***--- Adapt to your context and pre-test prior to use ---***

Health Worker Focus Group Discussion Guide

***[FACILITATOR: Please ensure that you have obtained informed consent form from all focus group participants before beginning.]***

I will now ask you some questions. There are no right or wrong answers. I am interested in your thoughts and opinions. Please let me know if there are any questions you do not understand.

Questions

Please start by introducing yourself, stating your first name and how long you have been working at this facility.

1. What challenges do you experience at this facility in terms of service provision? What do you think are the causes of these challenges?

*[FACILITATOR: Probe in terms of frequency of stockouts of drugs and supplies, condition/availability of equipment and infrastructure, quality of care.]*

1. In terms of seeking medical care, such as when they or their family are sick, pregnant or for prevention services like family planning, immunizations or HIV counseling and testing, do community members tend to seek services at *this facility* or do they go elsewhere for treatment? If elsewhere, where do they go?

3. If they do not come for treatment or services at this facility when they or their family are sick, pregnant or for prevention services like HIV counseling and testing or immunizations, in your opinion what are some of the reasons why they do not come here?

*[FACILITATOR: Allow participants to answer, then probe on any of the factors they have not mentioned, saying: “You did not mention [insert factor from list below]. Is this an issue?”)*

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| *Health workers are absent* | * + *Facility closed; limited hours of operation* |
| * + *Lack of medicines, supplies or equipment* | *Long waiting times* |
| *Poor quality services* | *Poor infrastructure or unclean facility* |
| *Bad attitudes or poor treatment by staff* | *High cost of treatment* |
| *Cultural or religious beliefs* | *Inaccessible (i.e. distance, rainy season, transport)* |

4. Of the factors you just mentioned, which do you feel contribute ***the most*** to why community members may not seek care at this facility when they are sick, pregnant or for prevention services like HIV counseling and testing or immunizations? You can name more than one factor.

5. What can you, the staff at this facility, do to improve:

1. Patient demand for services?
2. Availability of health workers?
3. Quality of service provision?

**Alternative Facility Mapping**

6. What is the distance of the furthest village from where people come to visit this facility?

\_\_\_\_\_\_\_km

7. What is the size of the catchment population this facility serves in terms of primary care services?

\_\_\_\_\_\_\_\_\_\_\_\_ individuals

8. In addition to this facility, what other health facilities and providers are available to the communities within this facility’s catchment area? Please think in terms of facilities run by the government, nongovernmental organizations (NGO), faith-based organizations, private-for-profit clinics, local pharmacies, and traditional healers.

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| --- | --- | --- | --- |
| **Facility name** | **Facility type**  (Government, NGO, for profit, etc.) | **Where located**  **(e.g. district, village)** | **Distance (km) from this facility** |
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9. Do you have any questions for me?

**Thank you for your time and your thoughts.**