Purpose of the survey

Identify information gaps

Adjust the meeting structure

Explore bottlenecks for proper partner engagement
SURVEY RESULTS: Information sharing

The most important topics

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

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.

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.

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.

73.3% The content and discussions are about the topics that matter to my organisation and me.

60.0% I feel I am equipped with the right information to deliver aid.

66.6% I am able to clarify most of my questions.

26.7%
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).

46.7% I encounter different points of view during the meetings.
33.3% 33.3%

73.3% I am given an opportunity to contribute to the discussions.
13.4% 13.4%

66.7% I am satisfied with the level of visibility my organisation receives at the meetings.
20.0% 20.0%
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.

86.6% The style of facilitation of the meetings is interesting and compelling.

86.6% Conversations are well structured.

73.3% During the meetings, I feel safe, respected, empowered and duly recognised.

66.6% Communication with the organisers and troubleshooting are effective.
## Action points

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