



### **Hello!**

In the middle of summer, the Latvian Medicines Verification Organization (LZVO) is launching The Newsletter No. 6, where you can find the most important information about events in the world of medicines verification in the second quarter of 2023. We have both technical and human related news.

In the Latvian Medicines Verification System (LZVS), like any IT system, there are constant improvement and updating works, and since May, LZVS has been operating with the latest system release.

Furthermore, since mid-July, there have also been updates within the LZVO team – we are pleased to introduce our new quality manager, Sanda Čerdinceva.

Additionally, in this newsletter, we are publishing the results of LZVS end-user and IT supplier surveys on LZVO customer service quality. We express our heartfelt thanks to all our partners for the high appreciation we have received, once again – it will be our duty and challenge to maintain the same high level of customer service in the future.

Wishing everyone a great summer – let's gather strength for a new and active approach to work in the autumn!



*Inese Erdmane,  
Chairwoman of the Board at the LZVO*

### **Changes in the LZVO Team**

There have been team changes in the Latvian Medicines Verification Organization (LZVO). Since July 17, 2023, Sanda Čerdinceva has taken on the role of the new Quality Manager, replacing Andra Pučko, who has taken an extended leave. Sanda Čerdinceva is a highly skilled professional with more than 10 years of experience in quality management.

More <https://lzvo.lv/en/aktualitates/changes-lzvo-team>



*Sanda Čerdinceva,  
Quality Manager at the LZVO*

## **LZVO's customer service has repeatedly received high evaluation from end users**

LZVO, aiming to improve the quality of work and collaboration, conducted an end user survey on LZVO's customer service in May of this year. All end-user's designated contact persons who use the verification system on a daily basis, were invited to participate in the survey. Answers were given by a total of 301 end-users of the Latvian Medicines Verification System (LZVS).

LZVO's customer service received a high evaluation in the survey – LZVO's customer service was rated with 4.3 points overall (on a 5-point system). Furthermore, when assessing the importance of the system, 71% of the respondents have acknowledged that, in general, the medicines verification system is easy to use, and it protects patients from falsified medicines.

More <https://lzvo.lv/en/aktualitates/lzvos-customer-service-has-repeatedly-received-high-evaluation-end-users>

## **The results of the Software Suppliers (SWS) survey**

LZVO conducted a survey with Software Suppliers (SWS) about the LZVO's customer service in April of this year. An invitation to participate in the survey was sent to all SWS' who cooperate with the LZVO and offer technical solutions for Latvian end users – pharmacies, hospitals, healthcare institutions and pharmaceutical wholesalers. Answers were received from 23 representatives of SWS that currently provide services to 84% of the LZVO's end users. SWS' have evaluated the performance of LZVS as very good or good, with a total score 4.7 (in a 5-point system).

More <https://lzvo.lv/en/aktualitates/sws-have-repeatedly-rated-lzvos-customer-service-highly>

## **Performance indicators of verification system in Latvia**

In the 2nd quarter of 2023, 26.9 million transactions have been performed in the LZVS, of which 7 million packages were decommissioned and supplied to patients. During this period, the number of decommissioned packages increased by 4% compared to the corresponding period in 2022. The proportion of alerts of transactions reached 0.01%. During this period, most alerts were generated in pharmacies (71%), 11% of alerts were generated in pharmaceutical wholesalers, and 9% in hospitals and other medical institutions.

More <https://lzvo.lv/en/aktualitates/performance-indicators-latvian-medicines-verification-system-2nd-quarter-2023>

## LZVS works with new Core release 2.0

Since May 3 Latvian Medicines Verification System's (LZVS) works with the next Core release 2.0, which had replaced the current version 1.11. With the new version of the Core release, several functional changes and improvements have been introduced. No new version of the end user interface (API) will be introduced after the Core release 2.0 is installed, so the current v4 and v5 versions will be supported.

More <https://lzvo.lv/en/aktualitates/may-3rd-new-lzvs-core-release-20-was-installed>

## We work internationally

On May 12, at the European Medicines Verification Organisation's (EMVO) General Assembly meeting, the NMVO Observers within EMVO's Board for 2023 from the National Medicines Verification Organizations (NMVOs) were approved. As one of the observers representing the group of small-scale countries (Slovakia, Norway, Croatia, Cyprus, Estonia, Iceland, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta and Slovenia), will be the LZVO and its Chairwoman of the Board Inese Erdmane.

Observers within the EMVO's Board are elected for one year, the nomination and election of candidates is being entrusted to the representatives of the National Medicine Verification Organisations. LZVO will act as an Observer within EMVO Board for the first time.

More <https://lzvo.lv/en/aktualitates/chairwoman-board-lzvo-has-been-appointed-one-nmvo-observers-within-emvos-board>

## Product Withdrawal and Batch recall are irreversible actions

EMVO and LZVO would like to highlight once again that Product Withdrawal and Batch recall and remind are irreversible actions. The status "Withdrawn" prevents the uploading of additional batches to the system for the affected markets. If a product is withdrawn from a market all the batches for that specific product will be decommissioned. If the batch level status changes to "recall" all affected product packs will be decommissioned.

More <https://lzvo.lv/en/aktualitates/emvo-reminds-consequences-product-withdrawal-batch-recall>

## Where can you follow LZVO news?

We invite you to follow the news of LZVO and be informed about current events in the world of medicines verification:

- LZVO website <https://lzvo.lv/en>
- LZVO LinkedIn account <https://www.linkedin.com/company/latvian-medicines-verification-organisation-lzvo>

If you are not a recipient of the LZVO Newsletter, but would like to receive it in your e-mail, please apply using our website <https://lzvo.lv/en/aktualitates>.

Send feedback or suggestions about the LZVO Newsletter to [info@lzvo.lv](mailto:info@lzvo.lv).

