

COVID-19 COMMUNITY FEEDBACK REPORT

NEPAL APRIL 2021



Country Context

As shown figure 1 COVID-19 positive cases increased dramatically in April 2021 in comparison to the last few months and the number of positive cases went the highest it has been so far in Nepal. The health system is struggling with this new wave of COVID-19 and community feedback highlights this through increased questions about how to access health service and more questions on how to manage the virus.

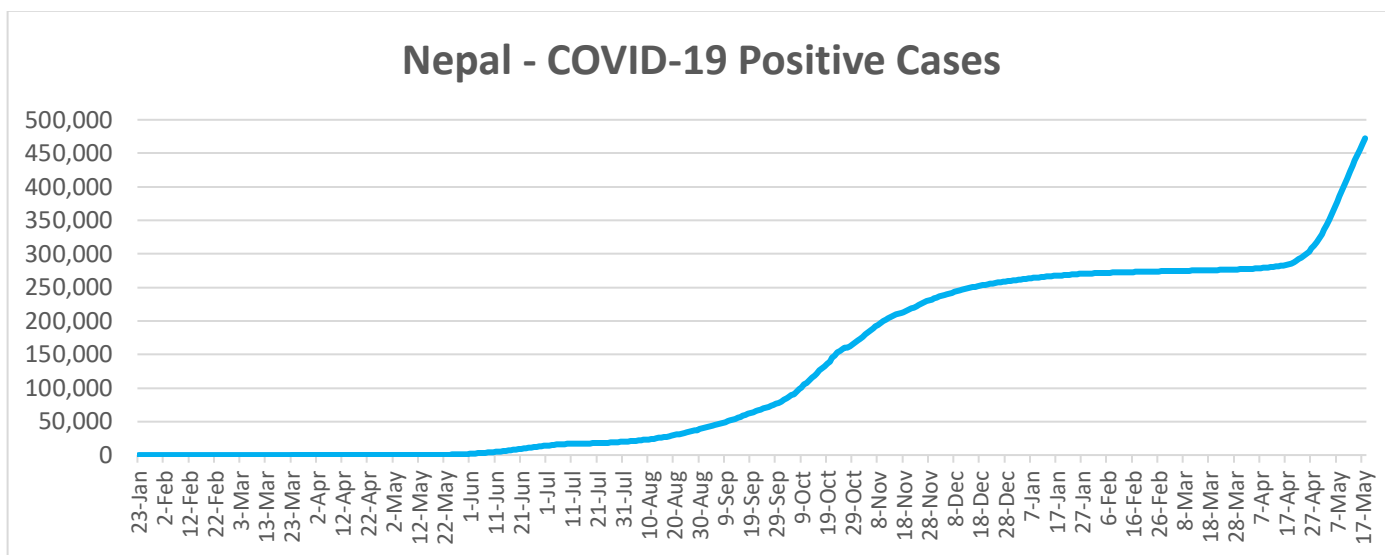


Figure 1 Cases in Nepal are rising Source: Ministry of health and population

Nepal Red Cross Community Feedback

Community feedback considered in this report was collected between 1 and 30 April 2021 by Nepal Red Cross Society via free of cost telephone hotline. The total number of community insights documented is 127 (16 female, 111 male). The data in this report is therefore not representative. All feedback received this month were questions. Unlike other months no rumours, beliefs, observation, suggestions or requests were received in April.

Feedback by Topic

The highest number of questions are about people and organization responding to the disease followed by questions about health care services for the disease (see figure 2). The third most asked question is about treatment of the disease.

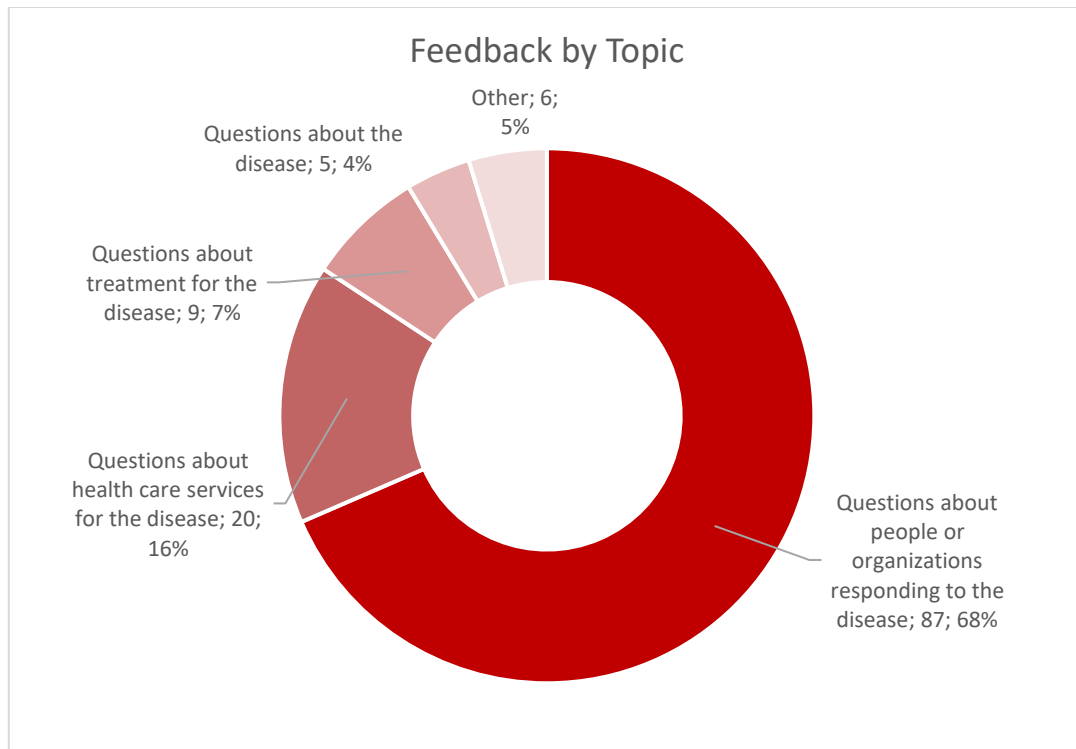


Figure 2 Total number of feedback (n=127)

Feedback by sub topic

Looking at the breakdown of sub-topics, the highest number of feedback received are questions related to blood donation requirements, followed by vaccine questions that are about where and how to get the vaccine. The third most asked sub topic is questions about other people or organization responding to the disease this includes asking for the number a doctor to get advice on what to do when contracting COVID-19 and the contact number of the health ministry dedicated to COVID-19 related queries.

Questions about treatment, testing and contact tracing

“I brought my COVID-19 patient to Sukraraj Tropical and Infectious disease hospital in Teku Kathmandu. Hospital says there is no ventilator. Patient needs ventilator can you manage ventilator for us? (Man, age range 18-29), Dhanusa)

“Need ventilator for COVID-19 infected person where do we contact?” (Man, unknown age, Kathmandu)

“My relative has tested positive for COVID-19 what shall I do?” (Man, unknown age, Kathmandu)

“We need to do pcr test for COVID-19 for 200 students, where will be a good place to do so?” (Man, Unknown age, Lalitpur)

My mother has tested positive for COVID-19 what do we need to do to test other who were in contact with her. How does contact tracing works? (Man, unknown age, Kaski)

“I had COVID-19 since 2/3 days, fever has gone down but I have problem in respiration while coughing. I am staying in home isolation what shall I do, do I need to go to hospital?” (Man, unknown age, Dang)

Questions about COVID-19 Vaccine

I have got a heart disease. I am told to get COVID-19 vaccine as soon as possible what do I do?(Man, unknown age, Lalitpur)

“Do I need to avoid anything to eat after I take COVID vaccine?” (Man, Unknown age, Kathmandu)

“I took a COVISHEID vaccine first dose. I have been hearing second dose of that vaccine is not coming what is the reality?” (Man, age range 70-79, Kathmandu)

“Where can we get COVID-19 vaccine in Kathmandu?” (Man, unknown age, Lalitpur)

“In kirtipur they have stopped giving vaccine given by China, why is that?” (Man, age range 18-29, Kathmandu)

Questions about people or organization responding to the disease

“I got COVID-19, I am sick since two days. I am having a very difficult time. Can you please give me doctor's phone number who could give me information?” (Man, unknown age, Kathmandu)

“What is the health ministry phone number for COVID-19 related information?” (Man, age range 30-29, Siraha)

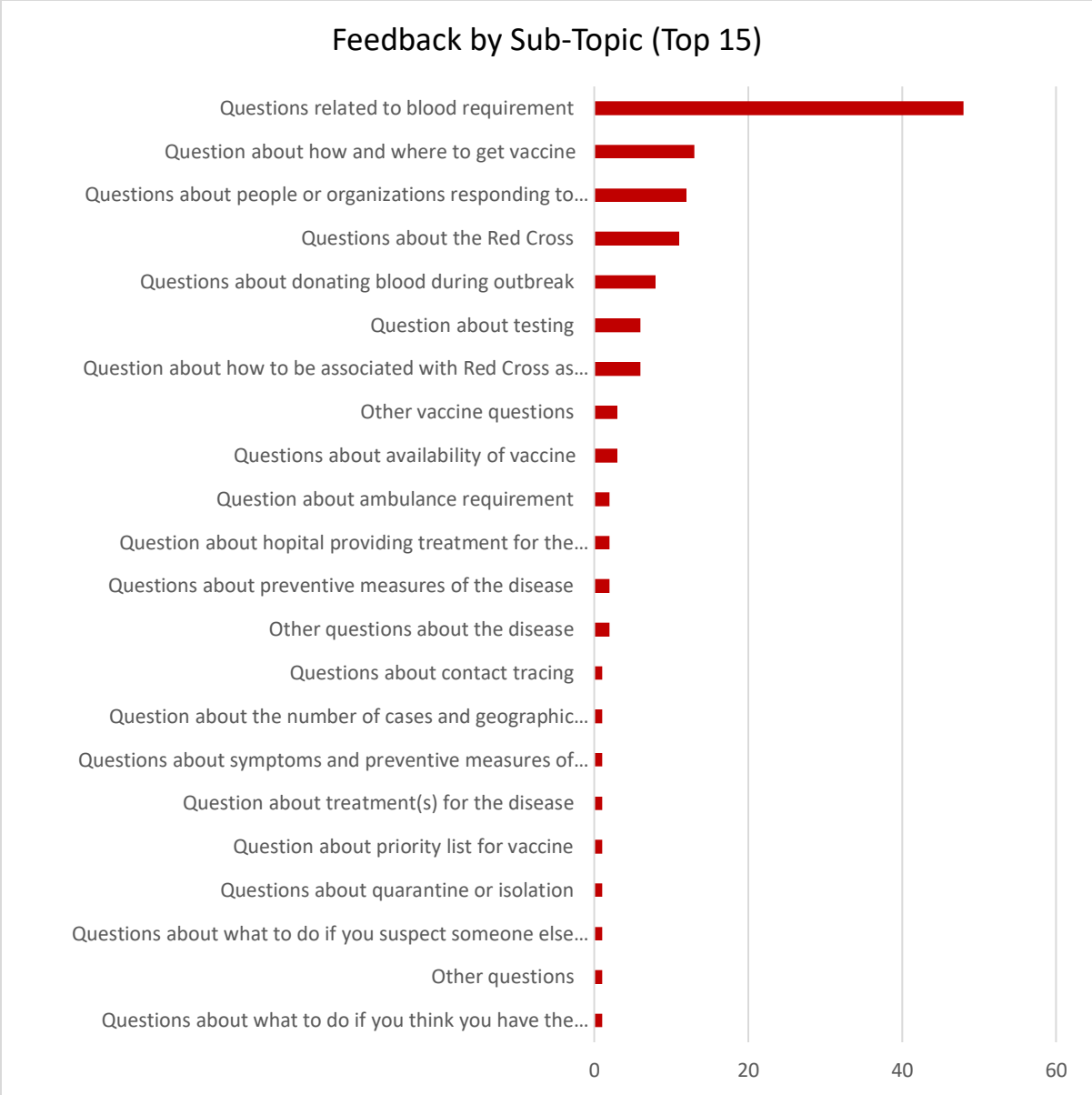


Figure 3 Total number of feedback (n=127)

Contributors & contact

All data has been collected by Nepal Red Crescent Society with support from IFRC Nepal Delegation. All data has been coded and analysed by IFRC Asia Pacific Regional Delegation.

For more information on community engagement and accountability in Nepal, please contact Sarita Dhunga at sarita.dhungana@nrc.org and Monorama Gautam at manorama.gautam@ifrc.org

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.