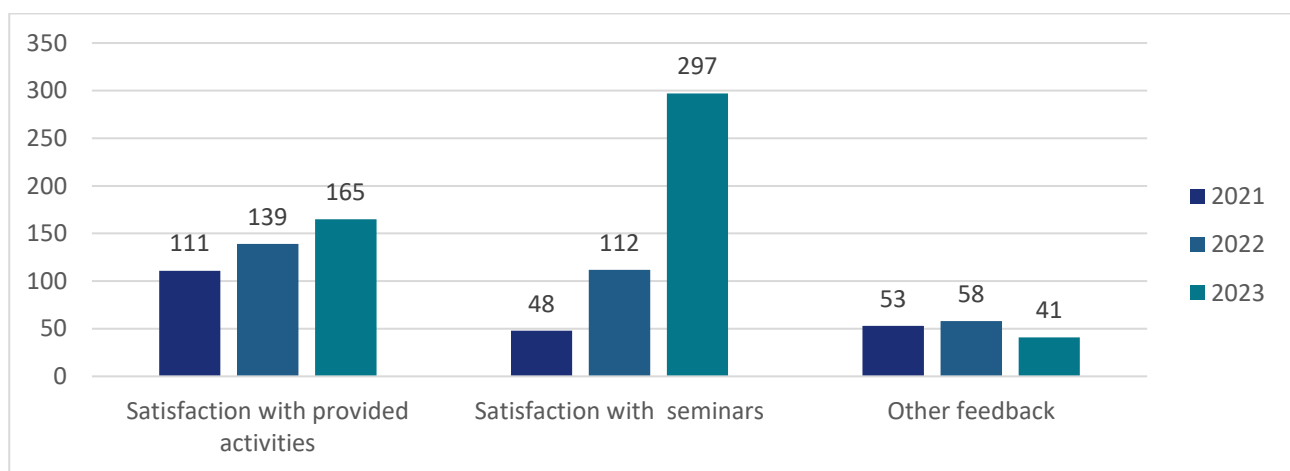


## Evaluation of external feedback received in 2023

### Comparison of feedback received 2021-2023

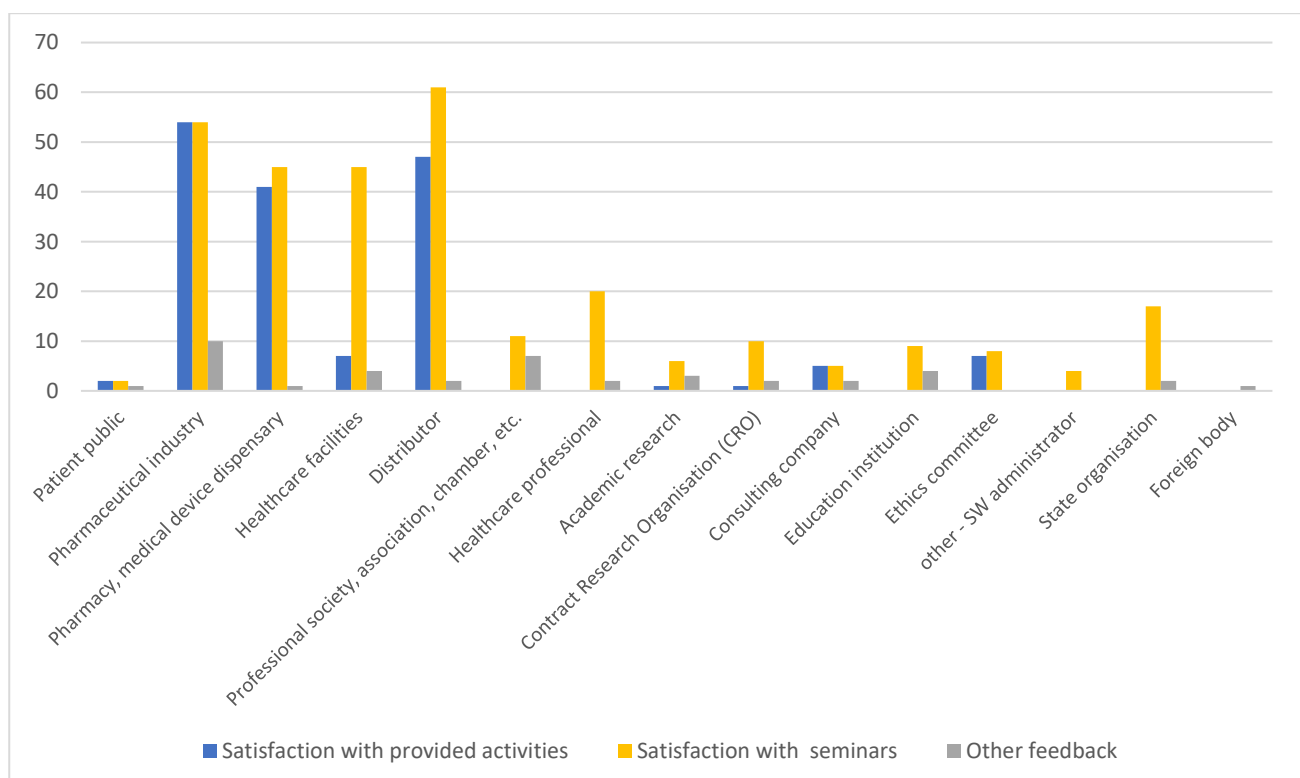
There has been a further increase in the number of post-workshop surveys received due to the automated distribution of feedback requests to all registered participants.

The return rate of questionnaires is approximately 20%.



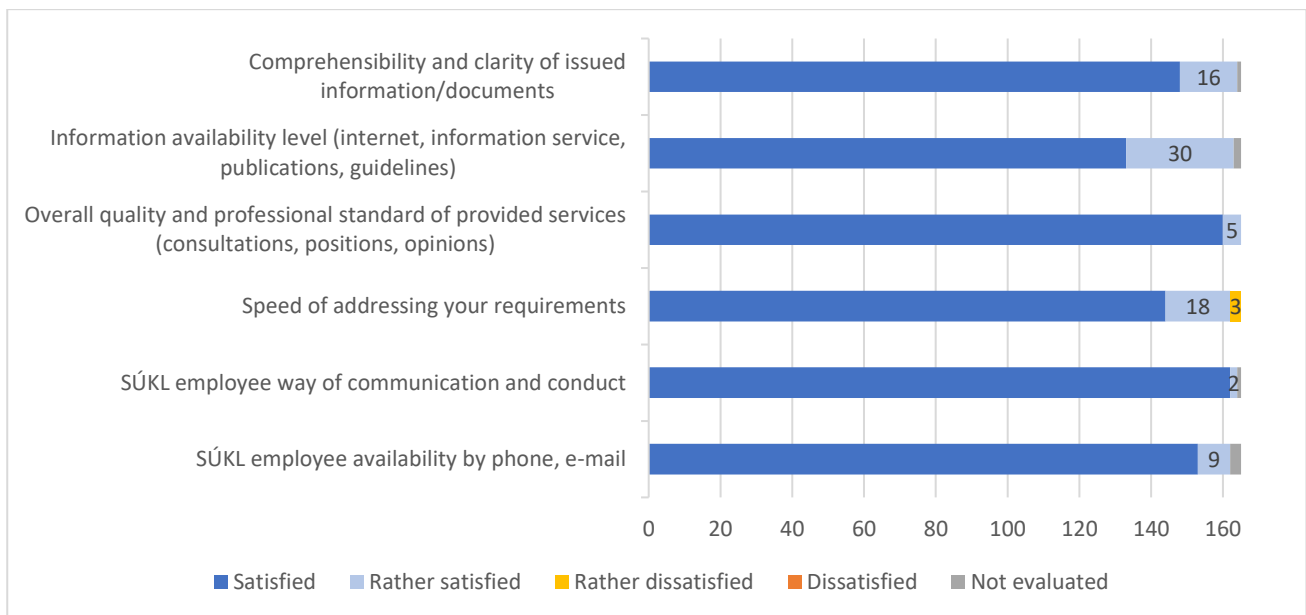
### Feedback received 2023 by stakeholder

Little feedback was received from patients and foreign bodies.



### Satisfaction with the activities of SÚKL

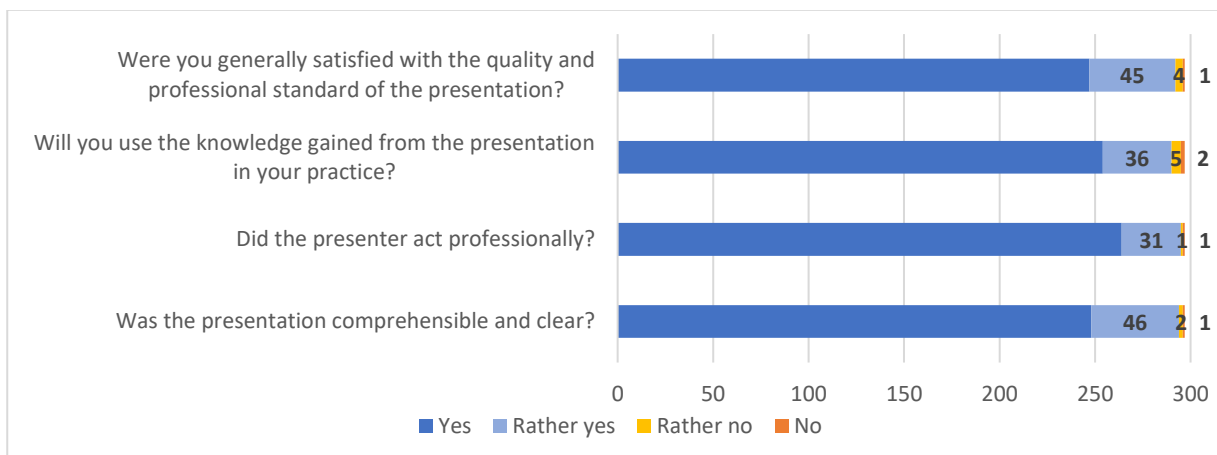
The lowest satisfaction was for "**speed of addressing requirements**", where **3** respondents were **rather dissatisfied** and 18 respondents were rather satisfied, and for "information availability level", where 30 respondents were rather satisfied.



### Satisfaction with SÚKL presentations or seminars

The lowest satisfaction was for "**using the knowledge from the presentation for own needs**", where **2** respondents **would not use the knowledge** at all and **5 would rather not use it**.

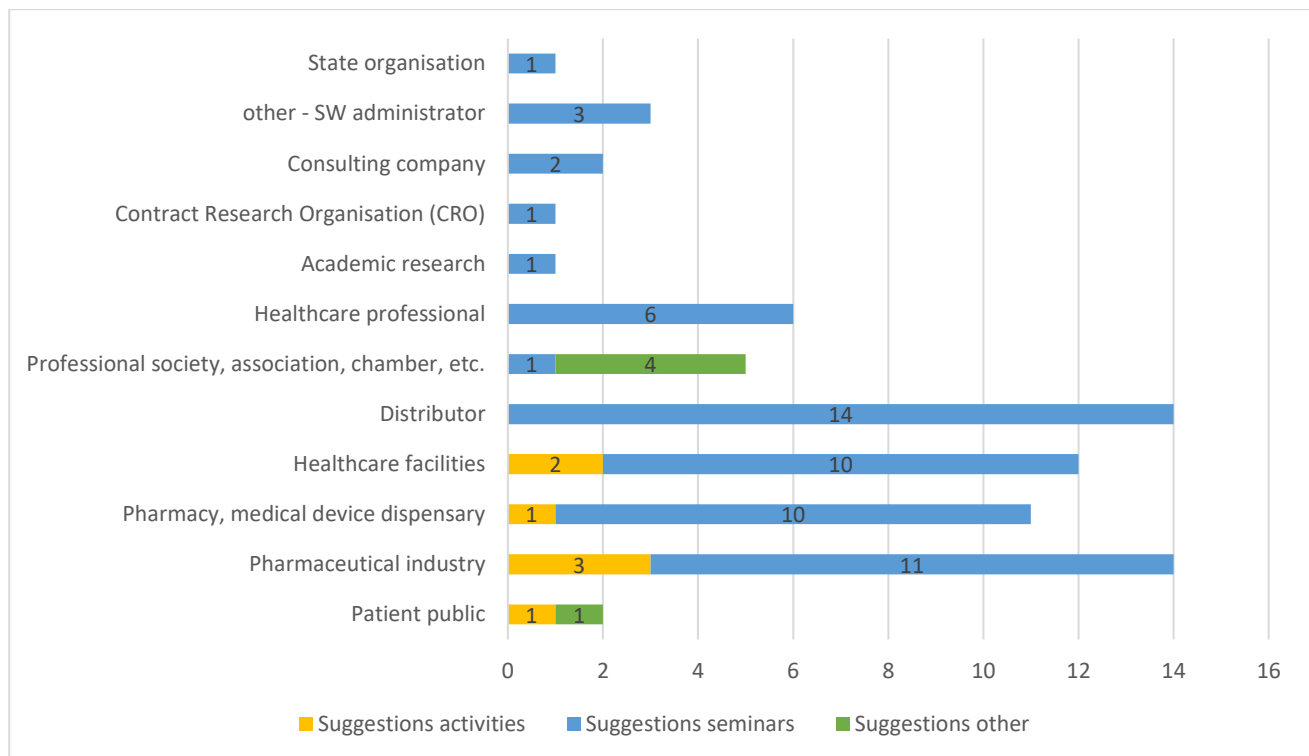
**4** respondents were also **rather dissatisfied** with the "**quality and professional standard of the presentation**" and **1** respondent was **dissatisfied with everything** that and how SÚKL presented.



## Suggestions received to improve the activities of SÚKL

The feedback we received in 2023 provided us with **72 suggestions for improvement**.

The suggestions for improvement were not only related to the seminars, but also to our activities, and are very valuable to us.



## Conclusion - what can we try to do even better

We have evaluated the suggestions we received, discussed them with the relevant departments and used them to further develop and improve the services we provide.

Specific steps are: ongoing project to change the website; new information system for medical devices; new database of distributors; guidance on reporting launch/ suspension/ renewal/ termination of medicinal product placement on the market in the Czech Republic; strengthening of lecture activities and implementation of professional seminars; publication of presentations from seminars on the SÚKL website; review of the need for translation of SÚKL guidelines into English and regular meetings with patient organisations and regulated entities.

We would be pleased if you continue to provide us with your opinions, comments and suggestions on the activities we carry out. With your help, we can continue to strive to improve and develop the services we provide.

Thank you very much.