

General Directorate of Primary Health Care Services,  
Ministry of Health Turkey  
Ankara

[info@saglik.gov.tr](mailto:info@saglik.gov.tr)

08/11/2009

Dear Sir,

I am writing to you on behalf of the Foreign Residents Group based in Dalyan, south west Turkey. Dalyan is a pretty tourist town with a permanent population of approximately 4500 whose numbers are swollen during the summer with tourists to around 22,0000.

I have read your excellent documents on the "Health Transformation Programme" and "Family Medicine" which are currently in the implementation stage. However, I have am unsure how this will provide us, [the permanent population] and the increasing number of tourists with the level of health care they might expect.

1. The local clinic only covers the area of Dalyan and NOT Iztuzu beach which has in excess of 5000 visitors per day. I understand the Belediye is responsible for Iztuzu beach but am unsure from either of your documents if they would receive any financial help to provide medical facilities at the beach? They would presumably need trained medical staff [at least one each end of the beach], first aid facilities and life saving equipment [such as defibrillators]. Is there money available to the Belediye for this type of service?
2. The nearest ambulance station is at the privately run Yucelen Hastani in Ortaca which would take at least 30 minutes to reach the beach. The ambulance at the local Dalyan clinic has no permanent ambulance driver and is therefore only available if a member of the Belediye or the doctor himself drives. Is there money available for the employment of a permanent ambulance driver – at least during the summer months?
3. In your document "Family Medicine" I was unable to find a reference to the availability of this service i.e. is it meant to provide a 9.00 am - 5.00 pm service Monday to Friday or is it supposed to provide 24 hour care? If 24 hour care is not provided then how can residents and tourists consult a doctor or be transported by ambulance [see above].

4. Having read "Family Medicine" with some care I am not clear how the clinic in Dalyan is funded. Your document discusses how health care is funded around the world and its various outcomes but is not specific about the financial support provided by the Turkish state. Is it a single payment of monies out of which the family doctor must pay for staff, furnishings, phone services etc., or is it based on the number of treatments that are provided at the clinic?
  
5. Finally, we are very close to Dalaman International Airport and there has been some concern amongst the residents of the possibility of an air disaster. Planes used to fly in over the sea but in recent years they fly directly overhead. I know that Dalaman Airport will have a major critical incident plan for this type of emergency. However, it would be helpful to know if this has been discussed with either the Belediye or local clinic before needing to put it into practice?

I look forward to hearing your responses about these issues.

Yours faithfully,

Liz Chapple  
[on behalf of Dalyan Foreign Residents Group]