of health and national authorities **was seen as a major added value.**

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## 2025 Survey Best practices

1. Information campaigns on shortages

2. Reporting on shortages

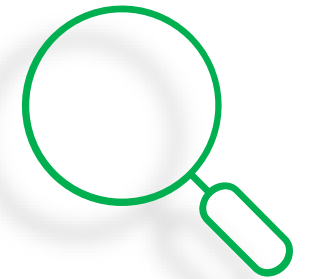
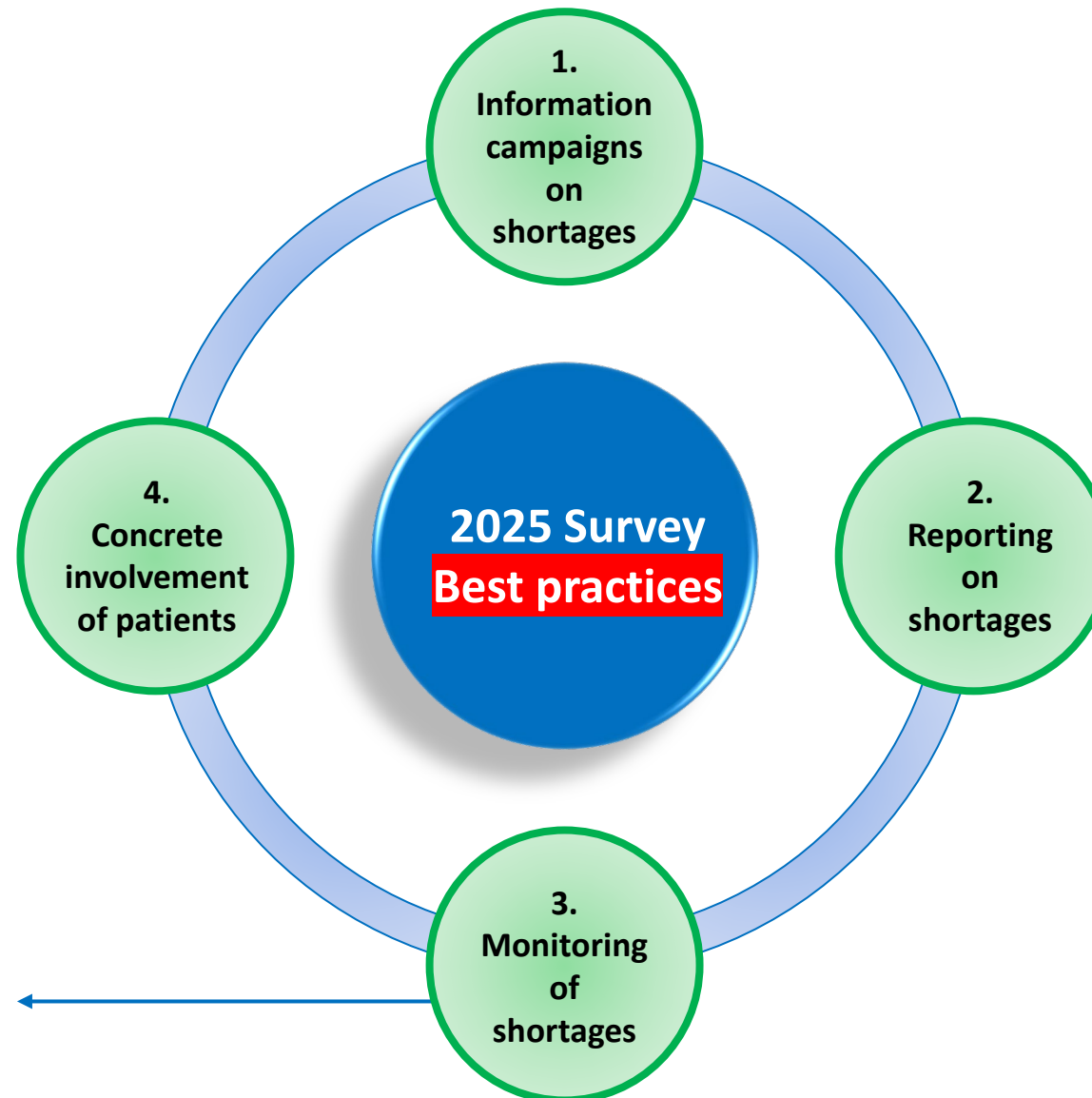
3. Monitoring of shortages

4. Concrete involvement of patients

- Allowing POs **to report shortages directly** to national authorities.
- Some members even have **dedicated contact points or reporting websites** for this purpose.
- To ensure that patients can also report to their national coalitions, our member from Cyprus created the **“Patients Observatory.”**
  - ✓ Through this platform, patients can **submit complaints** about medicine shortages.
  - ✓ The observatory then **contacts the national authorities** regarding the issues raised and **follows up with patients** to provide answers and updates about the shortages
  - ✓ Such reporting not only **helps patients access the information** they need but also enables POs to **better monitor the situation.**

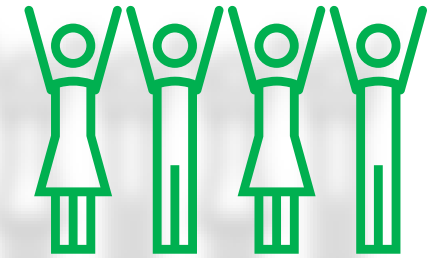
# 2025 Survey of the EPF Task Force: *What can POs do to prevent and manage shortages?*

- Members highlighted **the value of up-to-date official websites** managed by ministries of health or national regulatory agencies to monitor shortages.
- The most effective platforms are those that provide **detailed, transparent information**, such as duration, reasons, causes, and possible alternatives.
- A website that simply lists shortages **without context** is not considered best practice.
- **User-friendliness** is also an important factor.



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- Ensure that patient representatives / POs **participate in general working groups on shortages or in dedicated task forces** for specific medicines of the authorities.
- This involvement allows the patient community **to present its needs directly**.
- But also to **enable greater transparency and accountability**.



# EPF's future steps



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