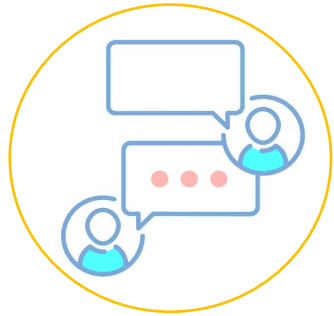# Community feedback priorities

COVID-19 COMMUNITY FEEDBACK SUB-WORKING GROUP FOR EAST AND SOUTHERN AFRICA

Overview of community feedback priorities shared by partners for the period of **July 2022**
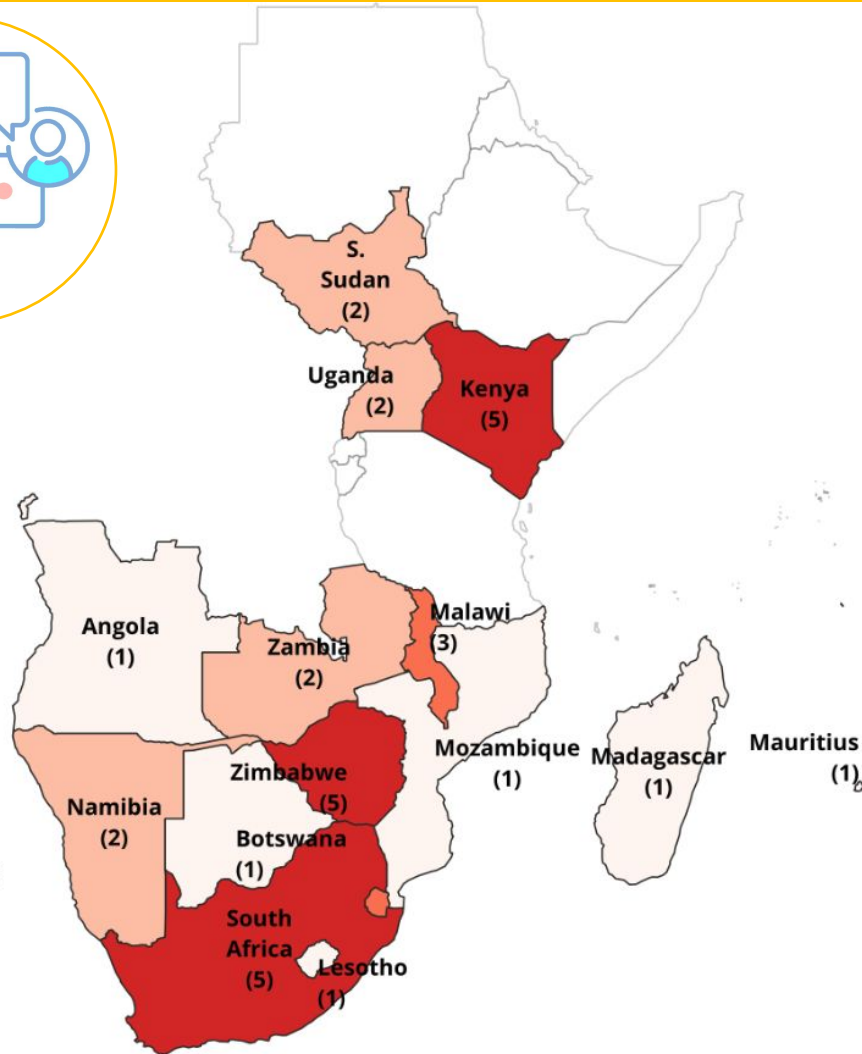
Background

- Presentation on the main trends in community feedback about COVID-19 collected by different agencies in East and Southern Africa

- Prepared by the Community Feedback Risk Communication and Community Engagement (RCCE) interagency sub-working group

- **AIM:** to analyse, share and encourage action on the most frequent trends in community feedback across agencies

Overview

6 partners have shared their priorities:

- IFRC
- WHO
- UNICEF
- Youth Advocates
- Internews
- African Council of Religious Leaders-Religions for Peace

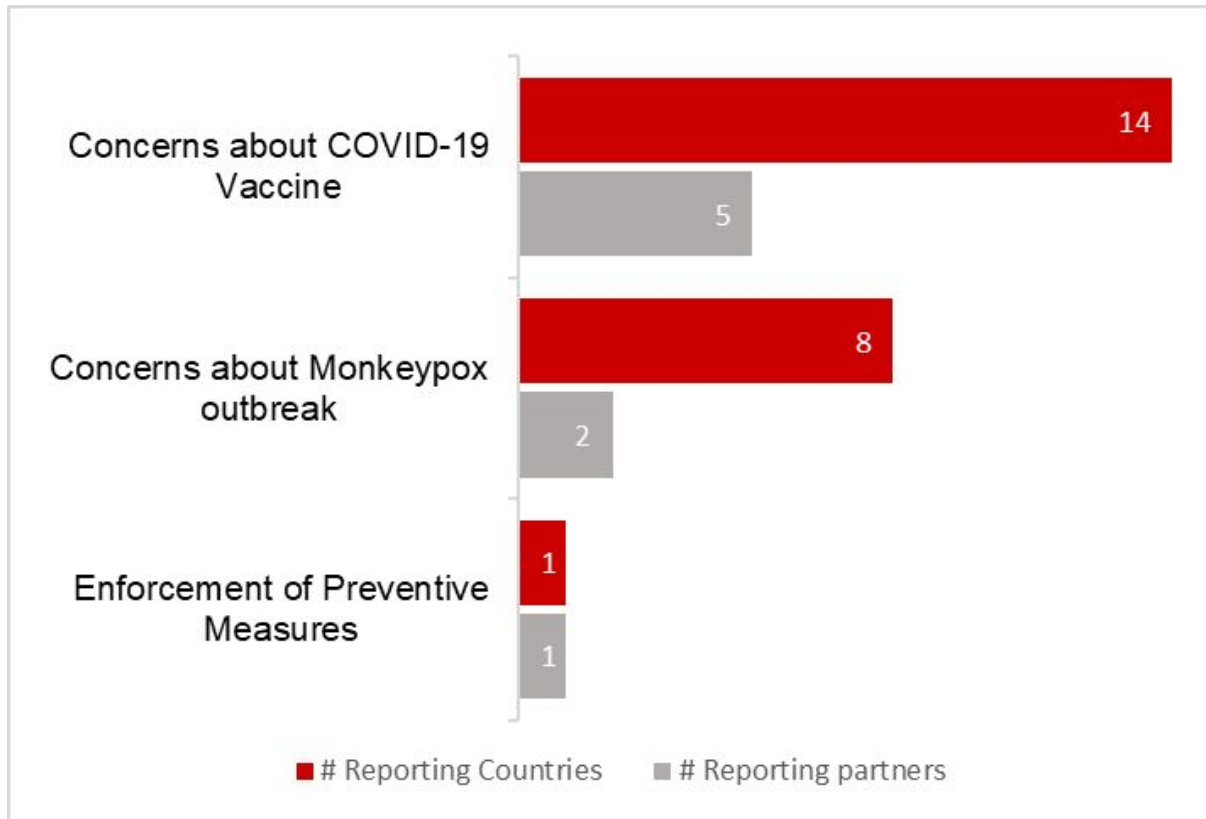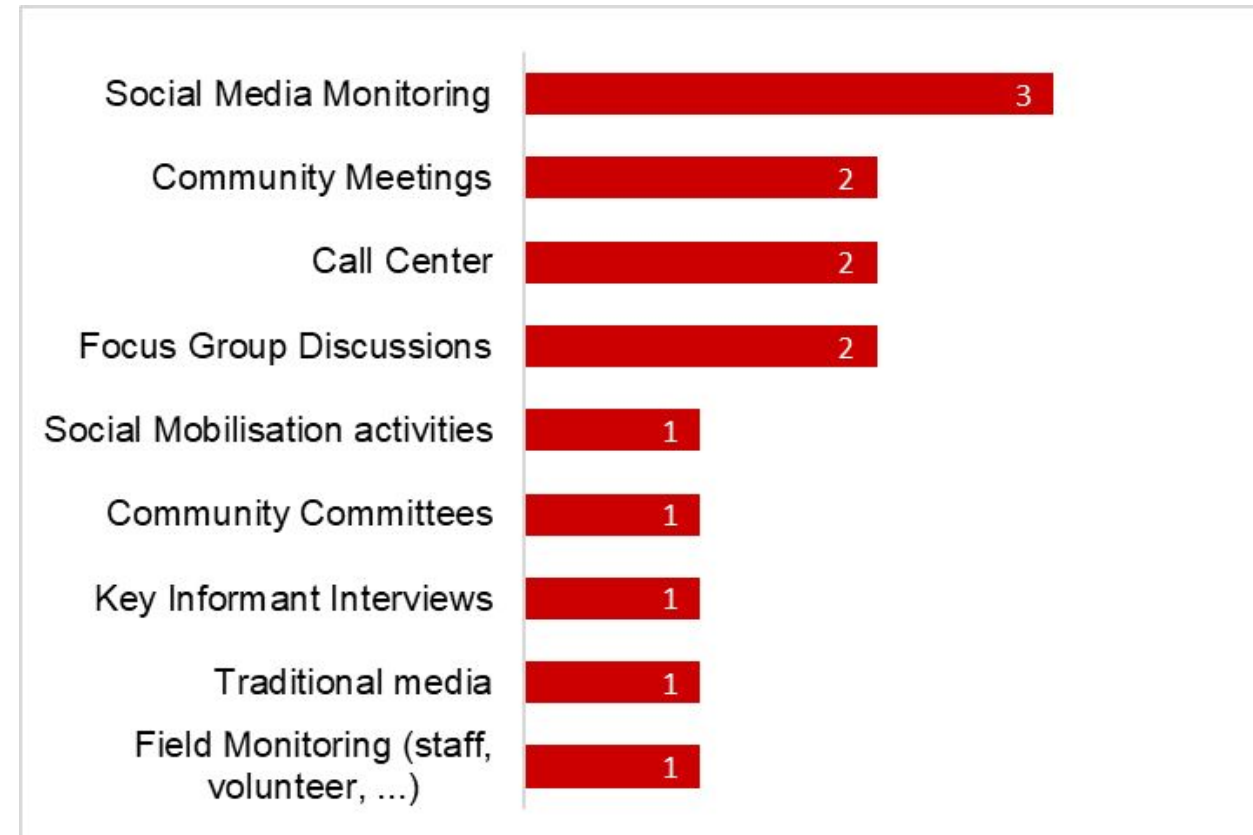# Main trends

- ***Concerns about COVID-19 vaccines***
  (Heard in 14 countries by 5 partners)
- ***Concerns about Monkeypox***
  (Heard in 8 countries by 2 partners)
- ***Enforcement of Preventive Measures***
  (Heard in 1 country by 1 partner)

Overview

Topics shared by partners and countries

Concerns about COVID-19 Vaccine	14
	5
Concerns about Monkeypox outbreak	8
	2
Enforcement of Preventive Measures	1
	1

■ # Reporting Countries ■ # Reporting partners

Feedback channels used by partners

Social Media Monitoring	3
Community Meetings	2
Call Center	2
Focus Group Discussions	2
Social Mobilisation activities	1
Community Committees	1
Key Informant Interviews	1
Traditional media	1
Field Monitoring (staff, volunteer, ...)	1

Public

Concerns about COVID-19 vaccines
(Heard in 14 countries by 5 partners)

Emerging themes	Observations and beliefs about vaccines side effects (e.g. infertility, organ failure)	Concerns about access, availability and schedules of vaccinations
	9 countries (Kenya, Malawi, Uganda, Eswatini, Mauritius, Zambia, Madagascar, Tanzania, Zimbabwe)	9 countries (Kenya, Malawi, Angola, Namibia, Botswana, Eswatini, Zambia, Tanzania, South Africa)

Example quotes:

"a student of St Martin S.S mpigi succumb to multiple organ failure caused by COVID19 Vaccine. He was vaccinated while at school without the consent of his parents. @MinofHealthUG see the outcomes of forcefully vaccinating our children." *- Uganda, UNICEF*

"Only limited Pfizer is available for everyone while AstraZeneca is only available for those enrolled in the study" *- Eswatini, WHO*

"Facilities for offering the vaccine are far away from the people and transport is very costly just for the vaccine. Prefer if vaccination teams could come closer to their dwelling place" *- Eswatini, IFRC*

"I got vaccinated for my second dose how long should I wait before I get the booster dose"" *– Zimbabwe, Youth Advocates*

RECOMMENDATIONS TO ADDRESS
Concerns about COVID-19 vaccines

To address **beliefs about side effects of the COVID-19 vaccines and vaccination campaigns:**

✔ Share concerns with the Immunization pillar and Governments to advocate for more supplies of preferred vaccines to increase acceptance and uptake

✔ Work with national MoH to improve vaccine access, particularly in rural communities or hard to reach areas. Discuss with community groups on seeking local solutions to bridging this gap

✔ Emphasize that there are still cases of COVID-19 and provide information on why it's still important to vaccinate against COVID-19. Make sure to address the benefits of being vaccinated and risks associated with not getting vaccinated (Key facts on AEFIs here) so that community members can make informed decisions

✔ Collaborate with national partners on developing a communications strategy to address concerns and questions related to COVID-19 vaccines, use community insights to ensure that messages and materials are relevant and effective

Concerns about Monkeypox
(Heard in 8 countries by 2 partners)

Emerging themes	Beliefs about existence of MPX and ways of transmission	Beliefs that Monkeypox is COVID-19 vaccine side effect
	3 countries (Kenya, Zimbabwe, South Sudan)	2 country (South Sudan, Zimbabwe)

Example quotes:

"Monkeypox only affects men who have sex with other men (MSM) and so others need not worry" – *South Africa, WHO*

"The WHO together with the media is the moneypox." *- Kenya, Tanzania, South Africa, UNICEF*

"Are cases of monkeypox side effects of AstraZeneca COVID-19 vaccine?", a 26-53 year old man from Juba, Central Equatoria asked." – *South Sudan, Internews*

"I just hope they(the West) wont bring monkey pox to Zimbabwe, Zimbabwe is always vulnerable, the last time it was COVID, now we brace to suffer from Monkey pox, which was never originated from Zimbabwe." – *Zimbabwe, Internews- Zimbabwe*

RECOMMENDATIONS TO ADDRESS
Concerns about Monkeypox

To address **Concerns about Monkeypox (MPX)**

✔ Produce messaging about prevention, symptoms, transmission of MPX (examples here, here). Be careful to avoid marginalizing groups who may be at risk for MPX. Keep messages fact-based to help prevent stigmatizing populations most affected (Key facts here).

✔ Work with relevant community groups to establish key messaging around MPX. For guidance on communicating the risk of monkeypox see SSHAP's RCCE strategies brief. WHO's Interim RCCE guidance is also available here.

✔ Engage with groups and local community structures that work with gay or bisexual men such as LGBTQ groups, hospitals, and HIV service providers. However, it's just as important to engage with other at-risk community groups such as health care workers, sex workers, etc.

✔ Emphasize that anyone can get monkeypox and promote it as a public health concern for all. Focusing on cases among gay and bisexual men may inadvertly stigmatize this population and create a false sense of safety among those who are not gay or bisexual men.