

2nd February 2011
Circular No. MA 02/11

Dear Stakeholder,

The Medicines Authority is engaging into a proactive exercise to listen to your feedback so as to:

- Assess its performance as perceived by different stakeholders
- Measure your satisfaction with our services
- Increase our awareness of your needs and expectations to add-value to public health and the pharmaceutical operations
- Act on relevant opportunities for improvement in line with the objectives, priorities and resources of the Medicines Authority.

You are invited to participate in our stakeholder's survey by clicking on the following URL:
<http://www.medicinesauthority.gov.mt/stakeholdersurvey.htm>.

A summary of the results will be published on our website (www.medicinesauthority.gov.mt) and your feedback will help is in continuing to understand your needs and expectations.

All surveys are anonymous and we do NOT collect your IP address (the Internet address of your computer) and other personal information (such as your email address). Thus, the data is not processed to support measures or decisions with respect to the particular individuals. As the survey is anonymous, we will not be able to discuss your feedback with you further. If you wish to contact us please send us an e-mail on info.medicinesauthority@gov.mt.

While thanking you for taking your time to fill in this survey, we look forward to listen to your feedback by **Monday 28th February 2011**.

Sincerely,

Gavril Flores
Operations and Regulatory Affairs Manager
Medicines Authority