

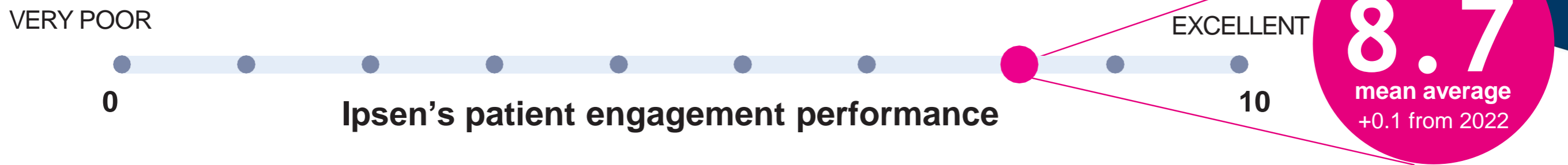
PATIENT ORGANIZATION SATISFACTION

This year we launched our third **Ipsen Patient Organization engagement survey**, featuring the perspectives of 85 patient organizations (POs) globally. These findings will be used to help us deliver on what matters most to patients and caregivers.

“Our engagement with Ipsen has been top notch from the get-go... [they] keep us in the loop, always take the patient perspective into consideration...and have been great to work with. We have become spoiled with this great relationship and just hope to see it continue”

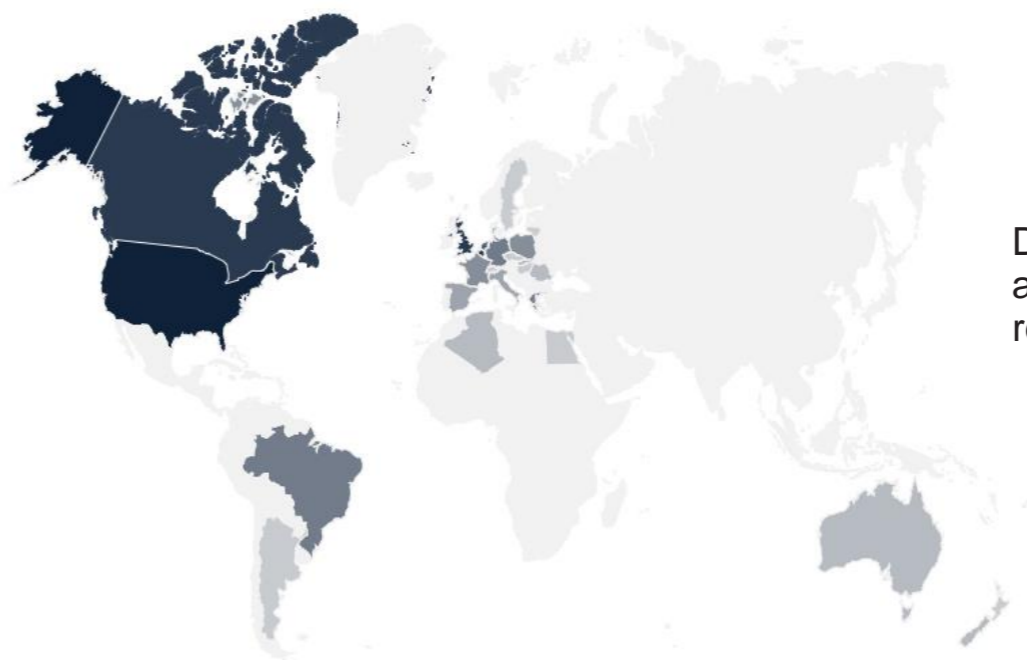
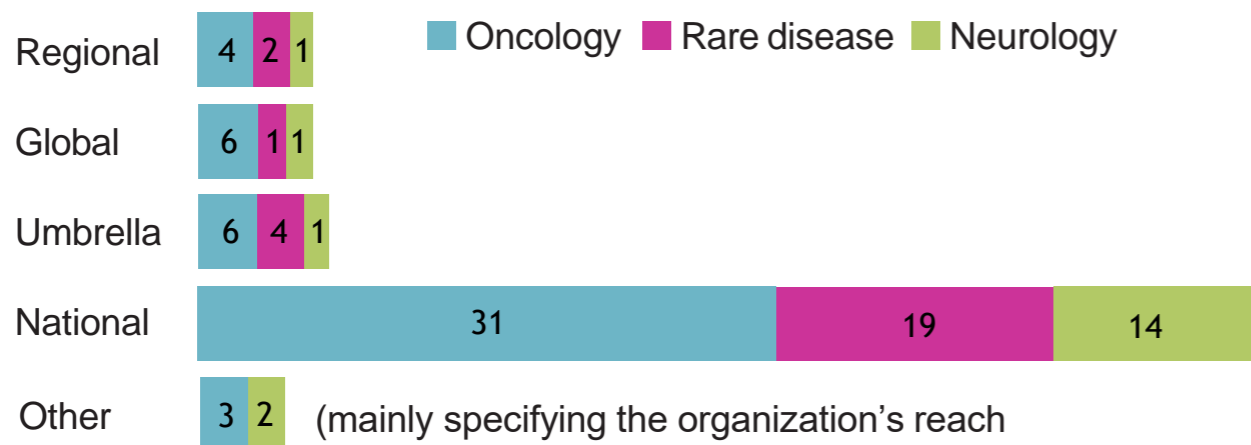
PO REPRESENTATIVE

Overall sentiment



Survey respondents (n=85)

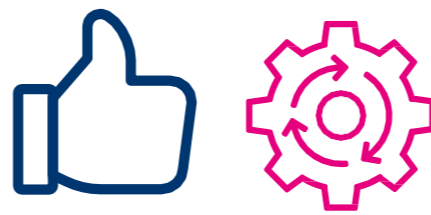
POs included were from a variety of disease areas



Patient engagement

HIGHER SATISFACTION

- Acts with **honesty and integrity**
- Uses the **right language** to communicate
- Patient engagement skills** that employees display are excellent



AREAS FOR IMPROVEMENT

- Make the **contractual process clear and simple**
- Ensure **co-creation** happens routinely
- Offer **appropriate compensation for services**

Relationships with the patient community

RECEIVED HIGHER SCORES



RECEIVED LOWER SCORES



Areas identified by patients where Ipsen can do more to support their needs

Support initiatives to improve patient experience & outcomes

Growth, sustainability and PO support

Increase inclusion & co-creation opportunities

Support communication, awareness & education efforts

Improvements in the way engagement is carried out

