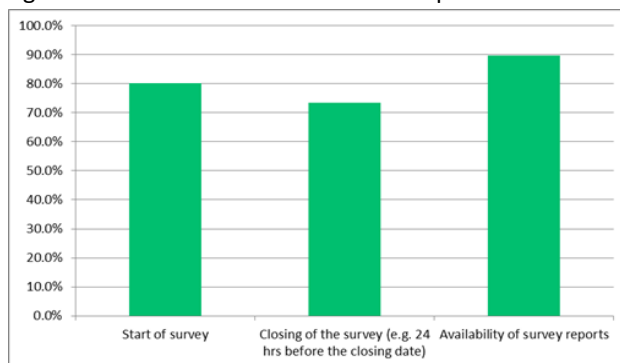


ECAT Information: Participants' Questionnaire

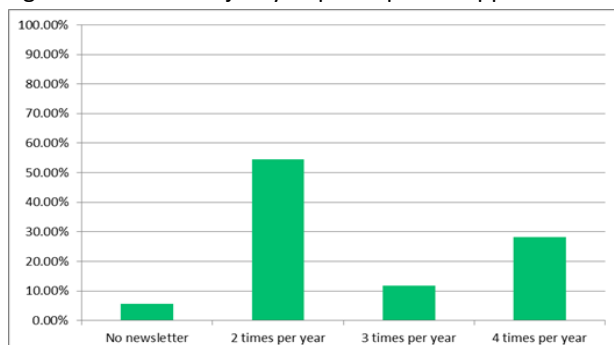
Between April 20th and May 10th we sent out a questionnaire to participants concerning some general aspects of our services, asking for suggestions for ways to improve our services, suggestions for drawing up new parameters, and requesting a general rating of our external quality assurance programme. The questionnaire was sent out to about 1500 participants, of whom some 291 participants completed the survey. The results of this questionnaire give us a good insight into the opinions of our participants. We thank all responders for their contributions. Below we give a summary of the results of some of the questions in this questionnaire.

General aspects

In this part of the survey we ask for information about which area of the survey participants would like to receive an e-mail: the start of the survey, the closing of the survey, the availability of the survey report. The figure below shows the results for this question.



Currently we already send an e-mail at the start of the survey as well as alerting you when the survey reports become available. This is appreciated by the vast majority of participants. However, the majority would also like to receive an e-mail indicating the closing date of the survey. Up till now this has not been our practice. ECAT will investigate whether we can introduce this measure. From the questionnaire it also became clear that the majority of participants (approx. 65%) want to receive just one e-mail listing all the different types of surveys running concurrently and not separate e-mails for each type of survey. ECAT would indeed be happy to adopt this practice, when possible. Another question concerned the packaging of the samples. In 2020 ECAT had started to pack each sample per module, and not to place samples of different modules in the same bag any more. This method was appreciated by the majority of participants (approx. 70%). Several participants indicated that we should try to reduce plastic waste. This is indeed our intention. However we would also like to minimise the risk of mixing samples from different modules packed in the same bag. We therefore will continue the strategy we introduced in 2020. We also asked for the preferred frequency of newsletters. The current frequency is 2-3 newsletters per year. As you may appreciate from the figure below the majority of participants support this frequency.



New parameters

In the questionnaire we also attempted to assess the interest in different potential new parameters for the ECAT external quality assessment programme, e.g. ACT, Factor VIII/FIX replacement products and a wild-card survey. We asked you for other suggestions, and several valuable suggestions were given. After the summer we will give you more details about new parameters in our programme.

General rating

The overall average rating given by participants is 8.4! We thank you all for your positive feedback.

We also appreciate the variety of suggestions made. Some criticisms were also offered, and these too were much appreciated, as they help us to consider how we can further improve our services and the EQA programme. In the coming months we will carefully review the remarks and suggestions and look at how we can follow them up.

We will keep you informed via this newsletter or other information channels.