

Investigator Satisfaction Survey 2005

Marketing department

- ⊕ Who answered the questionnaire?
- ⊕ How do investigators usually contact ClioPhtha?
- ⊕ Our clinical research activity
- ⊕ E-CRFs
- ⊕ What do investigators think about ClioPhtha?
- ⊕ Some investigator's comments

Who answered the questionnaire?

- ⊕ Clirophtha wanted to know the investigator's opinion to improve its services' quality.
- ⊕ An anonymous questionnaire was sent by e-mail and by fax to 362 ophthalmologists, 2 orthoptists and 16 study nurses which represent 82% of our data base.
- ⊕ 13% answered the questionnaire.
- ⊕ The investigators who answered the questionnaire have a large experience in clinical research: on average, they do 17.1 trials per investigator and 71.4% of them have been doing trials for more than ten years.
- ⊕ 65% of them did their last trial with Clirophtha this year (fig 1).

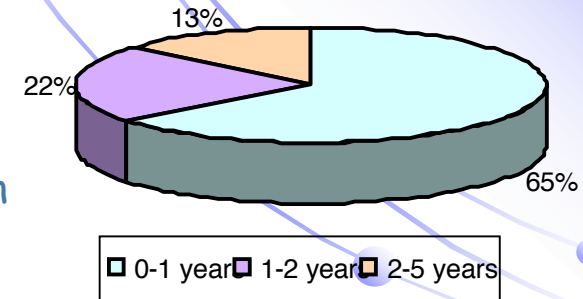


Fig 1. Date of the last trial done with Clirophtha

Contact with Clirophtha?

⊕ The phone stills the most frequent way to contact Clirophtha and the use of the e-mail is in progress (fig 2).

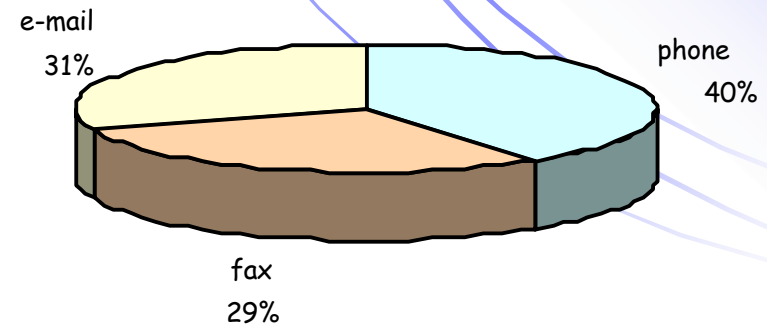


Fig2. The ways to contact Clirophtha

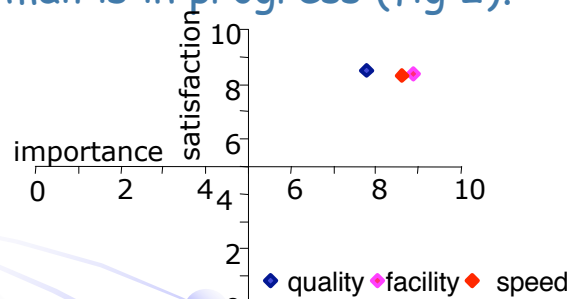


Fig 3. The phone contact quality

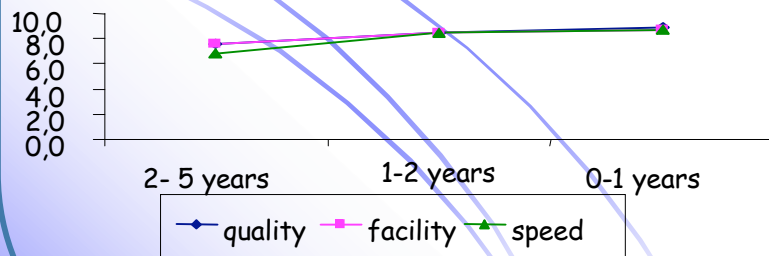


Fig 4. The satisfactin of the investigators of our phone reception since 5 years

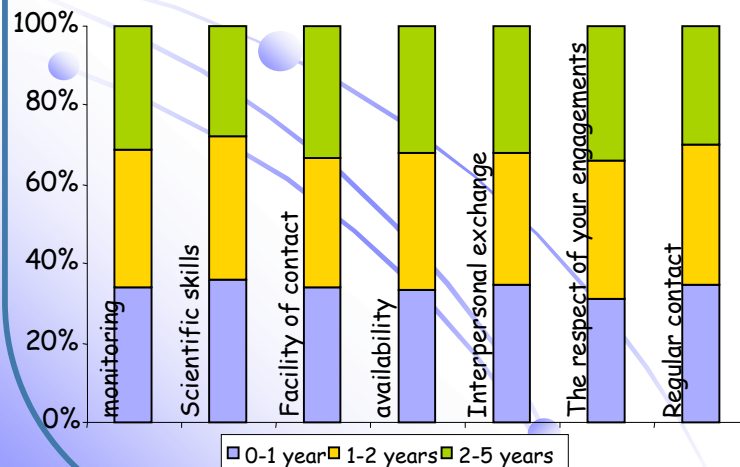
⊕ Almost all investigators appreciated the quality of our phone reception and found that their requests are treated quickly (fig 3).

⊕ The investigators are more and more pleased to call us. Indeed, they noticed that it is easier to contact us nowadays than five years ago, and that their requests are treated faster and easier (fig 4).

Our clinical research activity

⊕ Clirophtha has a very good quality of clinical research activity. In fact, 98% of investigators enjoy working with our CRA's. They especially like the monitoring quality and the interpersonal exchange with them. (fig 5).

Fig 6. Investigator's satisfaction according to the date of their last trial with Clirophtha



⊕ All investigators, whenever they did their last trial with Clirophtha, are very satisfied with our CRA's activity. Investigators who did their last trial more than one year ago, keep a good souvenir of our CRAs (fig 6).

CRA activity	mark
Monitoring quality	8,6
Scientific skills	7,8
Facility of contact	8,1
availability	8,3
Interpersonal exchange	8,4
The respect of your engagements	8,1
Regular contact	8,2
General mark	8,2

Fig 5. Investigator's satisfaction of CRA's

Our clinical research activity

⊕ Clirophtha provides also documents of a very good quality. 100% of investigators think that the clarity of all the documents meets their expectations. (fig 7).

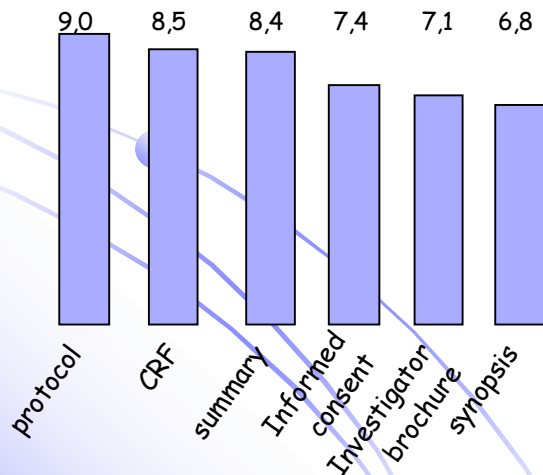


Fig 8. The importance of documents according to the investigators

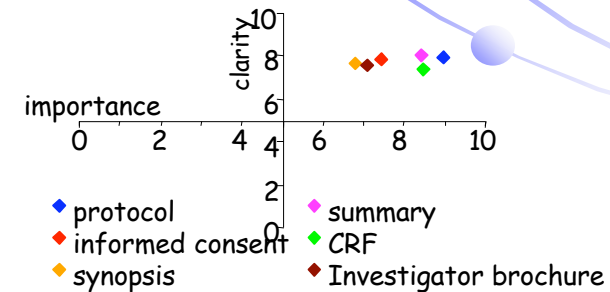


Fig 7. The quality of our documents

⊕ Investigators consider that the clarity of the protocol, the CRF and the summary is the most important(fig 8).

E-CRFs

⊕ 30% of investigators have already used an electronic CRF (e-CRF). 32 % of them used it in trials managed by Clirophtha (fig 9).

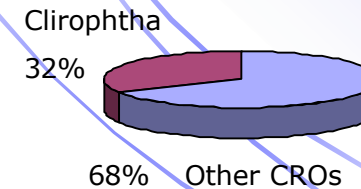


Fig 9. The use of e-CRFs in Clirophtha

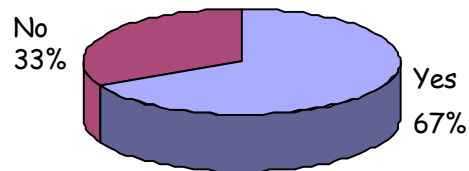


Fig 10. Investigators who are in favor to e-CRFs

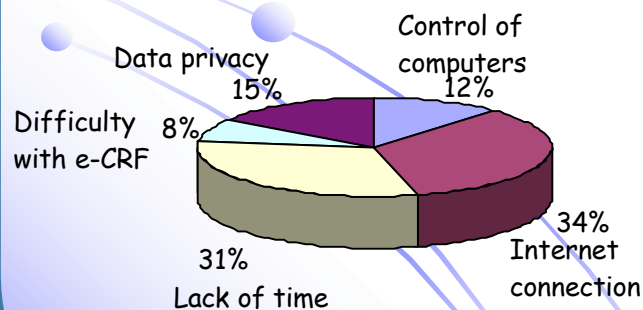


Fig 11. Reasons of refusal of e-CRFs

⊕ 67% of investigators are in favor to the use of e-CRFs (fig 10).

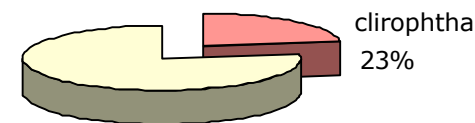
⊕ Most of investigators unwilling to e-CRFs have problems with the internet connection at the site of investigation or think that it takes too much time. (fig 11).

⊕ In Clirophtha, we think that people who use usually e-mails to communicate are more in favor to e-CRFs than others. Precisely, 74% of them find it is a good idea.

⊕ 79% of investigators who already used e-CRFs, are tempted to try it again. Most of others are not comfortable with computers or don't trust data privacy.

What do investigators think about Clirophtha?

⊕ 23% of trials conduct by the investigators are managed by Clirophtha (fig 12).



77% other CROs and pharmaceuticals

Fig 12. Clirophtha trial part

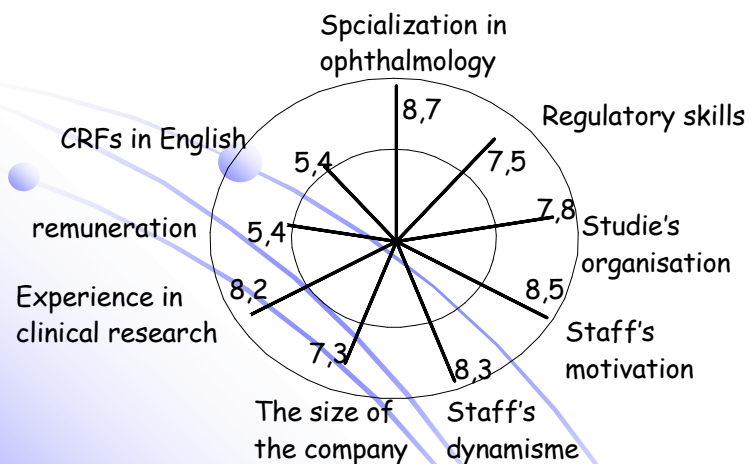


Fig 13. Clirophtha's competence

⊕ 98% of investigators are satisfied with trials managed by Clirophtha. They also thought that the specialization in ophthalmology is an asset to Clirophtha (fig 13).

What do investigators think about Clirophtha?

- ⊕ 100% of investigators who wanted to continue doing clinical research, wish to continue working with Clirophtha (fig 14).
- ⊕ 95% of investigators would recommend Clirophtha to pharmaceutical laboratories and 98% would advise other ophthalmologists to do clinical trials with us (fig 14).

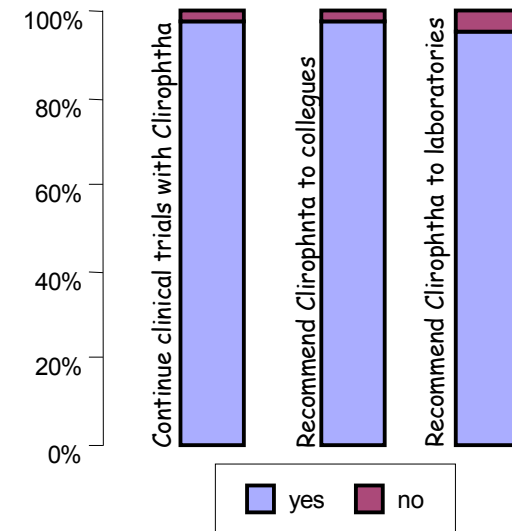


Fig 14

Some investigator's comments

- ⊕ « It's always a pleasure to work with Cliophtha »
- ⊕ « Bravo! Continue. »
- ⊕ My experience with Cliophtha is quiet old, but I still have a good souvenir of it.
- ⊕ I am very satisfied of your CRAs
- ⊕ « I had a very nice experience in the experimental trial I did for Cliophtha »
- ⊕ A very pleasant contact with CRAs
- ⊕ CRAs and investigators don't have always the same goals, their relations are sometimes delicate.

Clirophtha thanks all the investigators for their collaboration and will be pleased to work with them again.

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