

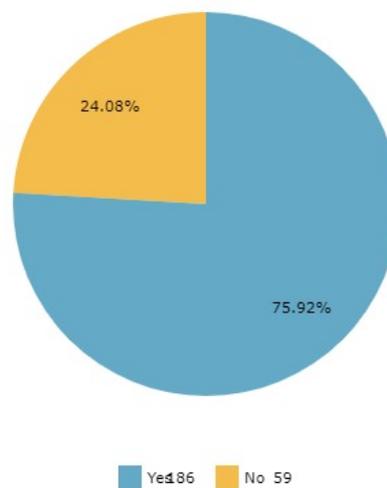
Measuring Community Awareness Of The Ministry Of Health And Prevention's Services

05 May 2021 09:33:20

Q1 Are you aware of the services provided by the Ministry of Health and Prevention?

Total responses : 245

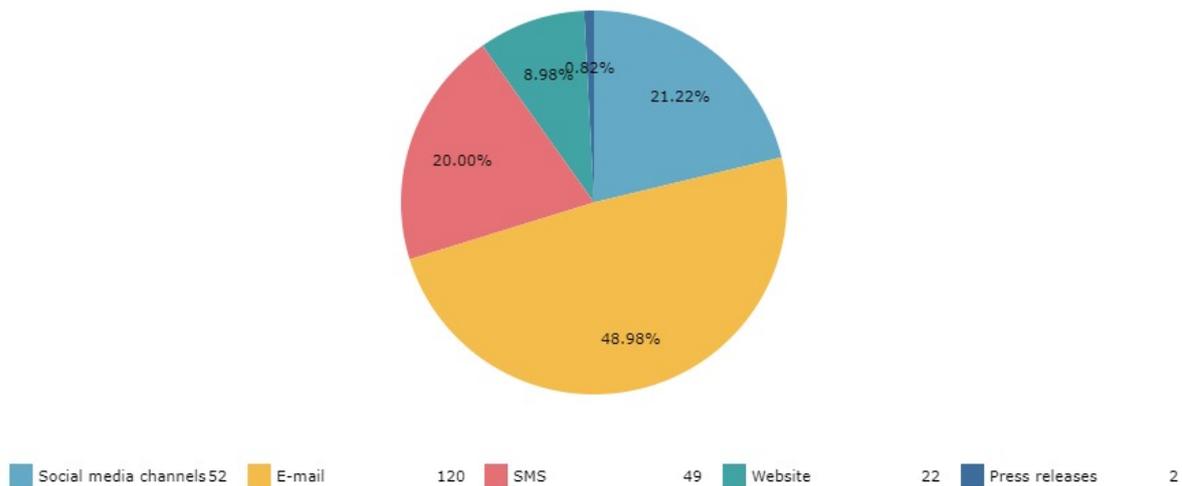
Total skipped : 2



Q2 Which communication channel would you prefer to get information about the ministry's services?

Total responses : 245

Total skipped : 2



Q3 What are your proposals for developing the ministry's services and ways to obtain it?

Total responses : 111

Total skipped : 136

1. Angelinaaleksenko0@gmail.com
2. Just need a quick action like if someone is in medical problem they should get direct contact with ministry
3. Send sms to all.mobiles
4. More press so everyone in the same page ...
5. DHA should respond to urgent query
6. SMS service
7. Fix Al hosn app
8. Involve more health practitioners who are willing to serve and volunteer in the ministry of health,to be able to reach out for more communities
9. I would only ask for frequent reminders of the services provided by the ministry through the social media using simple explanation throughout the daily stories.
10. More active on Twitter and Instagram
11. Social media campaigns regulatory
12. Give approvals to multiple Corona vaccines
13. Online and offline newspapers
14. Presence and visibility

15. Videos
16. Nothing, everyone is doing excellent job.
17. SMS
18. Always put an English translation. So you can reach out for everyone. Not only Arabs.
19. Through survey establish what's needed and deliver services to people. If can't provide service, refer.
20. The participation of working doctors and making them a means of community awareness
21. Use simplified journey maps for each service
22. You are doing good
23. KEEP AN UPDATE THROUGH ALL KINDS OF MEDIA CHANNELS AND WEBSITE.
24. one channel only like WhatsApp or email
25. More public awareness needed as majorities ignore the seriousness
26. Internet channels
27. .
- 28.
29. give proper awareness to patient and family
30. WHAT YOUR DECISION WE WILL FOLLOW
31. no comment
32. Projects and development initiatives in the ministry and proposals for retiree care.
33. The MOH have turned a blind eye to IVF drs breaking laws and even aware the higher medical committee have protected this dr. I would like to see honesty and integrity as make IVF safer for all
34. Email and verbal communication through the incharges
35. staff shortage in some places causes delay in patient requirements. locating experienced staff in same specialized area that improve the quality of work like customer satisfaction.
36. emails
37. It's good .no opinion
38. nil
39. nil
40. all the important information by mail
41. update all details correctly in website and direct to watch website if any one call 80011111
42. email should have English translation.
43. I believe that building a comprehensive website for each PHC, each hospital, and for the Ministry at whole will make us more visible and informative. Further, It would make us the center of the Emirati healthcare services.
44. Proposals to obtain can be via email; social medias (announcement in radio or in news papers,)
45. GOOD JOB

46. to continue education
47. no new suggestion
48. e mail
49. .
50. none
51. awareness by mail sms social media and press release
52. Send
53. awareness and Team decision making
54. social media platforms
55. TO BE HONEST, I CANNOT THINK OF ANY PROPOSAL BECAUSE FROM THE MINISTRY THEY HAD COVERED EVERYTHING HOW TO REACH OUT TO THE PEOPLE.
56. Website
57. Health facility attainable all
58. good
59. To receive more information from the ministry regarding the services provided especially the new and update services
60. establishment of social media
61. Yes
62. Always give more value for time factor in all issues.
63. need to increase awwerecenece to all staff regarding new service added
64. most of the arabic mails getting difficult to understand.
65. Through different social media
66. More awareness workshops at each Emirates level (both in Arabic and English)
67. more technical support
68. Communication should be more and frequent.
69. Cycling important information on a regular (maybe weekly?) basis?
70. Need to get updates through sms so that every common people will be aware of it
71. Better online chat
72. Upgrade the apps to be more easy to use with more services
73. Develop an app for expats and emiratis and even tourists seperate ones and list the services they can avail.Also ensure to put protocols and procedures they have to follow to avail the services on each app..
74. We should have a click and report service for any incidences
75. Work shops
76. Very good keep it up proud of you

77. No idea
78. Q3
79. Every thing is perfect
80. Constant updates in website or social media
81. لا يوجد
82. n
83. researches
84. none
85. Continuously improving and extend IT technology.
86. More public awareness needed
87. A manned window at the larger and busier facilities that could inform people about the services provided.
88. very good
89. accessible
90. providing with workshops for more comprehensive use of
91. Home visits for new mothers (like in UK), including skilled lactation support.
92. When sending the message should be in arabic and english
93. It is better to get the email in English language
94. GOOD COMMUNICATION, PROPER MANAGEMENT
95. looking forward for the messages in EMAIL English translation along with arabic. so that the information will be obtainable by everyone
96. Answer the phone your treatment very expensive
97. Nil
98. .
99. focus on quality of the service which was provided by the auditing from MOHAP staff
100. Disseminate information via all the above mentioned communication channels
101. Always delay de ambulance in picking de patients
102. Updates to be sent through email
103. اولاً نرجو منكم الرد علينا يوم نتصل على رقم الطوارئ الابدئي يخص جائحة كروناتانيه مراجعة بعض الحالات تخص بطاقة تفقه
104. Too much changes day by day in many covid centers. It is very difficult. we can't help anyone example if I got 1 service may after referring others may they will not get.
105. free home service pcr tests
106. If we get email or sms that how n where we have to take vaccines for COVID 19
107. Through social advertisement we could know exactly about Health and Prevention Service.

108. make information available to the public, clear instructions, with numbers for contact and actually have enough staff to attend to those calls. release all these informations via new channels, social media, radio stations, sms. information such as what ne

109. day today changes should reach the employees fast and provide through social medias

110. easy, available, sustainable and 24/7

111. apply new innovative-technologies to enhance speedy and quality services