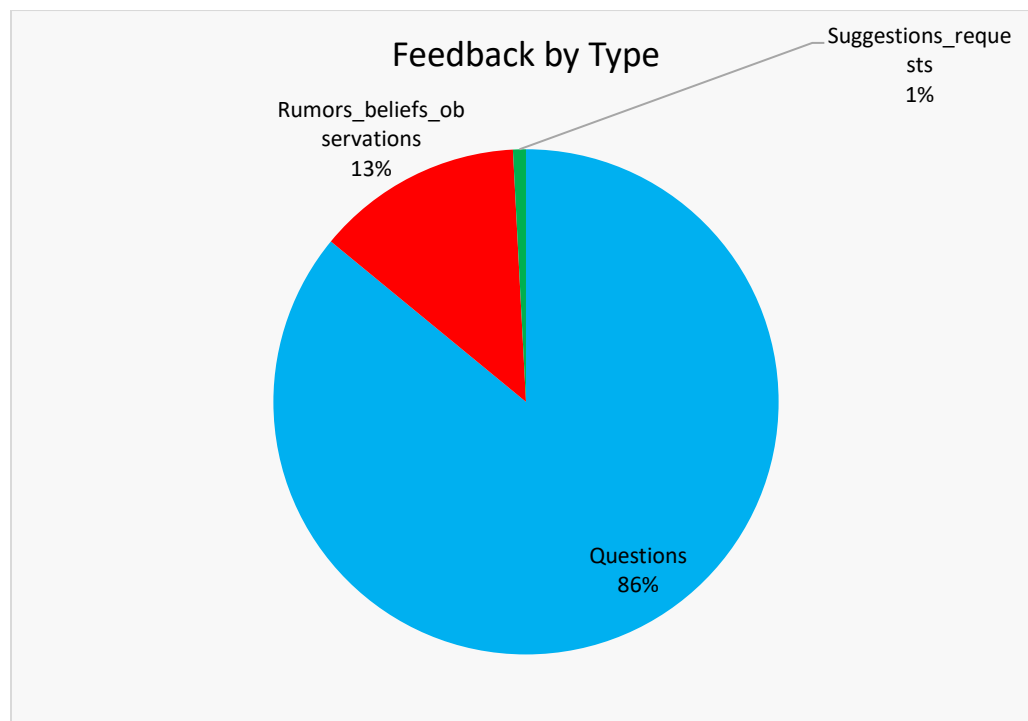
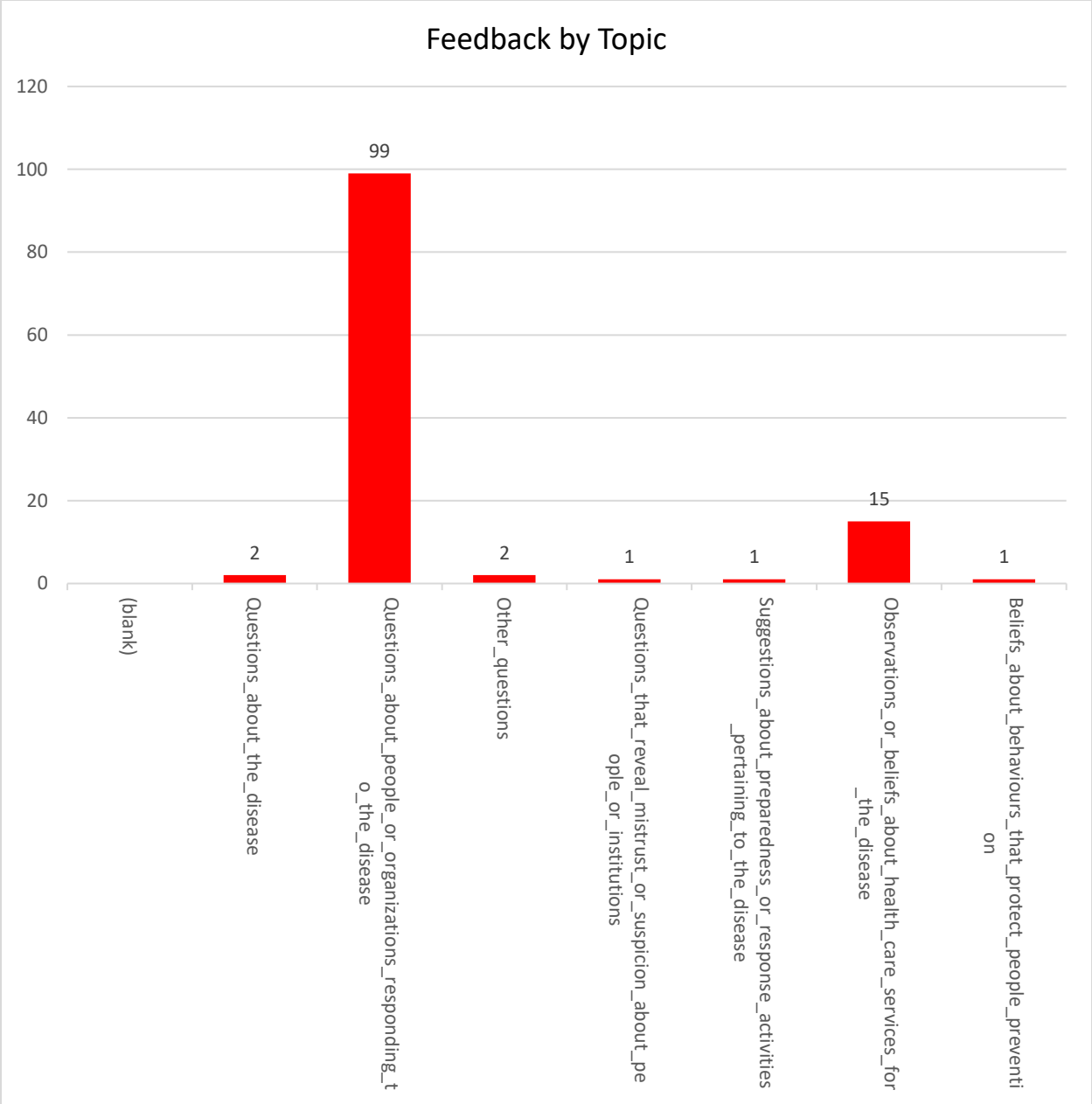


Community feedback considered in this report was collected between 1 and 31 December 2020 by Nepal Red Cross Society and Indonesian Red Cross Society (Palang Merah Indonesia - PMI). Feedback from Nepal was received via free of cost telephone hotline whereas in Indonesia feedback was received via social media. The total number of feedbacks from Nepal is 99 (72 male, 27 female), Indonesia 22 (13 male, 7 female, 2 unknown).

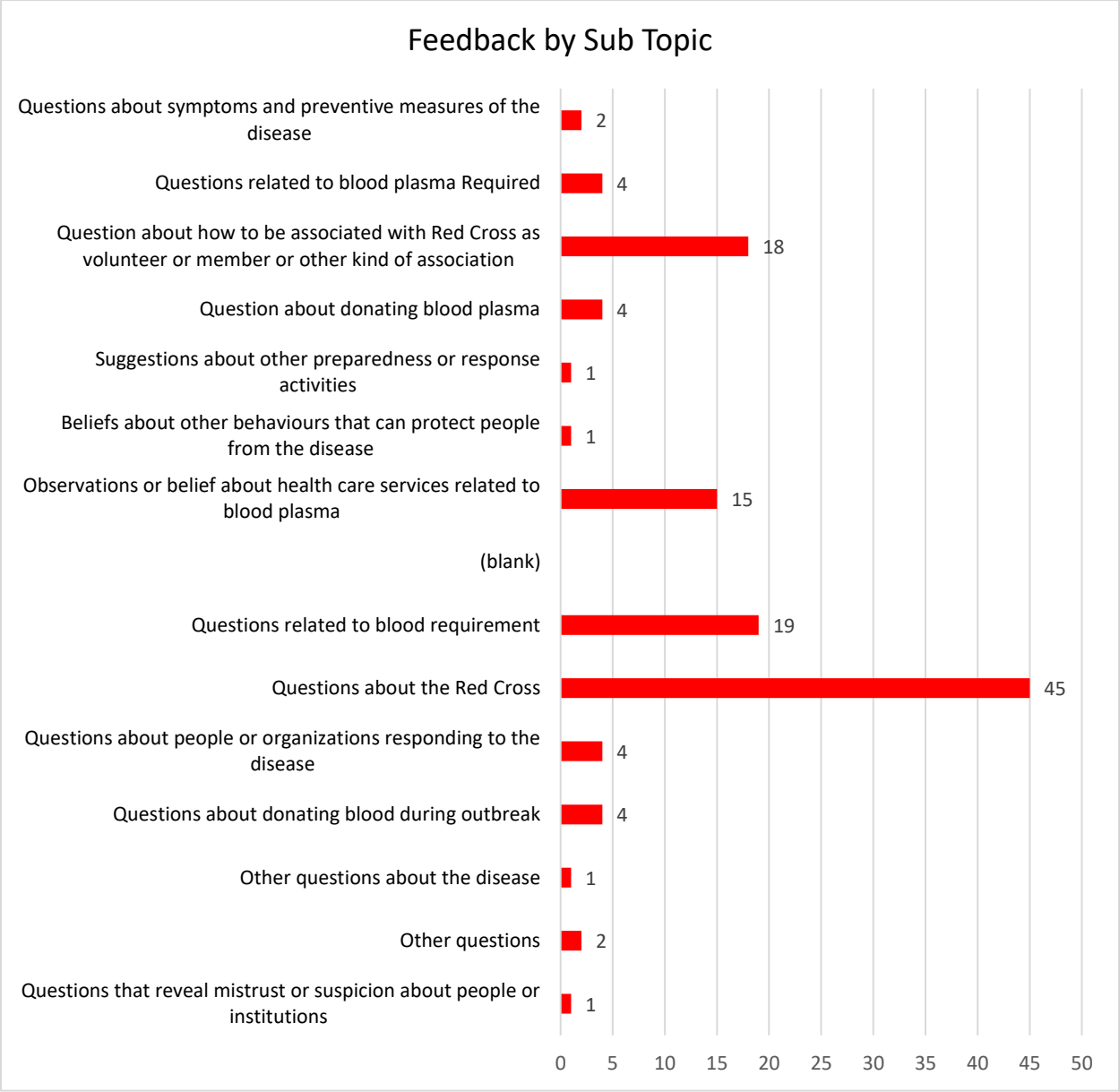
Feedback ranged from observations related to use of blood plasma for COVID-19 treatment, queries related to blood plasma, requesting contact numbers for blood transfusion center in various places, to queries about organizations responding to the disease. Like in November 2020, in December 2020 the highest number of feedbacks received are questions about people or organization responding to the disease. The second highest number of feedbacks were observation related to treatment of COVID-19 in regards to blood plasma.



Total number of feedback(n=121)



Total number of feedback(n=121)



Total number of feedback(n=121)

Feedback examples from both countries

Questions about Red Cross

Looking into feedback by subtopic the highest number of questions are about the Red Cross. These are the questions asking about contact number of various district chapters, contact number of blood transfusion center and about Red Cross activities.

“I participated in a COVID-19 related story competition organized by Nepal Red Cross. When will be results out for that competition?” (Male, age 18-29, Nepal)

“What is the contact number of blood transfusion center?” (Male, age 18-29, Nepal)

“What is the contact number of blood bank in Sunsari district?” (Male, age 18-29, Nepal)

Observation & questions about health care services for the disease in association with blood plasma

“Friends who have been exposed to COVID-19 and have recovered, can start the new year by donating blood plasma. They can do it through PMI.” (Male, age 18-29, Indonesia)

“Why is convalescent plasma not the main choice in fighting COVID-19, even though the cure rate is above 90%? Because it's not profitable.” (Male, age 18-29, Indonesia)

“The things I want to do in 2021, when I recover from COVID-19, I think I want donate blood plasma for those who need blood type O.” (Male, age 18-29, Indonesia)

“In recent days there have been more and more requests for convalescent plasma donors. And more and more acquaintances are being treated for COVID-19.” (Female, age 30-39, Indonesia)

“Need blood plasma for COVID-19 patient where do I contact?” (Male, age 30-39, Nepal)

Questions about people and organization responding to the disease:

“Our person is COVID-19 infected we need to keep him in isolation. We wanted to discuss the matter with health ministry what do we do?” (Female, age 18-29, Nepal)

Questions that reveal mistrust and suspicion:

“There are so many COVID-19 infected people in the neighborhood now. There is always a search for conventional plasma donors, volunteers are organizing blood donation programme and helping others. But how come there are still many who dare to vacation in Bali.” (Female, age 18-29, Indonesia)

Questions about health institutions:

We need to take COVID-19 patient to Patan hospital. None of the ambulance want to take us. They say bring recommendation. What is the number of health ministry COVID-19 related number? (Female, age 18-29, Nepal)

Other Questions about the disease

“I collected my swab for COVID-19 test when will I get report?” (Male, age 18-29, Nepal)

Questions about how to get involved with the Red Cross

“How to become Red Cross member?” (Male, age 18-29, Nepal)

“I filled up become a volunteer form from the website at the end when I submit the form it say error why?” (Male, age 18-29, Nepal)

“What do I need to do to become Red Cross volunteer?” (Male, age 18-29, Nepal)

“How do I become Red Cross volunteer? I used to be associated with junior red cross now also want to become volunteer and get associated with Red Cross.” (Female, age 18-29, Nepal)

Concerns and questions related to blood services

“My husband needs three times dialysis every month please give me number of blood transfusion center.” (Female, age 30-39, Nepal)

For more information on IFRC risk communication and community engagement efforts on COVID-19 in Asia Pacific, please contact Viviane Fluck at viviane.fluck@IFRC.org.