

Strengthening partnerships with patient organizations: insights and opportunities for progress

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Understanding how partnerships with patient organizations are evolving.

As part of our commitment to communities, Ipsen has completed the global bi-annual survey to better understand how patient organizations experience collaboration with the company, and to identify opportunities to further strengthen these partnerships.

The results provide valuable insights and serve as an important foundation for ongoing listening and continuous improvement.

The survey highlights areas of strength, while also pointing to clear expectations from patient organizations for deeper, more integrated collaboration in the future.

Strong foundations built on trust

Patient organizations generally report positive and well-established relationships with Ipsen, built over time through regular engagement and shared objectives.

Many respondents describe mature partnerships grounded in trust, characterized by consistent interactions and a strong willingness to collaborate.

At the same time, their feedback reinforces the importance of maintaining high standards and continuing to evolve these partnerships to meet changing needs.

“At IKCC, our partnership with Ipsen is rooted in a mutual dedication to elevating the patient voice and fostering shared decision-making within oncology. Ipsen consistently demonstrates a sincere commitment to patient advocacy—whether through training initiatives, publications, collaborative events, or ongoing co-production. These sustained efforts ensure that our work together delivers genuine social impact and is instrumental in creating lasting benefits for patients affected by kidney cancer.”

Executive Director, International Kidney Cancer Coalition (IKCC)

Engagement is strong, but expectations are rising

The survey indicates a high level of satisfaction with engagement, reflected in an **average score of 8.8 out of 10**.

This result demonstrates that Ipsen's efforts to build constructive relationships are recognized by patient organizations. However, it also signals rising expectations. This key stakeholder group is increasingly seeking earlier involvement in initiatives, more consistent collaboration across markets, and greater transparency and shared value creation.

These expectations highlight that strong engagement today must translate into even more meaningful collaboration tomorrow.

Moving toward deeper co-creation

A clear theme emerging from the survey is the ambition of patient organizations to move beyond engagement toward deeper, long-term co-creation.

This includes:

- More strategic involvement in programs and initiatives
- Long-term partnership models rather than one-off interactions
- Greater alignment on shared goals and outcomes

Ipsen recognizes that meeting these expectations will require continued effort, structured approaches, and ongoing dialogue with patient communities.

Continuing to listen and evolve

Ipsen remains committed to listening, learning, and working alongside patient organizations to ensure collaborations continue to evolve in meaningful and impactful ways.

"This feedback reflects strong, trusted relationships built over time. We're encouraged by the strength of these partnerships, and equally motivated by the ambition of patient organizations to go further. Listening and co-creating will be key to what comes next."

Aurora Berra

VP Global Patient Officer

<https://www.ipсен.com/stories/patients/strengthening-partnerships-with-patient-organizations-insights-and-opportunities-for-progress>