Inter-agency Refugee Health and Nutrition Working Group

PARTNER SURVEY

17 August 2022

Purpose of the survey

Identify information gaps

Adjust the meeting structure

Explore bottlenecks for proper partner engagement

SURVEY RESULTS: Information sharing

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The most important topics

NEEDS:

- health situation;
- identification of vulnerable communities;
- major health and nutrition needs;
- main target geographical areas;
- MoH priorities.

POLICIES and SOPs:

MoH policies and SOPs:

- nutrition,
- health promotion;
- prevention of non-communicable diseases,
- distribution of medical supplies without prescription,
- health insurance for refugees.

RESPONSE:

- updates on partners activities;
- mapping of activities by categories, target areas;
- detailed information about the services provided to the refugees by MOH/National Heath Insurance Company;
- procurement updates;
- resources and opportunities for collaboration between NGOs;
- referrals.

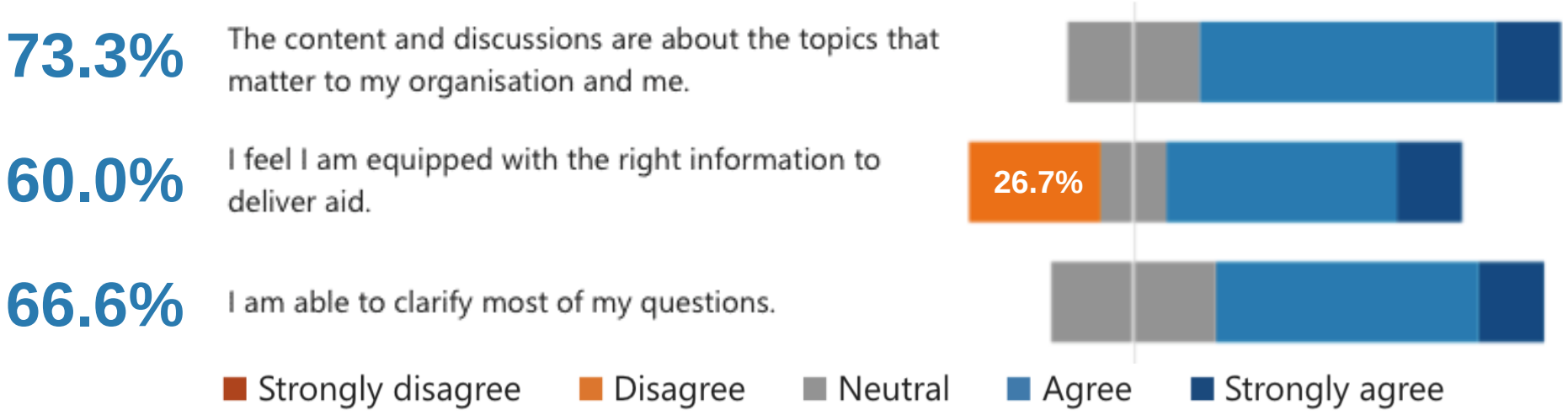
PROGRAMME AREAS:

- primary health care;
- mental health and psycho-social support;
- community services.

SURVEY RESULTS: Information sharing

It is recommended:

- to develop a short brief which can be given to new partners: a general update of health structure and issues, a list of topics which have been covered at each meeting.
- to share the regular updates and achievements over the email in addition to the meetings.
- to prepare and distribute a summary of the meeting (topics discussed, needs, gaps, action points)
- to start the meetings with the review of the action points from the previous meeting.

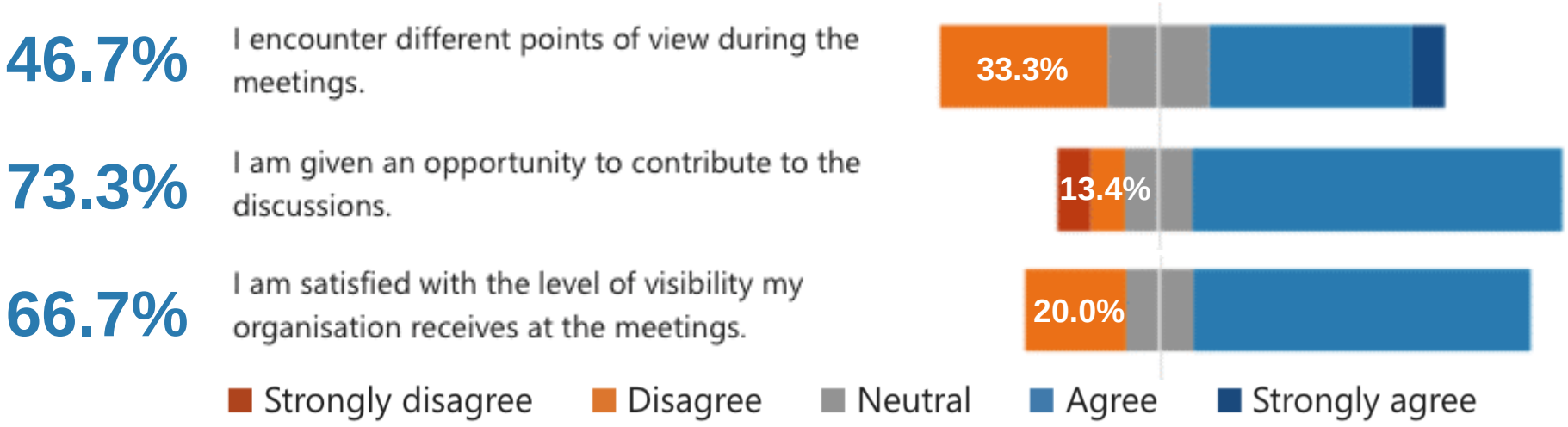


SURVEY RESULTS: Partner engagement

- Quality of contributions from meeting participants are to the satisfaction of the majority (80%).

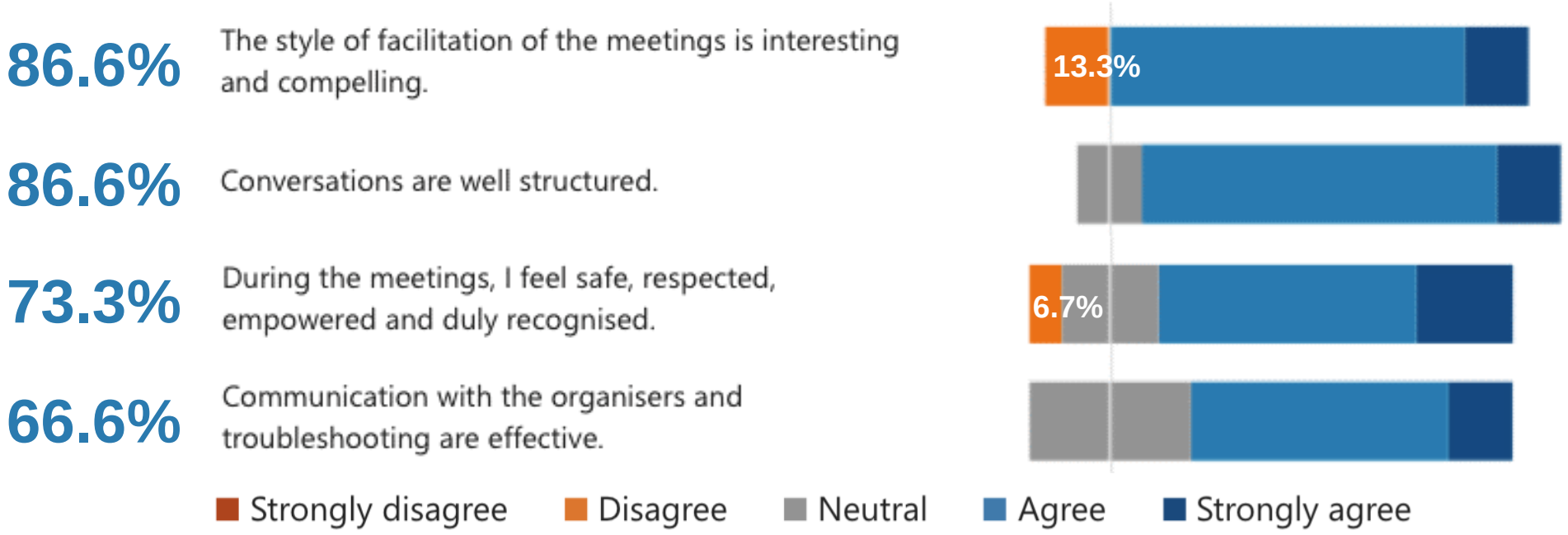
It is recommended:

- to allow partners proposing items for the agenda and providing space to share specific details of their programme and how they are responding to health and nutrition needs.
- to open the floor for NGOs to point to the problems they are facing in the field.
- to utilize Minimum Data Set (MDS).



SURVEY RESULTS: Timing, facilitation and logistics

- Most (73%) are content with the duration of the meeting, 20% think it is too long and 7% - too short.
- Morning is more preferrable, and it is recommended to arrange face-to-face meetings as well.
- It is recommended to provide the details of the meeting and the link earlier, to share presentations before or on the day of the meeting, as well as disseminate partner contact list.



Action points

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Issues	Solutions	Way forward
Newcomers find it difficult to navigate in the working group.	To develop a short brief which can be given to new partners: a general update of health structure and issues, a list of topics which have been covered at each meeting.	An onboarding package on shared folder
	To share the partner list.	
	To share presentations before or on the day of the meeting.	
The discussions are not challenging.	To provide a channel for NGOs to point to the problems they are facing in the field.	Partner Update Form
Partners do not feel fully equipped with right information to deliver, and see opportunities for improvement of information sharing.	To collect and share the partner updates.	
	To prepare regular meeting summary/minutes.	
	To include the agenda item to follow up on the action points from the previous meetings.	
Partners do not feel satisfied with the visibility they received during the meetings, and signal that they might need more opportunities to contribute.	To allow partners proposing items for the agenda.	
	To provide dedicated timeslot for partners to share specific details of their programme and how they are responding to health and nutrition needs.	Revised Agenda
	To embed most important topics into the agenda.	

Thank you!

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