

Local Collaborations in Solving the Requests of Restricted Groups in the COVID-19 Pandemic Process in a District of Istanbul: The Role of VEFA Social Support Groups

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Objective:

With the curfew restrictions during the COVID-19 pandemic, Vefa social support groups were established with the cooperation of organizations in the district in order to meet the demands of people aged 65 and over, those with chronic diseases and under 20 years of age. In this study, it was aimed to evaluate the requests from the citizens to the District Health Directorate during COVID-19 pandemic in a district of Istanbul.

Methods:

The research is descriptive type. 1755 demand data between March-July, 2020 were evaluated retrospectively. Data; It consists of age, gender, comorbidity, presence of young helpers at home, and the content of subjects that people need help with. The data were analyzed in SPSS V.21.0. Data were given mean, SD and percentages/ratios. Institutional permissions were obtained.

Results:

50.3% of the 1755 people included in the study were women. The average age was 62.69 ± 18.47 . 63.2% of them are 65 years and older, 32.1% were 21-64 age range. 67.1% hadn't a chronic disease. 99.0% of the people weren't diagnosed with COVID-19. 96.8% of people hadn't COVID-19 symptoms. COVID-19 examination request were 0.3%. People's demands's were; 55.8% prescriptions, drug reports, 33.7% examination request, 3.4% are blood tests for routine follow-up, 1.1% dressing, injection, serum, 1.0% financial support request. Requests of persons over the age of 65 were; 56.93% prescriptions, drugs, and 34.14% examination. Demands of people under the age of 20 were; 64.19% examination, 29.26% drug report. All of the demands had been resolved in collaboration with VEFA social support groups. Solution types; providing home healthcare services, transferring to hospitals, supplying medicines and drugs.

Conclusion:

Some of the problems related to access to social, economic and health services seen with COVID-19 pandemic have been solved within the scope of the VEFA study. It is important to strengthen the local health strategies implemented in the management of COVID-19 with the cooperation of public, non-governmental and private institutions in social issues.

Keywords: COVID-19, Vefa social support groups, local practices, local collaborations