

GAY, BISEXUAL, AND OTHER MEN WHO HAVE SEX WITH MEN (GBMSM) SURVEY

Name of community monitor:	Date of survey:
Province:	District:

INFORMED CONSENT: Hi, my name is _____, I'm working with Ritshidze to help monitor patient care in health facilities across South Africa. The purpose of Ritshidze is to find out if patients face any challenges in accessing health services so that we can raise these challenges with duty bearers and hold them accountable to fix them. I have a few questions that normally take about 15 minutes to answer. You can also skip any questions or stop the conversation at any time. Would you be willing to answer a few questions about health services?

1. Please select the participants gender:

- Cisgender man
 Transgender man
 Non-binary person
 Other gender identity
 Prefer not to answer

2. How old are you?

- Under 18 years old
 18-25 years old
 Over 25 years old
 Don't know / prefer not to answer

****Note:** This question will determine future survey questions. Please refer back to participant answer.

3a. Where do you go for your health services? Select all that apply

- Public health facility (e.g. clinic or community healthcare centre)
 Drop-in centre (also known as a POP Inn or Engage Men's Health Centre)
 Mobile clinic
 Private doctor
 I do not get health services anywhere
 Don't know
 Prefer not to answer

Only answer questions 3b if answered "I do not get health services anywhere" in question 3a

3b. What are the main reasons you do not get health services anywhere? Select all that apply

- I do not want to get health services because of COVID-19
 The staff are not friendly
 The staff do not respect my privacy
 I do not feel safe
 Fear of people finding out that I am GBMSM
 It is too far away
 It costs too much to get there
 The services take too long
 It is not open when I want to go
 I cannot get the services I want
 The staff refused to give me services
 I don't need any health services
 Don't know
 Prefer not to answer
 Other (please specify)

Only answer questions 3c-d if did NOT select "drop-in centre" in question 3a

3c. What are the main reasons why you don't access services at the drop-in centre? Select all that apply

- | | |
|---|---|
| <input type="checkbox"/> I am not aware of a drop-in centre that serves GBMSM | <input type="checkbox"/> The staff are not friendly |
| <input type="checkbox"/> The staff do not respect my privacy | <input type="checkbox"/> Fear of disclosure of my sexuality |
| <input type="checkbox"/> I do not feel safe at the drop-in centre | <input type="checkbox"/> The drop-in centre is too far away |
| <input type="checkbox"/> It costs too much to get to the drop-in centre | <input type="checkbox"/> The services at the drop-in centre take too long |
| <input type="checkbox"/> The drop-in centre is not open when I want to go | <input type="checkbox"/> The drop-in centre doesn't offer the services I want |
| <input type="checkbox"/> The staff refused to give me services | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Other (please specify) |

3d. What would help you to use a drop-in centre?

Only answer questions 4a if did NOT select "Public health facility (e.g. clinic or community healthcare centre)" in question 3a

4a. Why don't you access services at the facility? Select all that apply

- | | |
|--|---|
| <input type="checkbox"/> The staff are not friendly | <input type="checkbox"/> The staff do not respect my privacy |
| <input type="checkbox"/> I do not feel safe at the facility | <input type="checkbox"/> The facility is too far away |
| <input type="checkbox"/> It costs too much to get to the facility | <input type="checkbox"/> The services at the facility take too long |
| <input type="checkbox"/> The facility is not open when I want to go | <input type="checkbox"/> The facility doesn't offer the services I want |
| <input type="checkbox"/> Fear that people will find out about my sexuality | <input type="checkbox"/> The staff refused to give me services |
| <input type="checkbox"/> Prefer not to answer | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Other (please specify) | |

4b. What would help you to use a public health facility?

PUBLIC HEALTHCARE USERS

These questions are for anyone who selected "Public health facility (e.g. clinic or community healthcare centre)" in question 3

5. What facility do you use? (Note: the questions below should be answered about the facility that the participant selects)

6. Are the staff at this facility friendly and professional towards GBMSM?

Always Sometimes Never Don't know Prefer not to answer

Only ask question 6b if participant answered "sometimes" or "never" to question 6

6b. Which staff are not always friendly and professional towards GBMSM? (Select all that apply)

Clinical staff (nurses, doctors, pharmacists etc.) Lay staff (counsellors, linkage officers etc.)
 Security staff Non clinical staff (cleaners, admin staff, file clerks etc.)
 Don't know Prefer not to answer

6c. Do the staff at the facility know that you are gay, bisexual, or other man who has sex with men (GBMSM)?

Yes No Don't know Prefer not to answer

Only ask question 6d if participant answered "yes" to question 6c

6d. Did the staff treat you differently after they found out you were gay, bisexual, or other man who has sex with men (GBMSM)?

Yes, they treated me worse after finding out (for example: were rude, mean, etc.)
 Yes, they offered me services specific to GBMSM The staff always knew I was GBMSM
 No, they treated me the same Don't know
 Prefer not to answer

Only ask question 6e if participant answered "no" to question 6c

6e. Do you think the staff would treat you worse if they found out you were gay, bisexual, or other man who has sex with men (GBMSM)?

Yes No Don't know Prefer not to answer

7. On a scale of 1 to 5, how comfortable do you feel using this facility? By comfortable I mean that you believe you would be treated well and get the help you need. (If 1 is VERY UNCOMFORTABLE and 5 is VERY COMFORTABLE)

1 2 3 4 5 Don't know Prefer not to answer

7b. If you feel uncomfortable or very uncomfortable, please specify the reason(s) why:

8. How safe do you feel using the facility? (Safe and protected from verbal or physical abuse, verbal or physical harassment, risk of arrest etc.) (If 1 is VERY UNSAFE and 5 is VERY SAFE)

1 2 3 4 5 Don't know Prefer not to answer

8b. If you feel unsafe or very unsafe, please specify the reason(s) why:

9. Do you think that this facility respects people's confidentiality and privacy?

Yes No Don't know Prefer not to answer

Only ask question 9b if participant answered "no" to question 9

9b. If no, please specify the reason(s) why not (select all that apply):

- Staff disclose the status of people living with HIV in the waiting area
- Staff disclose people's sexuality in the waiting area
- More than one person is being consulted or counselled in the same room
- People living with HIV are separated from other patients
- Security guards check patients' medicines when they are leaving the facility
- Healthcare workers call other staff into the consultation room to share my medical issues
- Staff enter the room without knocking during a consultation
- Prefer not to answer Don't know Other (please specify)

10. Have you heard of PrEP (pre-exposure prophylaxis)?

- I have heard of it and know what it is I've heard of it but am not sure what it is
 I've never heard of it Prefer not to answer

*For those who have never heard of PrEP or are not sure what it is, explain:
"PrEP is an oral medication that people can take daily to prevent the chances of getting HIV from sex. Would you like more information about PrEP?"*

11. Have you ever been offered PrEP at the facility?

- Yes No No — because I am living with HIV
 Don't know Prefer not to answer

11b. Have you ever gotten PrEP at the facility?

- Yes No, because I did not want PrEP
 No, I wanted PrEP but was not considered eligible No, I wanted PrEP but it wasn't available
 No, I wanted PrEP but did not get it for some other reason Don't know
 Prefer not to answer

11c. If you were not considered eligible, please specify why not:

Only ask question 11d-11e if participant answered "yes" to question 11b

11d. How satisfied were you with PrEP services at the facility? If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED.

- 1 2 3 4 5 Don't know Prefer not to answer

11e. If you feel unsatisfied or very unsatisfied, please specify the reason(s) why:

12. Have you wanted to get condoms at the facility in the last year?

- Yes No Don't know Prefer not to answer

12b. If yes, were you able to get condoms at this facility in the last year?

- Always Sometimes Never Don't know Prefer not to answer

Ask question 12c if the participant responded "sometimes" or "never" to question 12b.

12c. During times when you couldn't get condoms, why were you unable to access condoms?

- I was told they were out of stock
 I was told they never offer condoms
 I was told they were not available for GBMSM
 The staff asked too many questions about why I needed them
 The staff were so rude I decided I did not want them anymore
 I was told I access them too often
 I did not feel comfortable asking for them or taking them
 Other Don't know Prefer not to answer

Ask questions 12d-12f if the participant responded "sometimes" or "always" to question 12b.

12d. During times when you could get condoms, were staff respectful to you?

- Always Sometimes Never Don't know Prefer not to answer

12e. During times when you could get condoms did the staff ask you why you needed condoms before you could have them?

- Always Sometimes Never Don't know Prefer not to answer

12f. During times when you could get condoms, were you able to get as many as you needed?

- Always Sometimes Never Don't know Prefer not to answer

13. Are you aware that you should be able to get lubricant (lube) at all public health facilities?

- Yes No Don't know Prefer not to answer

14. Have you tried to get lubricant (lube) at the facility in the last year?

- Yes No Don't know Prefer not to answer

Only ask questions 14b-14c if participant answered "yes" to question 14

14b. Were staff respectful when you tried to get lubricant (lube)?

- Always Sometimes Never Don't know Prefer not to answer

14c. Were you able to get lubricant (lube)?

- Always Sometimes Never Don't know Prefer not to answer

Only ask question 14d if participant answered "sometimes" or "never" to question 14c

14d. During times when you could not get lubricant (lube), why were you unable to access lube? (Please select all that apply)

- I was told it was out of stock
 I was told they never offer lubricant
 I was told it was not available for GBMSM
 The staff asked too many questions about why I needed it
 The staff were so rude I decided I did not want it anymore
 I was told I ask for it too often
 I did not feel comfortable asking for it or taking it
 Other Don't know Prefer not to answer

Only ask questions 14e-14f if participant answered "sometimes" or "always" to question 14d

14e. During times when you could get lubricant (lube), were you able to get as much as you needed?

- Always Sometimes Never Don't know Prefer not to answer

14f. During times when you could get lubricant (lube), did staff ask you why you needed it before you could have it?

- Always Sometimes Never Don't know Prefer not to answer

15. Have you tried to access testing for sexually transmitted infections (STIs) at the facility in the last year?

- Yes No Don't know Prefer not to answer

Only ask questions 15b-15c if participant answered "yes" to question 15

15b. Were staff respectful when you tried to access STI testing?

- Always Sometimes Never Don't know Prefer not to answer

15c. Were you able to access the STI testing you needed?

- Always Sometimes Never Don't know Prefer not to answer

Only ask question 15d if participant answered "sometimes" or "never" to question 15c

15d. During times when you did not get the STI testing you needed, why were you unable to access STI testing? (Please select all that apply)

- I was told they were out of stock
 I was told testing was not available for GBMSM
 I did not feel comfortable asking for a test
 The staff asked too many questions about why I needed it
 The staff were so rude I decided I did not want it anymore
 I was told I ask for it too often
 I was told they never offer it
 Other Don't know Prefer not to answer

Only ask questions 15e-15f if participant answered "always" or "sometimes" to question 15c

15e. Were you able to access treatment for STIs?

- Yes No, but treatment was not needed
 No, treatment was needed but I did not receive it Don't know
 Prefer not to answer

15f. If treatment was needed but not received, why were you unable to get the treatment you needed for STIs?

- I was told they were out of stock
 I was told treatment was not available for GBMSM
 I did not feel comfortable asking for treatment
 The staff asked too many questions about why I needed it
 The staff were so rude I decided I did not want it anymore
 I was told I ask for it too often
 I was told they never offer it
 Other Don't know Prefer not to answer

16. Do you feel that the facility staff are well trained to care for GBMSM who experience violence from a sexual partner?

- Yes No Don't know Prefer not to answer

17. Would you feel comfortable going to this facility for services if you experienced violence from a sexual partner? By comfortable I mean that you believe you would be treated well and get the help you needed after experiencing violence.

- Yes No Don't know Prefer not to answer

17b. If no, why would you feel uncomfortable going to this facility for services if you experienced violence?

18. In the last year, have you wanted to access services for experiencing violence by a sexual partner at this facility?

- Yes No Don't know Prefer not to answer

Only ask questions 18b-18c if respondent answered yes to question 18

18b. Were staff respectful when you wanted to access post-violence services?

- Always Sometimes Never Don't know Prefer not to answer

18c. Were you able to access services you needed for violence at this facility?

- Yes No Don't know Prefer not to answer

18d. If no, which services did you need that you were not able to get at the facility?

- | | |
|--|--|
| <input type="checkbox"/> Counselling (on-site) | <input type="checkbox"/> Rapid HIV testing (on-site) |
| <input type="checkbox"/> STI screening and treatment (on-site) | <input type="checkbox"/> PEP (on site) |
| <input type="checkbox"/> Emergency contraception (on-site) | <input type="checkbox"/> Rape kit (on-site) |
| <input type="checkbox"/> J88 form | <input type="checkbox"/> Referral to shelter |
| <input type="checkbox"/> Other | <input type="checkbox"/> Prefer not to answer |

18e. Please specify what else you need that you were not able to get:

Only ask question 18f if participant selected "J88 form" in question 18d

18f. Why were you unable to get a J88 form?

- | | |
|---|---|
| <input type="checkbox"/> I was told I needed to come back another day | <input type="checkbox"/> I was told I didn't qualify for it |
| <input type="checkbox"/> I was told I couldn't get one because I am GBMSM | <input type="checkbox"/> I was told no doctor was available |
| <input type="checkbox"/> Other | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Prefer not to answer | |

19. Have you heard of PEP (post-exposure prophylaxis)?

- | | |
|---|--|
| <input type="checkbox"/> I have heard of it and know what it is | <input type="checkbox"/> I've heard of it but am not sure what it is |
| <input type="checkbox"/> I've never heard of it | <input type="checkbox"/> Prefer not to answer |

For those who have never heard of PEP or are not sure what it is, explain:

"PEP is medication that is taken shortly after a potential exposure to HIV that can prevent HIV infection. Would you like more information about PEP?"

20. Have you wanted to access PEP at the facility in the last year?

- Yes No Don't know Prefer not to answer

20b. If yes, were you able to access PEP?

- Always Sometimes Never Don't know Prefer not to answer

Only ask question 20c if participant answered "sometimes" or "never" to question 20b.

20c. During times when you were unable to get PEP, why were you unable to access it? (Please select all that apply)

- I was told it was out of stock
 I was told it was not available for GBMSM
 I was told I wasn't eligible for another reason (eg. it was only for people who were raped or who had a condom break)
 The staff asked too many questions about why I needed it
 The staff were so rude I decided I did not want it anymore
 I was told I ask for it too often
 I was told they never offer it
 I did not feel comfortable asking for it
 Other Don't know Prefer not to answer

21. How satisfied are you with the health services for GBMSM at the facility?

(If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)

- 1 2 3 4 5 Don't know Prefer not to answer

21b. If you feel unsatisfied or very unsatisfied, please specify the reason why:

22. In the last year, have you been refused access to services at this facility because you are GBMSM?

- Yes No Don't know Prefer not to answer

22b. If yes, what happened after you were refused access to services at the facility? (Please select all that apply)

- I never ended up getting the services I needed
 I came back another time to this facility and got services
 I went to a different clinic for services
 Other Don't know Prefer not to answer

23. How could the facility improve services for GBMSM ?

DROP-IN CENTRE USERS

These questions are for anyone who selected "Drop-in Centres" in question 3

24. What drop-in centre do you use?

(Note: the questions below should be answered about the drop-in centre that the participant selects)

25. Are the staff at the drop-in centre friendly and professional towards GBMSM?

Always Sometimes Never Don't know Prefer not to answer

26. On a scale of 1 to 5, how comfortable do you feel using this drop-in centre? If 1 is VERY UNCOMFORTABLE and 5 is VERY COMFORTABLE. By comfortable I mean that you believe you would be treated well and get the help you need.

1 2 3 4 5 Don't know Prefer not to answer

26b. If you feel uncomfortable or very uncomfortable, please specify the reason(s) why:

27. How safe do you feel using the drop-in centre? (Safe and protected from verbal or physical abuse, verbal or physical harassment, risk of arrest etc.) (If 1 is VERY UNSAFE and 5 is VERY SAFE)

1 2 3 4 5 Don't know Prefer not to answer

27b. If you feel unsafe or very unsafe, please specify the reason(s) why:

28. Do you think that this drop-in centre respects people's confidentiality and privacy?

- Yes No Don't know Prefer not to answer

Only ask question 28b-28c if participant answered "no" to question 28

28b. If no, please specify the reason why not.

- Staff disclose the status of people living with HIV in the waiting area
 Staff disclose people's sexuality in the waiting area
 More than one person is being consulted or counselled in the same room
 People living with HIV are separated from other people
 Security guards check patients' medicines when they are leaving the drop-in centre
 Healthcare workers call other staff into the consultation room to share my medical issues
 Staff enter the room without knocking during a consultation
 Prefer not to answer Don't know Other (please specify)

If the participant already answered this in question 10, you do not need to repeat the question.

29. Have you heard of PrEP (pre-exposure prophylaxis)?

- I have heard of it and know what it is I've heard of it but am not sure what it is
 I've never heard of it Prefer not to answer

*For those who have never heard of PrEP or are not sure what it is, explain:
"PrEP is an oral medication that people can take daily to prevent the chances of getting HIV from sex. Would you like more information about PrEP?"*

30. Have you ever been offered PrEP at the drop-in centre?

- Yes No No — because I am living with HIV
 Don't know Prefer not to answer

30b. Have you ever gotten PrEP at the drop-in centre?

- Yes No, because I did not want PrEP
 No, I wanted PrEP but was not considered eligible No, I wanted PrEP but it wasn't available
 No, I wanted PrEP but did not get it for some other reason Don't know
 Prefer not to answer

30c. If you were not considered eligible, please specify why not:

Only ask question 30d-30e if participant answered "yes" to question 30b

30d. How satisfied were you with PrEP services at the drop-in centre? (If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)

1 2 3 4 5 Don't know Prefer not to answer

30e. If you feel unsatisfied or very unsatisfied, please specify the reason(s) why:

31. Are you aware that you should be able to get lubricant (lube) at all drop-in centres?

Yes No Don't know Prefer not to answer

32. Have you tried to get lubricant (lube) at the drop-in centre in the last year?

Yes No Don't know Prefer not to answer

Only ask questions 32b-32c if participant answered "yes" to question 32

32b. Were staff respectful when you tried to get lubricant (lube)?

Always Sometimes Never Don't know Prefer not to answer

32c. Were you able to get lubricant (lube)?

Always Sometimes Never Don't know Prefer not to answer

Only ask question 32d if participant answered "sometimes" or "never" to question 32c

32d. During times when you could not get lubricant (lube), why were you unable to access lube? (Please select all that apply)

- I was told it was out of stock
- I was told they never offer lubricant
- I was told it was not available for GBMSM
- The staff asked too many questions about why I needed it
- The staff were so rude I decided I did not want it anymore
- I was told I ask for it too often
- I did not feel comfortable asking for it or taking it
- Other Don't know Prefer not to answer

Only ask questions 32e-32f if participant answered "sometimes" or "always" to question 32c

32e. During times when you could get lubricant (lube), were you able to get as much as you needed?

Always Sometimes Never Don't know Prefer not to answer

32f. During times when you could get lubricant (lube), did staff ask you why you needed it before you could have it?

Always Sometimes Never Don't know Prefer not to answer

33. Have you tried to access testing for sexually transmitted infections (STIs) at the drop-in centre in the last year?

Yes No Don't know Prefer not to answer

Only ask questions 33b-33c if participant answered "yes" to question 33

33b. Were staff respectful when you tried to access STI testing?

Always Sometimes Never Don't know Prefer not to answer

33c. Were you able to access the STI testing you needed?

- Always Sometimes Never Don't know Prefer not to answer

Only ask question 33d if participant answered "sometimes" or "never" to question 33c

33d. During times when you did not get the STI testing you needed, why were you unable to access STI testing? (Please select all that apply)

- I was told they were out of stock
 I was told testing was not available for GBMSM
 I did not feel comfortable asking for a test
 The staff asked too many questions about why I needed it
 The staff were so rude I decided I did not want it anymore
 I was told I ask for it too often
 I was told they never offer it
 Other Don't know Prefer not to answer

Only ask questions 33e-33f if participant answered "always" or "sometimes" to question 33c

33e. Were you able to access treatment for STIs?

- Yes No, but treatment was not needed
 No, treatment was needed but I did not receive it Don't know
 Prefer not to answer

33f. If treatment was needed but not received, why were you unable to get the treatment you needed for STIs?

- I was told they were out of stock
 I was told treatment was not available for GBMSM
 I did not feel comfortable asking for treatment
 The staff asked too many questions about why I needed it
 The staff were so rude I decided I did not want it anymore
 I was told I ask for it too often
 I was told they never offer it
 Other Don't know Prefer not to answer

34. Do you feel that the drop-in centre staff are well trained to care for GBMSM who experience violence from a sexual partner?

- Yes No Don't know Prefer not to answer

35. Would you feel comfortable going to this drop-in centre for services if you experienced violence from a sexual partner? By comfortable I mean that you believe you would be treated well and get the help you needed after experiencing violence.

- Yes No Don't know Prefer not to answer

35b. If no, why would you feel uncomfortable going to this drop-in centre for services if you experienced violence?

36. In the last year, have you wanted to access services for experiencing violence by a sexual partner at this drop-in centre?

- Yes No Don't know Prefer not to answer

Only ask questions 36b-36c if respondent answered yes to question 36

36b. Were staff respectful when you wanted to access post-violence services?

- Always Sometimes Never Don't know Prefer not to answer

36c. Were you able to access services you needed for violence at this drop-in centre?

- Yes No Don't know Prefer not to answer

36d. If no, which services did you need that you were not able to get at the drop-in centre?

- | | |
|--|--|
| <input type="checkbox"/> Counselling (on-site) | <input type="checkbox"/> Rapid HIV testing (on-site) |
| <input type="checkbox"/> STI screening and treatment (on-site) | <input type="checkbox"/> PEP (on site) |
| <input type="checkbox"/> Emergency contraception (on-site) | <input type="checkbox"/> Rape kit (on-site) |
| <input type="checkbox"/> J88 form | <input type="checkbox"/> Referral to shelter |
| <input type="checkbox"/> Other | <input type="checkbox"/> Prefer not to answer |

36e. Please specify what else you need that you were not able to get:

Only ask question 36f if participant selected "J88 form" in question 36d

36f. Why were you unable to get a J88 form?

- | | |
|---|---|
| <input type="checkbox"/> I was told I needed to come back another day | <input type="checkbox"/> I was told I didn't qualify for it |
| <input type="checkbox"/> I was told I couldn't get one because I am GBMSM | <input type="checkbox"/> I was told no doctor was available |
| <input type="checkbox"/> Other | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Prefer not to answer | |

If the participant already answered this in question 19, you do not need to repeat the question

37. Have you heard of PEP (post-exposure prophylaxis)?

- | | |
|---|--|
| <input type="checkbox"/> I have heard of it and know what it is | <input type="checkbox"/> I've heard of it but am not sure what it is |
| <input type="checkbox"/> I've never heard of it | <input type="checkbox"/> Prefer not to answer |

For those who have never heard of PEP or are not sure what it is, explain:

"PEP is medication that is taken shortly after a potential exposure to HIV that can prevent HIV infection. Would you like more information about PEP?"

38. Have you wanted to access PEP at the drop-in centre in the last year?

- Yes No Don't know Prefer not to answer

38b. If yes, were you able to access PEP?

- Always Sometimes Never Don't know Prefer not to answer

Only ask question 38c if participant answered "sometimes" or "never" to question 38b

38c. During times when you were unable to get PEP, why were you unable to access it? (Please select all that apply)

- I was told it was out of stock
- I was told it was not available for GBMSM
- I was told I wasn't eligible for another reason (eg. it was only for people who were raped or who had a condom break)
- The staff asked too many questions about why I needed it
- The staff were so rude I decided I did not want it anymore
- I was told I ask for it too often
- I was told they never offer it
- I did not feel comfortable asking for it
- Other Don't know Prefer not to answer

39. How satisfied are you with the health services for GBMSM at the drop-in centre? (If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)

- 1 2 3 4 5 Don't know Prefer not to answer

39b. If you feel unsatisfied or very unsatisfied, please specify the reason why:

40. How could the drop-in centre improve services for GBMSM?

MOBILE CLINIC USERS

These questions are for anyone who selected "Mobile clinic" in question 3

41. What mobile clinic do you use?

(Note: the questions below should be answered about the mobile clinic that the participant selects)

42. Are the staff at the mobile clinic friendly and professional towards GBMSM?

Always Sometimes Never Don't know Prefer not to answer

43. On a scale of 1 to 5, how comfortable do you feel using this mobile clinic? If 1 is VERY UNCOMFORTABLE and 5 is VERY COMFORTABLE. *By comfortable I mean that you believe you would be treated well and get the help you need.*

1 2 3 4 5 Don't know Prefer not to answer

43b. If you feel uncomfortable or very uncomfortable, please specify the reason(s) why:

44. How safe do you feel using the mobile clinic? (Safe and protected from verbal or physical abuse, verbal or physical harassment, risk of arrest etc.) *(If 1 is VERY UNSAFE and 5 is VERY SAFE)*

1 2 3 4 5 Don't know Prefer not to answer

44b. If you feel unsafe or very unsafe, please specify the reason(s) why:

45. Do you think that this mobile clinic respects people's confidentiality and privacy?

Yes No Don't know Prefer not to answer

Only ask question 45b-45c if participant answered "no" to question 45a

45b. If no, please specify the reason why not.

- Staff disclose the status of people living with HIV in the mobile clinic
- Staff disclose people's sexuality in the mobile clinic
- Healthcare workers call other staff into the consultation room to share my medical issues
- Staff enter the room without knocking during a consultation
- Prefer not to answer Don't know Other (please specify)

If the participant already answered this in question 10 or 29, you do not need to repeat the question

46. Have you heard of PrEP (pre-exposure prophylaxis)?

- I have heard of it and know what it is I've heard of it but am not sure what it is
- I've never heard of it Prefer not to answer

For those who have never heard of PrEP or are not sure what it is, explain:
"PrEP is an oral medication that people can take daily to prevent the chances of getting HIV from sex. Would you like more information about PrEP?"

47. Have you ever been offered PrEP at the mobile clinic?

- Yes No No — because I am living with HIV
- Don't know Prefer not to answer

47b. Have you ever gotten PrEP at the mobile clinic?

- Yes No, because I did not want PrEP
- No, I wanted PrEP but was not considered eligible No, I wanted PrEP but it wasn't available
- No, I wanted PrEP but did not get it for some other reason Don't know
- Prefer not to answer

47c. If you were not considered eligible, please specify why not:

Only ask question 47d-47e if participant answered "yes" to question 47b

47d. How satisfied were you with PrEP services at the mobile clinic? (If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)

- 1 2 3 4 5 Don't know Prefer not to answer

47e. If you feel unsatisfied or very unsatisfied, please specify the reason(s) why:

48. Are you aware that you should be able to get lubricant (lube) at all mobile clinics?

- Yes No Don't know Prefer not to answer

49. Have you tried to get lubricant (lube) at the mobile clinic in the last year?

- Yes No Don't know Prefer not to answer

Only ask questions 49b-49c if participant answered "yes" to question 49

49b. Were staff respectful when you tried to get lubricant (lube)?

- Always Sometimes Never Don't know Prefer not to answer

49c. Were you able to get lubricant (lube)?

- Always Sometimes Never Don't know Prefer not to answer

Only ask question 49d if participant answered "sometimes" or "never" to question 49c

49d. During times when you could not get lubricant (lube), why were you unable to access lube? (Please select all that apply)

- I was told it was out of stock
 I was told they never offer lubricant
 I was told it was not available for GBMSM
 The staff asked too many questions about why I needed it
 The staff were so rude I decided I did not want it anymore
 I was told I ask for it too often
 I did not feel comfortable asking for it or taking it
 Other Don't know Prefer not to answer

Only ask questions 49e-49f if participant answered "sometimes" or "always" to question 49c

49e. During times when you could get lubricant (lube), were you able to get as much as you needed?

- Always Sometimes Never Don't know Prefer not to answer

49f. During times when you could get lubricant (lube), did staff ask you why you needed it before you could have it?

- Always Sometimes Never Don't know Prefer not to answer

50. Have you tried to access testing for sexually transmitted infections (STIs) at the mobile clinic in the last year?

- Yes No Don't know Prefer not to answer

Only ask questions 50b-50c if participant answered "yes" to question 50

50b. Were staff respectful when you tried to access STI testing?

- Always Sometimes Never Don't know Prefer not to answer

50c. Were you able to access the STI testing you needed?

- Always Sometimes Never Don't know Prefer not to answer

Only ask question 50d if participant answered "sometimes" or "never" to question 50c

50d. During times when you did not get the STI testing you needed, why were you unable to access STI testing? (Please select all that apply)

- I was told they were out of stock
 I was told testing was not available for GBMSM
 I did not feel comfortable asking for a test
 The staff asked too many questions about why I needed it
 The staff were so rude I decided I did not want it anymore
 I was told I ask for it too often
 I was told they never offer it
 Other Don't know Prefer not to answer

Only ask questions 50e-50f if participant answered "always" or "sometimes" to question 50c

50e. Were you able to access treatment for STIs?

- Yes No, but treatment was not needed
 No, treatment was needed but I did not receive it Don't know
 Prefer not to answer

50f. If treatment was needed but not received, why were you unable to get the treatment you needed for STIs?

- I was told they were out of stock
 I was told treatment was not available for GBMSM
 I did not feel comfortable asking for treatment
 The staff asked too many questions about why I needed it
 The staff were so rude I decided I did not want it anymore
 I was told I ask for it too often
 I was told they never offer it
 Other Don't know Prefer not to answer

51. Do you feel that the mobile clinic staff are well trained to care for GBMSM who experience violence from a sexual partner?

- Yes No Don't know Prefer not to answer

52. Would you feel comfortable going to this mobile clinic for services if you experienced violence from a sexual partner? By comfortable I mean that you believe you would be treated well and get the help you needed after experiencing violence.

- Yes No Don't know Prefer not to answer

52b. If no, why would you feel uncomfortable going to this mobile clinic for services if you experienced violence?

53. In the last year, have you wanted to access services for experiencing violence by a sexual partner at this mobile clinic?

- Yes No Don't know Prefer not to answer

Only ask questions 53b-53c if respondent answered yes to question 53

53b. Were staff respectful when you wanted to access post-violence services?

- Always Sometimes Never Don't know Prefer not to answer

53c. Were you able to access services you needed for violence at this mobile clinic?

- Yes No Don't know Prefer not to answer

53d. If no, which services did you need that you were not able to get at the mobile clinic?

- | | |
|--|--|
| <input type="checkbox"/> Counselling (on-site) | <input type="checkbox"/> Rapid HIV testing (on-site) |
| <input type="checkbox"/> STI screening and treatment (on-site) | <input type="checkbox"/> PEP (on site) |
| <input type="checkbox"/> Emergency contraception (on-site) | <input type="checkbox"/> Rape kit (on-site) |
| <input type="checkbox"/> J88 form | <input type="checkbox"/> Referral to shelter |
| <input type="checkbox"/> Other | <input type="checkbox"/> Prefer not to answer |

53e. Please specify what else you need that you were not able to get:

Only ask question 53f if participant selected "J88 form" in question 53d

53f. Why were you unable to get a J88 form?

- | | |
|---|---|
| <input type="checkbox"/> I was told I needed to come back another day | <input type="checkbox"/> I was told I didn't qualify for it |
| <input type="checkbox"/> I was told I couldn't get one because I am GBMSM | <input type="checkbox"/> I was told no doctor was available |
| <input type="checkbox"/> Other | <input type="checkbox"/> Don't know |
| | <input type="checkbox"/> Prefer not to answer |

If the participant already answered this in question 19 or 37, you do not need to repeat the question

54. Have you heard of PEP (post-exposure prophylaxis)?

- | | |
|---|--|
| <input type="checkbox"/> I have heard of it and know what it is | <input type="checkbox"/> I've heard of it but am not sure what it is |
| <input type="checkbox"/> I've never heard of it | <input type="checkbox"/> Prefer not to answer |

For those who have never heard of PEP or are not sure what it is, explain:

"PEP is medication that is taken shortly after a potential exposure to HIV that can prevent HIV infection. Would you like more information about PEP?"

55. Have you wanted to access PEP at the mobile clinic in the last year?

- Yes No Don't know Prefer not to answer

55b. If yes, were you able to access PEP?

- Always Sometimes Never Don't know Prefer not to answer

Only ask question 55c if the participant answered "sometimes" or "never" to question 55b.

55c. During times when you were unable to get PEP, why were you unable to access it? (Please select all that apply)

- I was told it was out of stock
 I was told it was not available for GBMSM
 I was told I wasn't eligible for another reason (eg. it was only for people who were raped or who had a condom break)
 The staff asked too many questions about why I needed it
 The staff were so rude I decided I did not want it anymore
 I was told I ask for it too often
 I was told they never offer it
 I did not feel comfortable asking for it
 Other Don't know Prefer not to answer

56. How satisfied are you with the health services for GBMSM at the mobile clinic?

(If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)

- 1 2 3 4 5 Don't know Prefer not to answer

56b. If you feel unsatisfied or very unsatisfied, please specify the reason why:

57. How could the mobile clinic improve services for GBMSM?

ALL PARTICIPANTS

58. Is there anything else you would like to tell us?

59. Would you be willing to do an individual interview to tell us more about your experience?

Yes

No

60. Do you identify as any of these other groups?

Sex worker

Transgender person

Person who uses drugs

None

Prefer not to answer

If yes, ask the participant if they would be willing to answer questions related to being part of another key population group.

61. Do you remember answering a similar set of questions about your experiences at health facilities about a year ago?

Yes

No

Don't know

Thank participant for their time and ask if they have any questions for you.