

## **INTERVIEW/DISCUSSION GUIDE**

Starting Interview: Remind the participant of the intentions of the study. State the ethical procedures, ask him/she to sign the patient information sheet and the consent form. Present the use of audio recording.

### **Demographic Information**

Name: \_\_\_\_\_ Surname \_\_\_\_\_

Gender: \_\_\_\_\_

Age: \_\_\_\_\_

#### **1. Respect for patients centered values, preferences and expressed need**

How do you find the service in the model (CC, FC, QPUP)?

How can you describe the service you get here?

What are the services that you receive from the model that are most important to you?

What are some of the services that you think are less important to you?

Of the three models offering HIV treatment, why did you prefer the one you selected.

If you did not select it, would you like to remain there or would you like to change to another model?

Is it what you would have preferred? Or is there another way you would have loved to receive your medication?

In what way or ways does your model meet your needs or help you to manage your live your life as you want to while taking treatment.

What has changed for you since getting your treatment in QPUP/Club. In what ways?

If not, how can it be improved?

#### **2. Coordination and integration of care**

Apart from receiving your meds from the club (for example) are there other services that you receive?

If so, what are they?

Do you find these services helpful?

If not, why not?

Would you like to have some services: Examples.....

### **3. Information communication and education**

Who provides the education and information that you receive in your treatment sessions?

Who decides what kind of information is provided.

Is there kind of information you get when attending the club/QPUP

What kind of information do you receive?

How is the information provided? (health talks, pamphlets, peer counseling etc.)

How often do you get these?

Do you find the information helpful? If so, in what ways?

Do you think the information is presented in the way and language that is easy to understand?

If not, how can it be improved?

Do you prepare for the topic or the facilitator does?

If not, how would you like to be included?

### **4. Physical comfort**

Where do you access care (or receive your medication?) How did you get to find yourself in?

How do you access the basic utilities (water/electricity)?

Do you pay for this facility? Have you had challenges accessing this venue?

What do you think could be done to improve these challenges?

Do you feel secure in the place where you receive care?

Does the place offer you the privacy you need when receiving your treatment?

What are the other aspects of comfort and protection that you receive from the area you receive care from?

## **5. Emotional support**

Do you receive any peer support from the other attendees?

Would you say that emotional support you receive is important or helpful?

From whom do you receive such emotional support when you are attending the model sessions?

What other kind of emotional support do you think should also be offered in your model?

How can you describe the peer support you get in this care?

Would you say the support is helpful or not? If so, in what way is it helpful? Do you think it is a necessary component of your care?

## **6. Welcoming the involvement of family and friends**

Are you allowed to send someone to collect your medication?

Who do you send when and if you send someone?

Do you have anyone whom you can say is your support in the group/family/ buddy?

Are you able to send them to collect on your behalf?

How often do you utilize this option of care?

How is it important to you that you can send someone?

Is there any other way that the model helps your families and friends to be involved in your treatment?

## **7. Transition and continuity**

When did you join this care?

(For community clubs) how did you come to be in this kind of care?

Would you have preferred another model of care?

What can be improved in this kind of care?

How do you receive your annual blood checks in your model?

Do you receive other healthcare services like hypertension management or diabetes management through your model? Do the sisters in the models help you to access other important healthcare services?

## **8. Access to care**

How often do you get to meet?

How do you get to the place of your medication distribution site (you can frame this differently?)

Do you walk, get a taxi to come to the group?

How are your activities organized?

What do you think about the activities, do you think they are all necessary? What do you think could be taken out (that you do not really require)?

How long do you spend in the session? Do you think the amount of waiting time is suitable?

Comparing to the clinic care, how can you rate getting treatment in QPUP/Club?

What do you think could be done to improve the way the services are provided in the model?

Is there any other thing you would like to say regarding access to medication and other health services through your model?