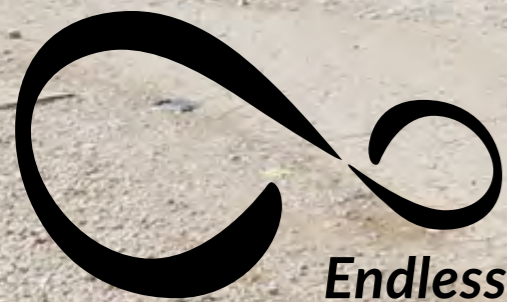


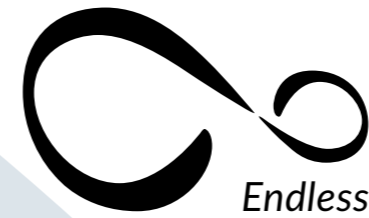
# Endless Medical Advantage

Annual Impact Report  
2023/2024



Endless Medical Advantage





*Endless Medical Advantage*



How your support  
helped us  
to help  
the refugee and  
vulnerable  
communities  
of Lebanon



## Welcome to our Annual Impact Report

Our **mission** at Endless Medical Advantage (EMA) is to support Syrian and Lebanese medical professionals in providing sustainable healthcare services and humanitarian relief to refugees and vulnerable communities in Lebanon. Our initiative is a key source of sustainable healthcare services for these communities. For thousands of families, we are the only way to access affordable healthcare, provided by community-based medical professionals.

We give **hope** to people devastated by crisis, disaster and displacement. Together with the communities we serve, we contribute to health and well-being by providing the best care to every patient. We implement integrated clinical practice with the main activities run through primary healthcare mobile clinics, and fight for sustainable improvements in healthcare in Lebanon to **build a better future**.

On behalf of our entire staff, **thank you!** With your generous support, we have treated thousands of patients in the last year, in our mobile clinics, polyclinic, dental clinic and physiotherapy programme. In addition, we have also supported thousands of individuals with medical financial assistance, aid and relief, livelihood and food support.





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## Thank you note from Dr. Feras



Dear donors, supporters and friends,

Looking back at EMA's year, it was generally speaking a good year, but we definitely had a lot of challenges. Those challenges were like the rocks in our path that made our work very difficult. To name some of them, our funds during the year were not sufficient, and we lacked permissions from the government to continue our work in the camps.

Although we were still able to be helpful in our communities, in some moments we felt truly helpless because we were unable to do a lot. Looking back now, I think those challenges made us stronger and challenged us to adopt different ways of thinking, to find other solutions to develop our work in effective and flexible ways. **We learned that sometimes it is important to accept the circumstances and challenges, in order to find other ways.**

Despite all challenges, we were again able to have an impact and support thousands of vulnerable people: our employees, the community, the refugees, and our colleagues at other NGOs too. One of our goals was to collaborate more with other NGOs to help each other, to fill health gaps together. We were able to develop those partnerships in our polyclinics. Compared to other organisations, we were able to adapt quickly and to be most effective with the limited resources we have.

Because of the challenging times, we had several meetings with the EMA team. We spoke about our challenges together and tried to find solutions. As always, we focused on maximising our impact, both on the short term as well as the long term. For the short term, we worked with different scenarios that fit the unstable situation in Lebanon. We talked through worst case scenarios with our team, but also many other possible scenarios. This is how we are always ready to respond quickly.

Our challenges over the past period also drove us to prepare plans for the longer term. Always driven by our vision for sustainable and holistic healthcare, we used the year to prepare our strategic plans for capacity building and strengthening of our organisation in the coming years.

If anything, last year taught us once again that giving up is not an option. **The rocks in our path only inspire us in the end, to keep trying to find new solutions.**

We thank you all for your continued support and trust in our work! Your support is such an important part of our work, and especially during challenging times we feel encouraged by your ongoing support.

**THANK YOU!**

## Your Support in Numbers

Total number of estimated direct and indirect beneficiaries: **40,000**

**2** mobile medical units

**1** polyclinic

**5** specialisms: OB-GYN, endocrinology, orthopaedics, urology, cardiology

**14,621** patients treated in the mobile clinics and polyclinic combined

**2** dental chairs, **2** dentists

**12,437** patients treated in the dental clinic

**350** patients treated in physiotherapy programme

**925** physiotherapy sessions

**400** families ( $\approx$  2,400 individuals) supported with a food package during Ramadan

**900** families ( $\approx$  5,400 individuals) supported with a meat package during Eid al-Fitr


**155** families supported with rent relief


**969** individual medical cases supported for (life saving) treatment

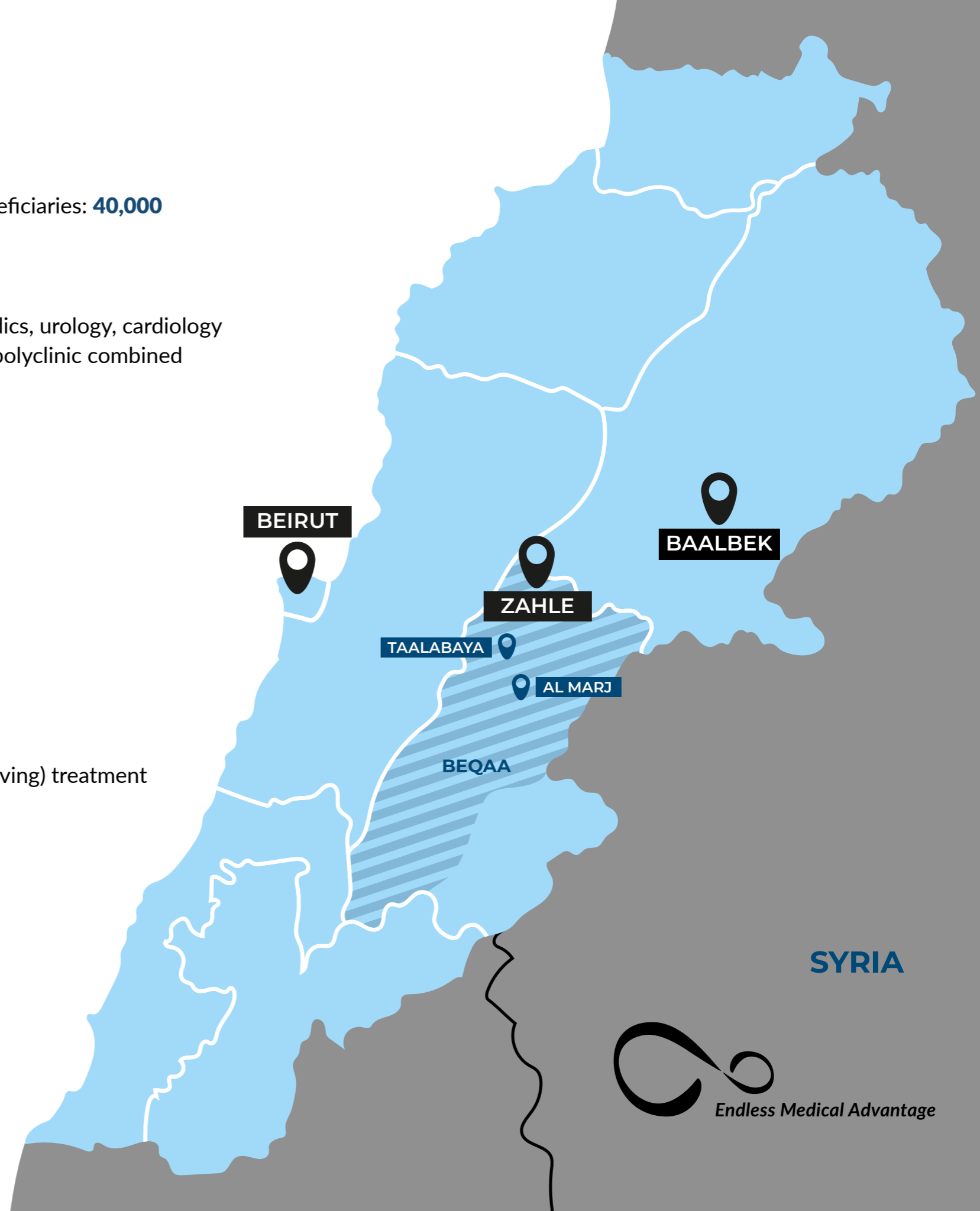
Throughout the year we work with

**11** full time staff (or equivalent)

**12** volunteers

 Our work area covers large parts of Central and West Bekaa

 Location of our poly clinic and dental clinic





# OUR IMPACT

## Mobile Medical Units & Polyclinic

### Ongoing restrictions

Due to ongoing restrictions to work with our Mobile Medical Units (MMUs) in the camps, we had to find alternative solutions to reach our communities in the Bekaa Valley. These restrictions, imposed by the Lebanese government to all NGOs working in the Syrian refugee camps, continued over a year and until the summer of 2024. We were forced to partially and temporarily change our mode of operation. The restrictions, in combination with a period of intensified racist raids targeting Syrian refugees in April 2024, did affect our work. Despite the challenging circumstances, we were still able to reach many patients with creative solutions.

### Our solutions

Through our polyclinic and regular visits to local clinics and schools, we kept monitoring how the situation impacted our patients. To reach the people who were most in need of affordable healthcare, we developed our activities in cooperation with several local clinics and schools.

Thanks to our strong relations with communities in the camps, people were able to seek our primary healthcare at the polyclinic which is situated in a central area in Taalabaya, and at several of the other locations. Through these centres, we were able to keep monitoring the general health of the most vulnerable groups, as well as ensure access to primary health consultations and basic medications at affordable rates.

### Throughout the year we...

- operated 2 MMUs
- managed 1 polyclinic, in partnership with INMAA and later Raabta
- offered 5 specialisms at our polyclinic
- treated 14,621 patients in the mobile clinics and polyclinic combined





# OUR IMPACT

## Women's Health Missions

As we have been aware that a lot of breast cancer goes undetected in our communities, and with low detection rates in Lebanon in general, we decided to run a prevention and screening campaign to improve awareness and detection in early stages. Over the years we have seen breast cancer detected late in general, with all its consequences. Women often need intensive treatment that is not covered by the government or any NGO in Lebanon.

In October 2023 we organised an awareness session about breast cancer for **100 women**, followed by screening with mammogram and ultrasounds when indicated.

In May 2024 we invited **150 women** for health checks and on site laboratory services for blood analysis.

These missions were part of The Dignity Project from Jigsaw Charity.







## OUR IMPACT

### Dental Clinic

#### Self-sustaining growth

Throughout the year we continued our successful dental clinic in AlMarj, with two dental chairs operated full-time by our two skilled dentists. Based on the needs and the success of our dental care, we were able to grow our clinic covering a larger geographical area. In August 2023, we opened a third dental chair in our polyclinic in the Saadnayel area, making affordable dental care available to many more people in need.

With our unique EMA approach, our self-sustaining dental clinic continues to set an example and an important precedent for affordable dental care in Lebanon. We receive patients from all over Lebanon and from all population groups.

▶ Throughout the year we...

- operated 2 fully equipped dental chairs with 2 dentists
- opened a third dental chair (from August 2023)
- treated 12,437 patients in the dental clinics



# OUR IMPACT

## Physiotherapy

### Ups and downs

Until April 2024 we offered physiotherapy services from our centre established inside the polyclinic. Physiotherapy remained part of our core services, with free sessions available to all population groups and with special attention to those with disabilities and their family members.

Our physiotherapist provided short and long term treatment plans, along with education and support for the families, providing in an ever growing need within the community where disabilities are above average due to the long term toll of war and poor health infrastructure and living conditions.

From January 2024, we started to offer sessions at an extra physiotherapy centre in AlMarj, thus covering a larger geographical area. Three months later, in April 2024, we had to pause our physiotherapy as a result of budget constraints.

### Throughout the year we...

- treated 350 patients in the physiotherapy programme
- provided 925 free of charge physiotherapy sessions







9



# OUR IMPACT

## Aid & Relief

### Holistic healthcare

Aid & Relief is part of our holistic approach to improve overall living conditions and general health, by offering the most needed services complementary to our core activities of medical aid. With our small team, we maximise our impact by knowing the needs of our communities and responding to them almost immediately.

### Ramadan and Eid campaigns

During the month of Ramadan, in March 2024, we were once again able to lift the burden of food insecurity for many families. This year we distributed food parcels to support 400 families throughout the month. Each food parcel provided an average family of 5 with staple foods like lentils, rice, oil, flour etc. for approximately 20 days.

Additionally, through an extra donation we were able for the first time to distribute fresh meat during Eid al-Fitr. The generous corporate donation provided 900 families with meat for the annual celebrations at the end of Ramadan. This is a privilege the families could not otherwise afford.

### Rent relief

Like every year, we supported a number of families with rent relief, covering their rent fees for a certain amount of time to lift the burden of those costs and prevent vulnerable families from homelessness.

**Throughout the year we...**

- supported 400 families (≈ 2,400 individuals) with a food package during Ramadan
- supported 900 families (≈ 5,400 individuals) with a meat package during Eid al-Fitr
- supported 155 families with rent relief



# EMA's IMPACT

## Life-saving support

This year we were able to support many more individuals with financial aid for their medical bills. Thanks to an additional grant during the winter months, we were able to support almost a thousand individuals with a combination of full and partial payments for treatments such as chemotherapy, kidney dialysis, surgery, MRI, biopsies, X-rays, emergency surgeries, ICU admission and more - as well as basic blood and urine analysis. For those patients, we have been able to diagnose cancer early, to diagnose other internal conditions and also support life-saving treatments such as chemotherapy and kidney dialysis.

Our financial assistance programme has saved the lives of many individuals living in very difficult circumstances and often renewed their faith in humanity.

### Throughout the year we...

- supported 969 individual medical cases with (life-saving) diagnosis and treatment







## Challenges & Successes

### *Our biggest challenges:*

- Escalating violence in the region since October 2023 caused tension of looming war in Lebanon
- Ongoing restrictions to work in the refugee camps
- Ongoing economic collapse, increasing the extreme poverty in both Syrian and Lebanese communities
- Rising xenophobia and racism against the Syrian refugee community
- Continuous reduction in funding opportunities for Lebanon, which meant we had to pause our physiotherapy programme and were unable to fulfil all our ambitions for the year due to budget constraints

### *Key successes:*

- We made laboratory services accessible to our patients, by offering these in house at affordable prices in our polyclinic, together with our new partner Raabta, ensuring a holistic, all rounded patient centred approach for our beneficiaries
- We offered vaccinations for the childhood immunisation programme, free of charge for all children, supported by the Ministry of Public Health of Lebanon
- We expanded the dental clinic to cover a larger geographical area, by opening a third dental chair
- In spite of the challenges, we were able to distribute for our Ramadan and Eid campaigns, lifting the burden food insecurity during an important month in the islamic calendar year
- We utilised the year to work on our strategic planning for the years to come
- Our biggest success was our ability to maintain our activities and remain visible within our communities despite the mounting challenges of operating as an NGO in Lebanon



## The EMA Family

We are the only refugee-led healthcare provider across Bekaa, and our ethos is embedded in a bottom up approach, empowering local health professionals from the refugee community to support capacity building and shape a long-term sustainable healthcare infrastructure for a population that is otherwise unsupported.

Our co-founder is a Syrian refugee and the rest of the team on the ground is comprised of healthcare professionals and humanitarian workers with lived experience from the communities we aim to serve.

With the incredible support of our donors and partners, the EMA Family keeps growing, increasing our reach and impact to benefit the living conditions of so many in need of healthcare.

We are also very lucky to have a dedicated network of volunteers that keeps growing. On average we host one or two international medical volunteers per month throughout the year. Even when tensions in the region arose from October 2023 on, many volunteers showed interest in working with us.

Unfortunately we had to cancel the majority of volunteer stays for the year, due to safety concerns and/or foreign government travel advice. In total we hosted 12 volunteers during this year. We thank all volunteers for their continued support and solidarity, either in Lebanon or from abroad.



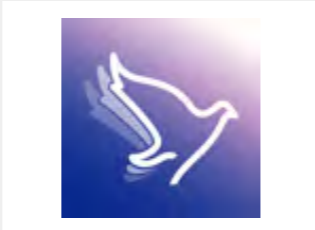






















Thank you for being a part of our extended EMA family!





## Partnerships & Collaborations

Our partners, both international and local, make it possible for us to develop, offer more services, reach more individuals from both the host and refugee communities, and have a much wider impact overall.

| Partners  |   |  | Donors  |   |   |
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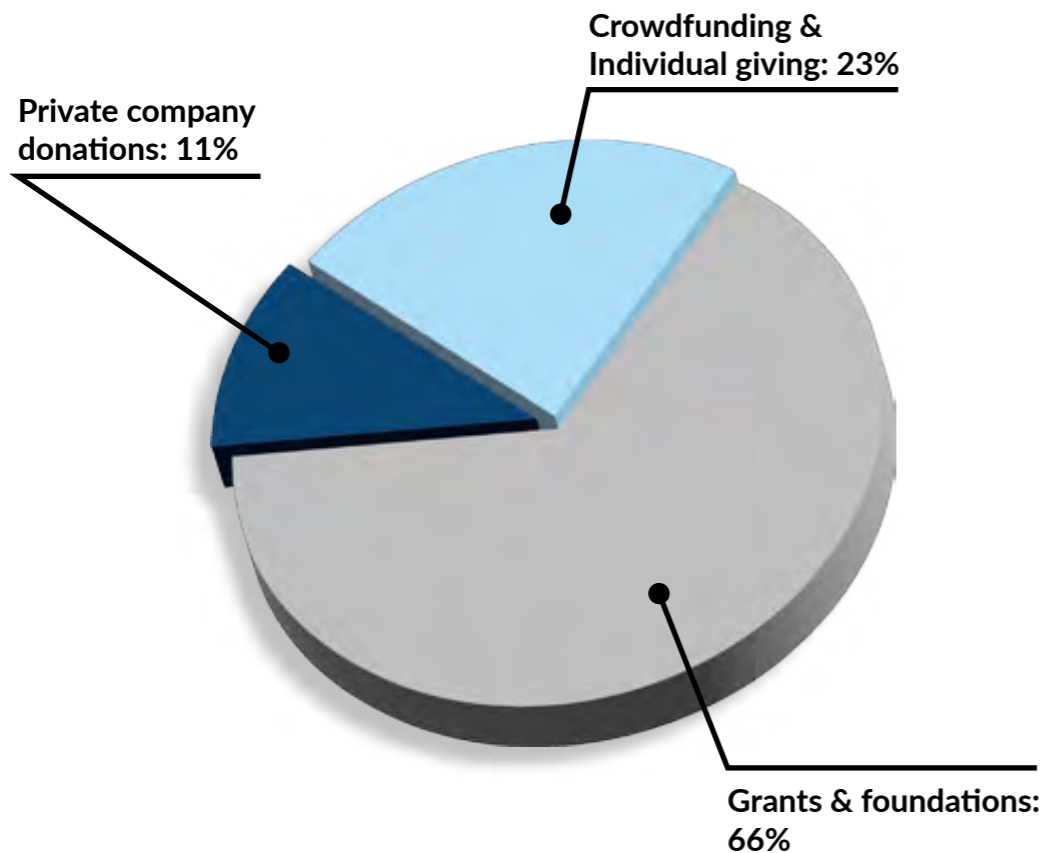
## Financial Highlights June 2022 - May 2023

As last year's Annual Impact Report didn't include the most recent financial information, we included these numbers below.

### WHAT WE'VE RAISED

Total income: **£ 245,269**

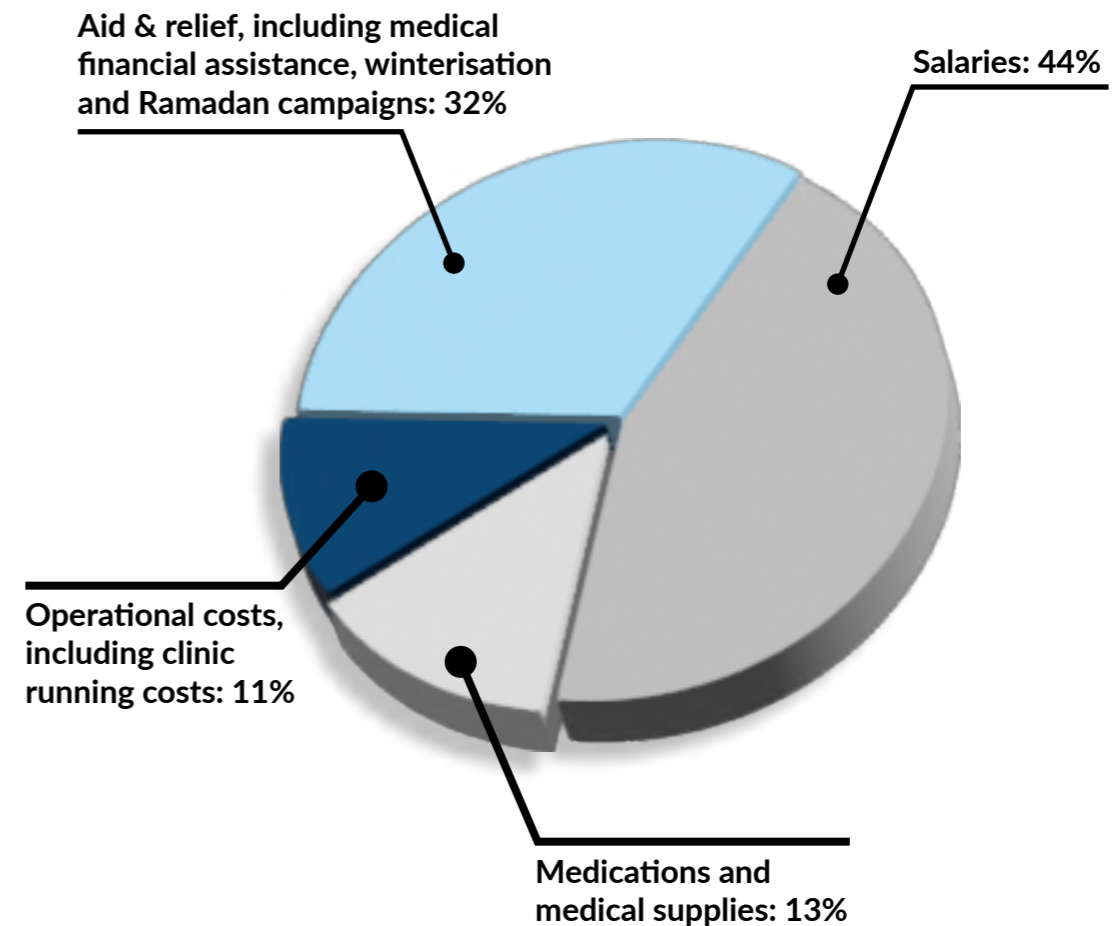
Sources of funding:



### WHAT WE'VE SPENT

Total expenditure: **£ 232,256**

Annual expenses / Charitable activity:



Every donation received is spent entirely on direct programme services, including salaries, medications, clinic running costs and other operational costs.

More detailed reports of our financial situation can be found on the UK government website of the Charity Commission. Have a look here: <https://register-of-charities.charitycommission.gov.uk/en/charity-search/-/charity-details/5180845/accounts-and-annual-returns>



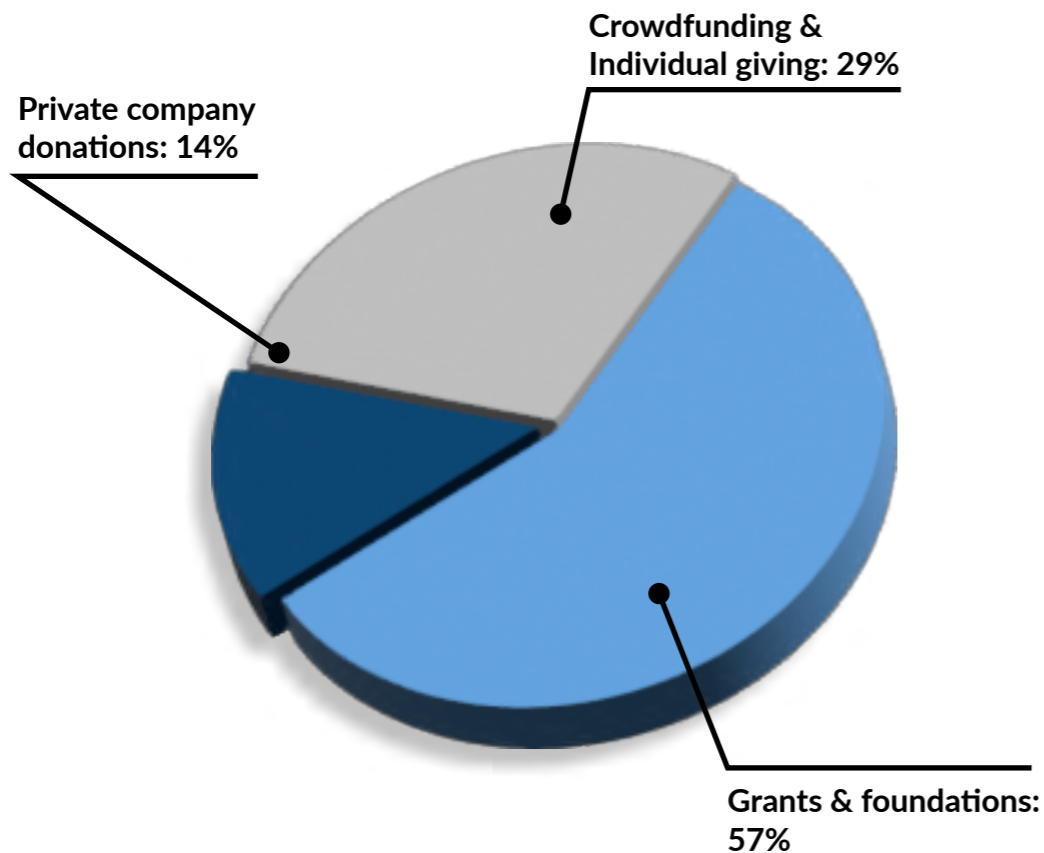
# Financial Highlights June 2023 - May 2024

Covering the current report's financial period

## WHAT WE'VE RAISED

Total income: **£ 183,290**

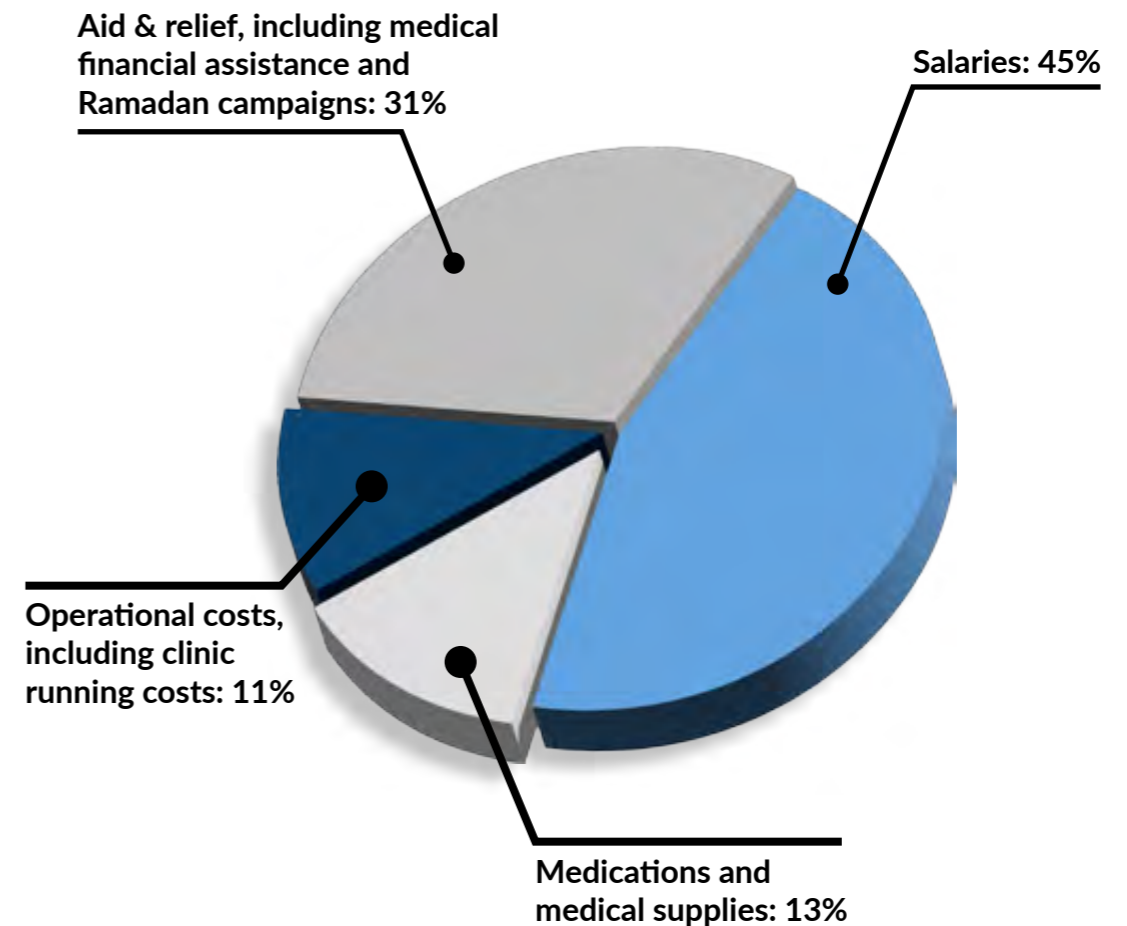
Sources of funding:



## WHAT WE'VE SPENT

Total expenditure: **£ 163,686**

Annual expenses / Charitable activity:



Every donation received is spent entirely on direct programme services, including salaries, medications, clinic running costs and other operational costs.

More detailed reports of our financial situation can be found on the UK government website of the Charity Commission. Have a look here:

<https://register-of-charities.charitycommission.gov.uk/en/charity-search/-/charity-details/5180845/accounts-and-annual-returns>



## Looking ahead to 2025 and beyond

From our evaluation and strategic planning, we will largely continue to work with the same core programmes and activities while also adding new activities. Through the evaluation process, we identified the following priorities for the year 2024/25:

- Resume and continue our primary health service through the **Mobile Medical Units** (dependant on ongoing restrictions)
- Train skilled medical professionals to be **focal points for triage** and basic medical care, to complement the provision of care through the MMU's
- Set up monthly, **condition specific missions** as a way to reach the community and their most urgent needs
- Provide **mobile physiotherapy** again to reach those most in need, to reach a larger group and with a focus on long term interventions improving quality of lives

- Continue **dental care**
- Set up and run **mental health programmes** for children and youth, through music and sports activities
- Develop a Monitoring, Evaluation, Accountability and Learning (**MEAL**) tool

In May 2024 we were already able to confirm future funds to support organisational strengthening and to start a mental health programme. These funds will allow us to introduce a new role in our team to strengthen long-term strategic planning and diversification of funding streams. Over the coming years we will further build capacity and introduce tools to maximise our impact through evaluation.







## Get in Touch

We are extremely grateful for our wonderful partners, volunteers and donors, who support us in so many ways. Despite the challenges we face, we continue to work everyday toward a more just healthcare system in Lebanon. **Because healthcare is a human right, no one should go without.**

There are many ways you can help us to continue and expand our work. Whether you share our story, visit us or make a donation, we value all of your support.

For more information on how to volunteer, donate or partner with us, please visit our website:

[www.endlessmedicaladvantage.org/get-involved](http://www.endlessmedicaladvantage.org/get-involved)

For media requests, please contact us at [contact@endlessmedicaladvantage.org](mailto:contact@endlessmedicaladvantage.org)

Want to stay updated throughout the year? Subscribe to our newsletter and follow us on social media.

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Facebook: [follow us here](#)

Instagram: [click here](#)





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Endless Medical Advantage

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Thank you to everyone who gave consent for their picture to be used in this report.

**Annual Impact Report June 2023 / May 2024**  
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