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Date: 08 September 2025

Ms Helen Sõber
Adviser
European Union Affairs and International Co-
operation Department
Ministry of Social Affairs
Suur-Ameerika 1
10122 Tallinn
Estonia

Dear Ms Sõber,

Global survey to collect current information on security of insulin supply

The World Health Organization's (WHO) Department of Noncommunicable Diseases and Mental Health (NMH), in collaboration with the Department of Policy and Standards for Medicines and Health Products (HPS), is currently conducting a crucial global survey to assess the extent of insulin shortages. This initiative is vital for identifying access challenges and preventing the potential discontinuation of human insulin formulations worldwide.

We are reaching out to request your assistance in facilitating the completion of this important survey. We kindly ask you to nominate and share the online survey link with the most relevant national or sub-national focal points in your country. These individuals should be responsible for either pharmaceutical procurement or noncommunicable disease (NCD) health programs.

The ideal respondents include Ministry of Health officials, national NCD program managers, procurement specialists, pharmacists, or other personnel with data on annual procurement volumes and national shortage mitigation strategies. A summary of the survey questions is attached to this letter to help you identify the most suitable person to complete the online questionnaire.

The survey is available for completion at the following link: [WHO Survey on the Security of Insulin Supply](https://survey123.arcgis.com/share/4a04c7438e304dd1abf52a5258c361d0). (<https://survey123.arcgis.com/share/4a04c7438e304dd1abf52a5258c361d0>) .

We would greatly appreciate it if the survey could be completed by **21 September 2025**. Should you or your nominated focal point have any technical questions regarding the questionnaire, please direct them to GDC2030@who.int with a copy to Mr. Bashier Enoos (enoosb@who.int) and Ms. Swathi Iyengar (iyengarswa@who.int).

Thank you for your continuous support and collaboration. Your participation is essential to this global effort.

Sincerely yours,



Natasha Azzopardi Muscat
Director
Division of Health Systems
WHO Regional Office for Europe

Copy for information to:

Ms Agne Nettan-Sepp, Head, European Union Affairs and International Co-operation Department, Ministry of Social Affairs, Suur-Ameerika 1, 10129 Tallinn, Estonia

H.E. Ms Riia Salsa-Audiffren, Ambassador Representative of the Republic of Estonia, Permanent Mission of the Republic of Estonia to the United Nations Office and other international organizations in Geneva, Chemin du Petit-Saconnex 28A, CH-1209 Genève, Switzerland

H.E. Mr Andre Pung, Ambassador Extraordinary and Plenipotentiary, Embassy of the Republic of Estonia, Frederiksgade 19, 4th floor, 1265 Copenhagen K, Denmark

Ms Kristina Köhler, Liaison Officer, WHO Country Office, Estonia, Paldiski Road 81, 10617 Tallinn, Estonia